



GMC

**HUMMER**<sup>™</sup>

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 28, 2008

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

SVC Director, Juan Santos  
Williamson Cadillac  
7250 North Kendall Dr.  
Miami, FL 33156-7886

Re: Mr. [REDACTED]  
Siebel Request: 71-595704658  
2006 Cadillac CTS  
VIN # 1G6DM57T76 [REDACTED]

Dear Mr. Santos:

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

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

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

Sincerely,

Marion Lindsey  
Customer Relationship Specialist  
Aditya Birla Minacs

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





# Cadillac HUMMER

Williamson Cadillac-Hummer Company  
7815 SW 104 Street, Miami, Florida 33156  
Telephone (305) 670-7100  
Fax (305) 670-7329

**OKUNADE O. OJENGBEDE**

ORDER FOR A MOTOR VEHICLE

05/07/06

DATE

BUYER / CO-BUYER

PALMETTO BAY FL

ADDRESS

STATE

RES. PHONE

BUS. PHONE

SALESPERSON

CELL PHONE

E-MAIL

DRIVER'S LICENSE

DOB

DRIVER'S LICENSE

DOB

PLEASE ENTER MY ORDER FOR THE FOLLOWING:

DEAL #: 55209 CUST #:

CTS

4DR CTS

NEW  
 LEASE  
 USED  
 DEMO

YR: 2006

MAKE: CADILLAC

MILES

209

SERIES

BODY TYPE

COLOR

TOP

EBONY TRIM

TO BE DELIVERED ON OR ABOUT

I.D.# 1G6DM57T760

STK. NO. 20371160

LEASING AGREEMENT

LEASING COMPANY

39

@ 393.97

INC. TAX

TERM 12000

MILES PER YEAR

ORIGINATION FEES

FIRST MONTH'S PAYMENT	\$	368.20
FLORIDA SALES TAX	\$	25.77
REFUNDABLE DEPOSIT	\$	N/A
ACQUISITION FEE	\$	N/A
FEDERAL EXCISE TAX	\$	N/A
DOWN PAYMENT/INCENTIVES & SALES TAX	\$	222.70
TRADE IN	\$	N/A
WASTE LEAD ACID BATTERY & WASTE TIRES FEES & MVWTF	\$	8.50
FLORIDA RENTAL VEHICLE SURCHARGE	\$	60.00
TAG & TITLE FEES	\$	250.00
DEALER SERVICE FEE	\$	489.00
TOTAL DUE ON DELIVERY FROM CUSTOMER	\$	4050.00
FACTORY INCENTIVES	\$	1800.00
TOTAL DUE AT INCEPTION	\$	2250.00

INCLUDED IN PMT

USED CAR TRADE-IN AND/OR OTHER CREDITS

MAKE OF CAR	YR	BODY TYPE
SERIES	MILES	
I.D.#		
BALANCE IF ANY OWED TO		
ADDRESS		
ACCOUNT NO.	TEL #	
GOOD UNTIL	BY	DATE OF CALL

NOTICE:

CREDIT TRANSACTIONS ARE NOT ACCEPTED NOR CONSUMMATED UNTIL APPROVAL BY A RESPONSIBLE BANK OR FINANCE COMPANY AND ALL DISCLOSURES REQUIRED BY THE FEDERAL CONSUMER CREDIT PROTECTION ACT (TRUTH IN LENDING ACT) HAVE BEEN GIVEN AND THE PURCHASER AND DEALER HAVE SIGNED AN INSTALLMENT SALES CONTRACT. IF FINANCING CANNOT BE OBTAINED AND PURCHASER HAS POSSESSION OF THE MOTOR VEHICLE, THEN UPON NOTICE TO THE PURCHASER THAT A RESPONSIBLE BANK OR FINANCE COMPANY HAS NOT APPROVED PURCHASER'S FINANCING, PURCHASER AGREES TO RETURN VEHICLE WITHIN 24 HOURS OF THIS NOTICE.

DELIVERED PRICE OF UNIT

	\$	
TOTAL COST INCLUDING ACCESSORIES	\$	
(-) USED CAR ALLOWANCE AND/OR CREDIT		
(=) CASH DIFFERENCE		
WASTE TIRES & LEAD ACID BATTERY FEE		
This charge represents costs and profit to the seller/dealer for items such as inspecting, cleaning and adjusting new and used vehicles and preparing documents related to the sale.		489 00
(=) TOTAL TAXABLE AMOUNT		
(+) LOCAL TAXES		
(+) COUNTY TAX		
(+) TAG & TITLE / 2.00 LEMON LAW (NEW CAR)		
(+) EXTENDED SERVICE PLAN		
(+) BALANCE OWED ON TRADE (IF APPLICABLE)		
TOTAL ABOVE ITEMS		
(-) FACTORY INCENTIVES		
(-) DEPOSIT (MINIMUM 10%)		
(=) BALANCE DUE ON DEL. (CASH*)		
(=) BALANCE DUE (FINANCE)		

IMPORTANT INFORMATION

1. TITLE TO TRADE - IF APPLICABLE
2. REGISTRATION IF TRANSFERRING TAG
3. PROOF OF LIABILITY INS. FORM

**GMAC SMART™ LEASE AGREEMENT — Monthly Payment**

LESSEE (and CO-LESSEE) ("You") name and address, including county

██████████  
 ██████████  
 O: DAGE

Gauging address (if different)  
 N/A

Principal driver (if business use)  
 N/A

LESSOR (Retailer)

WILLIAMSON CADILLAC CO.  
 7815 SW 104TH STREET  
 MIAMI FL 33156

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back.  
 We, "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).  
 If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").  
 If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to Central Originating Lease Trust.  
 If this box is checked, Lessor (Retailer) intends not to assign this lease.

**THE VEHICLE YOU ARE LEASING**

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2005	CADILLAC CTS	4DR CTS	1G6DM571760	209	<input type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> Public Conveyance

**FEDERAL CONSUMER LEASING ACT DISCLOSURES**

1. Amount Due at Lease Signing or Delivery (Itemized Below)*	2. Monthly Payments	3. Other Charges (not part of your monthly payment)	4. Total of Payments (The amount you will have paid by the end of the lease.)
\$ 4050.00	Your first monthly payment of \$ 393.97 is due on 3/28/05, followed by 38 payments of \$ 393.97 due on the 15th of each month.	Disposition fee (if you do not purchase the vehicle) \$ N/A	\$ 19020.86
	The total of your monthly payments is \$ 15050.26	Total \$: N/A	

5. Amount Due at Lease Signing or Delivery:

- a. Capitalized cost reduction \$ 3114.83
  - b. First monthly payment \$ 393.97
  - c. Refundable security deposit \$ N/A
  - d. Title fees \$ N/A
  - e. Registration fees \$ 259.00
  - f. Sales/use tax \$ 222.70
  - g. N/A \$ N/A
  - h. N/A \$ 60.50
  - i. N/A \$ N/A
- J. Total \$ 4050.00

6. How the Amount Due at Lease Signing or Delivery will be paid:

- a. Net trade-in allowance \$ 1800.00
- b. Rebates and non-cash credits \$ 2250.00
- c. Amount to be paid in cash \$

d. Total \$ 4050.00

7. Your monthly payment is determined as shown below: ( ) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)
- a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 31040.53 )
- b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost. \$ 214.83
- c. Adjusted capitalized cost. The amount used in calculating your base monthly payment. \$ 27925.70
- d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment. \$ 15530.70
- e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term. \$ 11395.00
- f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts. \$ 2954.20
- g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge. \$ 14389.90
- h. Lease payments. The number of payments in your lease. 11
- i. Base monthly payment. \$ 1308.17
- j. Monthly sales/use tax (estimated) \$ 39.20
- k. Total monthly payment \$ 1347.37

8. Excessive Wear and Use. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 20,000. If you exercise this option, you must pay the purchase price plus any sales tax and license fees.

10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	\$ 31040.53
b. GMAC administrative fee	\$ 153.00
c. License/registration/title fees	\$ 153.00
d. Sales tax	\$ 153.00
e. Other tax (describe)	\$ 153.00
f. Optional service contract	\$ 153.00
g. Optional maintenance contract	\$ 153.00
h. Optional life insurance	\$ 153.00
i. Optional disability insurance	\$ 153.00
j. <del>HEALTH CARE FEE</del>	\$ 153.00
k. <del>H/A</del>	\$ 153.00
l. <del>H/A</del>	\$ 153.00
m. Gross Capitalized Cost	\$ 31040.53

12. THE VEHICLE YOU ARE TRADING.

Gross trade-in value	(Year)	(make)	(model)
Payoff			
Net trade-in value			

For trucks of 10,000 lbs. GVW or more and public conveyance vehicles, liability insurance must instead (a) provide primary coverage of at least \$50,000 for property damage, \$100,000 for bodily injuries to any one person, and \$300,000 for property damage, \$100,000 for umbrella coverage of at least \$1,000,000 or (b) have a combined single limit of at least \$1,000,000 for bodily injuries and property damage for any one accident, and Physical damage insurance must have deductibles of no more than \$1,000 for collision and up to \$1,000 for comprehensive fire and theft loss.

If you move to a new state, we will require coverage amounts in keeping with our requirements for the new state. We now estimate that those amounts will be the same as those in this lease, but they may be higher.

Insurance Notice

The valid and collectible insurance and personal injury protection limits of liability and personal injury protection coverage required by sections 324.021(7) and 627.736, Florida Statutes.

YOU AGREE THAT YOUR OWN LIABILITY AND PERSONAL INJURY PROTECTION INSURANCE WILL PROVIDE PRIMARY INSURANCE COVERAGE UP TO ITS FULL POLICY LIMITS UNDER THE AGREEMENT.

**13. OFFICIAL FEES AND TAXES.** You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes. The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees \$ 105.00

b. Registration fees/taxes \$ N/A

c. License fees/taxes \$ N/A

d. Sales/use taxes (including tax on capitalized cost reduction) \$ 812.50

e. Excise taxes \$ 1227.73

f. Property taxes \$ N/A

g. Other (describe) RENTAL SURCHARGE \$ N/A

h. Other (describe) HYDRA/BATTERY/TIRE FEES \$ 60.00

i. Other (describe) N/A \$ 3.50

14. MILEAGE: Base Mileage Allowance:  15,000 miles/year.  Low mileage: 12,000 miles/year.

Medium-duty truck (gasoline): 25,000 miles/year.

Medium-duty truck (diesel): 35,000 miles/year.

Extra Miles: You are buying N/A extra miles at \$ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 39209 miles.

Starting odometer mileage 0 miles.

Base mileage allowance 0 miles.

Purchased extra miles 0 miles.

Excess Mileage Charge. The excess mileage charge is \$ 20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

15. LATE CHARGE. If you do not pay a monthly payment 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.

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 08/06/2009.

18. LEASE END DAILY EXTENSION CHARGE. \$ 28.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

**(NAME OF LESSEE'S INSURANCE COMPANY)**

**REQUIRED VEHICLE INSURANCE INFORMATION.** You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: STATE FARM INSURANCE CO

Insurance agency name: SIEVE MYERS INS AGENCY INC

Agency address: (305) 253-5800

Agency phone no.: 312 2090-59 1

Agent's name: N/A

Policy no.: N/A

Deductibles: Collision \$ 0 Liability 0 Physical damage Comprehensive \$ 0

Insurance company name: N/A

Insurance agency name: N/A

Agency address: N/A

Agency phone no.: N/A

Agent's name: N/A

Policy no.: N/A

Deductibles: Collision \$ 0 Physical damage Comprehensive \$ 0

**20. OPTIONAL LIFE AND DISABILITY INSURANCE.** We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The signature may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A

Address: N/A

Life insurance  Lessee  Co-Lessee  Both

Disability insurance (lessee only)

LESSEE'S SIGNATURE: X Monthly coverage limit \$ N/A

CO-LESSEE'S SIGNATURE: X Age N/A

**21. WARRANTY AND EXCLUSION OF WARRANTY.** You have the benefit of any warranty checked below.

Standard manufacturer's warranty

Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease.

STATE, MISSISSIPPI, MISSOURI, TEXAS, VIRGINIA, WISCONSIN, WYOMING

**19. REQUIRED VEHICLE INSURANCE.** You must insure the vehicle through liability and physical damage policies acceptable to us. The policies must not exclude or restrict coverage if you were to drive the vehicle, or when the driver is someone you allow to drive the vehicle if who is likely to drive the vehicle. The policies must show any additional insureds and loss payees that we require. If this lease is assigned to GMAC or Central Originating Lease Trust, the initial additional insured and loss payee is "GMAC and its successors and assigns", P.O. Box 650100, Hunt Valley, MD 21085-0100. You must give us proof of insurance when we ask. We require no other insurance.

Liability insurance must (a) cover at least \$50,000 for property damage, \$100,000 for bodily injuries to any one person, and \$300,000 for bodily injuries for any one accident, or (b) have a combined single limit of at least \$500,000 for bodily injuries and property damage for any one accident.

**THIS IS THE ENTIRE AGREEMENT.** This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this agreement, including any of our rights under this lease without losing them, is. No oral changes are binding.

**LESSOR:** [Redacted] BY: X

**LESSEE:** [Redacted] BY: X

**NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.**

**YOU SIGNED THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.**

**LESSEE:** [Redacted] (city) X

**LESSOR:** [Redacted] (state) X

**CO-LESSEE:** X (month) X (day) X (year)

**SIGNATURE AND TITLE:** X

**CO-LESSEE:** X

**NAME:** [Redacted]

**TERM:** [Redacted] months, [Redacted] months, [Redacted] miles

**IF YOU ARE BUYING A SERVICE OR MAINTENANCE CONTRACT NOW, YOU MAY PAY FOR IT AT LEASE SIGNING. IF YOU ARE NOT REQUIRED TO BUY A SERVICE OR MAINTENANCE CONTRACT AS PART OF THIS LEASE, YOUR CHOICE OF PROVIDERS FOR ANY SERVICE OR MAINTENANCE CONTRACT YOU BUY WILL NOT AFFECT OUR DECISION TO LEASE TO YOU.**

**22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS:**

**NAME:** [Redacted]

**TERM:** [Redacted] months, [Redacted] months, [Redacted] miles

**IF YOU ARE BUYING A SERVICE OR MAINTENANCE CONTRACT NOW, YOU MAY PAY FOR IT AT LEASE SIGNING. IF YOU ARE NOT REQUIRED TO BUY A SERVICE OR MAINTENANCE CONTRACT AS PART OF THIS LEASE, YOUR CHOICE OF PROVIDERS FOR ANY SERVICE OR MAINTENANCE CONTRACT YOU BUY WILL NOT AFFECT OUR DECISION TO LEASE TO YOU.**

**THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE WE WARE. IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.**

**671 MONTHLY-FL 72003 (1) (For use in the State of Florida) Copyright 2003 General Motors Acceptance Corporation. All Rights Reserved.**

**SEE OTHER SIDE FOR OTHER IMPORTANT REEMENTS INCLUDING A PI**

**POSITION OF TRANSFER OF YOUR INTEREST.**

**TITLE:**

**QUADRUPLICATE ORIGINAL - LESSEE**

**Lease Agreement 9**

## INSURANCE, USE, AND CARE OF THE VEHICLE

### 23. USE. You will not

- Use the vehicle illegally, improperly, or for hire.
- Use the vehicle in a way that your insurance policy prohibits.
- Remove the vehicle from the United States, except for trips to Canada of under 60 days.
- Move the vehicle to another state for more than 30 days without telling us.
- Change the vehicle without our written consent.
- Replace parts, accessories, or tires with rented or leased items.
- Expose the vehicle to seizure, confiscation, forfeiture, or other involuntary transfer.

You will not let anyone else do any of these things.

**24. MAINTENANCE, REPAIRS, OPERATING EXPENSES, AND DAMAGE.** You will maintain and repair the vehicle to keep it in good condition. Replacement sheet metal must be new original equipment manufacturer parts. Other replacement parts must be original equipment manufacturer parts or parts of equal quality and design. (If insurance will pay for repairs, ask your insurance company to specify original equipment manufacturer sheet metal.) You will pay all maintenance, repair, and operating expenses, including gas and oil. If the odometer stops working, you must fix it immediately. You will service the vehicle as the manufacturer recommends. You will follow the manufacturer's instructions in any recall. If you don't do these things, we may do them. You will owe us our cost if we do. We may inspect the vehicle at any reasonable time and place.

When you take possession of the vehicle, you take on the risks of loss of the vehicle and of damage to it. If the vehicle is damaged, stolen, or destroyed and money becomes available from insurance, a judgment, a settlement, or the like, we will treat the money as an insurance settlement. We and/or Vehicle Asset Universal Leasing Trust will be entitled to this money. If the lease ends in connection with our receipt of the money, we will treat any money we do not use to repair the vehicle as sale proceeds.

**25. EXCESS WEAR.** Excess wear is wear that is beyond normal wear. Excess wear includes: (a) glass that is damaged or that you tinted; (b) a damaged or corroded body, trim, frame, crossmember, suspension, engine, powertrain, or other mechanical part; (c) damaged paint; (d) a torn, damaged, or stained interior or trunkliner; (e) a pickup bed with a sprayed-on bedliner; (f) sheet metal that is not original equipment sheet metal; (g) missing equipment or parts that were in or on the vehicle when delivered and not replaced with equipment or parts of equal quality and design (including a missing wheel, wheel cover, jack, or wheel wrench); (h) a tire (including spare) that is unsafe, is not the size and type the manufacturer recommends, is recapped or a snow tire, or has less than 1/8 inch of tread left at the shallowest point; (i) a damaged or worn brake that does not meet government safety standards; (j) oil leaks or low oil pressure; (k) a malfunctioning electrical system, battery, or lights; (l) any other condition that makes the vehicle run in a noisy, rough, improper, unsafe, or unlawful way; and (m) any other damage, whether or not insurance covers it.

**26. LIENS.** You will keep the vehicle free of liens unless we agree to them. If you do not remove any liens, we may do so. You will pay us any amount we pay to do so.

## WHEN THE LEASE CAN END

**27. SCHEDULED END.** This lease is scheduled to end on the date shown on the front. If this lease ends on or after the last scheduled payment is due, we will treat the lease as if it ended as scheduled and not as if it ended early. However, if the vehicle is a total loss before the scheduled lease end date, the Gap Protection section applies.

**28. LEASE END DAILY EXTENSION.** At scheduled lease end, if you keep the vehicle and do not buy it, you elect to extend the lease and pay a daily extension charge beginning on the eighth day after the scheduled lease end date. The charge is shown on the front. We may limit the number of days you extend the lease. During the daily extension period, you agree to comply with the terms of this lease, other than terms that apply to monthly payments and early end. The total allowed mileage will not increase.

**29. EARLY END.** You may end this lease anytime. We may end this lease if you are in default or if the vehicle is a total loss.

### 30. DEFAULT.

You will be in default if any of these things happens:

- You do not pay on time.
- You made a material misrepresentation when you applied for this lease.
- You start a bankruptcy, receivership, or insolvency proceeding or one is started against you or your property.
- You break any other agreements in this lease.
- You do anything the law says is a default.

If you are in default, we may:

- End this lease and require you to pay the early end charge.
- Take the vehicle from you without demand. If the law permits, we may go on your property to take the vehicle. If the vehicle has an electronic locating device, we may use the device to find the vehicle.
- Sue you for damages and to get the vehicle back.
- Pursue any other remedy the law gives us.

We will exercise our rights without breach of the peace, at reasonable times and places, in a reasonable way, as the law permits. We may take and store any personal items that are in the vehicle. If you do not ask for these items back, we may dispose of them as the law allows. You will pay our reasonable expenses of taking these actions as the law allows. These expenses may include expenses of taking and storing the vehicle, attorney's fees, collection costs, and court costs.

**31. TRANSFER.** You may be able to transfer this lease instead of ending it early, if we approve. If you would like to transfer this lease, please ask us about the requirements and your responsibilities.

## AT LEASE END

**32. VEHICLE RETURN.** At lease end, you will return the vehicle (including any dealer installed options you do not buy outright) to any reasonable place we tell you, unless you buy the vehicle. After you return the vehicle, you will call us promptly at 1-800-200-4622 and tell us where you left the vehicle.

**33. OPTION TO BUY THE VEHICLE.** You have an option to buy the vehicle only at scheduled lease end. See the front for the price. You must also pay any related official fees and taxes.

**34. ODOMETER DISCLOSURE.** Federal law requires you to tell us the vehicle's mileage in connection with a transfer of vehicle ownership. You may be fined and/or imprisoned if you do not complete the disclosure or if you make a false statement.

## WHAT YOU OWE AT LEASE END

**Definition of Early Excess Mileage and Wear Charge:** Our estimated or actual cost of any repairs the vehicle needs because of excess wear (we do not have to make repairs), plus any excess mileage charge. This charge will not exceed residual value minus the vehicle sale price.

**37. GAP PROTECTION.** If the vehicle is a total loss before the scheduled lease end date, and we get an insurance settlement, you have gap protection.

If the money we get from your insurance is more than or equal to (1) the base monthly payment times the number of payments not yet due, (2) minus any unearned rent charge, figured by the actuarial method, plus (3) residual value, we will give you a credit for any excess. You will owe us any unpaid fees and taxes and any amounts due because you broke agreements in this lease. We will give you a credit for any amount we get from cancellations of optional insurance, service contracts, maintenance contracts, or other contracts that we financed for you.

If the money we get from your insurance is less than (1) the base monthly payment times the number of payments not yet due, (2) minus any unearned rent charge, figured by the actuarial method, plus (3) residual value, you will owe the difference up to the amount of your insurance deductible. If the difference is more than your insurance deductible, you will also owe an excess mileage charge, up to the amount by which the difference exceeds your deductible, plus any tax on the charge. We will figure the excess mileage charge as if the lease had ended as scheduled. In either case, we will give you a credit for any amount we get from cancellations of optional insurance, service contracts, maintenance contracts, or other contracts that we financed for you. You will also owe us any unpaid fees and taxes and any amounts due because you broke agreements in this lease.

If the vehicle is a total loss and we do not get an insurance settlement, there is no gap protection. You will owe us any excess of the residual value over the vehicle's salvage value. If the lease ends before the last scheduled payment is due, you will also owe us the early end charge that applies when the vehicle is not a total loss.

**38. SECURITY DEPOSIT.** If you paid a security deposit, we will use it at lease end to pay anything you owe under this lease and do not pay. We will not pay you interest on the security deposit. We will not add to the security deposit any proceeds, money, or funds we receive from the security deposit. After lease end, we will give back any part of the security deposit that is left.

## ADDITIONAL TERMS

**40. PROHIBITION OF TRANSFER OF YOUR INTEREST.** YOU WILL NOT SUBLEASE OR OTHERWISE TRANSFER (EXCEPT TO YOUR ESTATE) ANY RIGHT OR INTEREST YOU HAVE UNDER THIS LEASE OR IN THE VEHICLE WITHOUT OUR PRIOR WRITTEN CONSENT.

You may be able to transfer this lease instead of ending it early, if we approve. If you would like to transfer this lease, please ask us about the requirements and responsibilities.

**41. INDEMNITY.** You will protect us from all losses, damages, injuries, claims, demands, and expenses arising out of the condition, maintenance, use, or operation of the vehicle. You agree to indemnify, and hold harmless, us and our assigns from all such losses, damages, injuries, claims, demands, and expenses.

**5. WHAT YOU OWE AT SCHEDULED END.**  
a) IF YOU BUY THE VEHICLE: If you have paid us and kept your agreements, you will owe us nothing more.

b) IF YOU DO NOT BUY THE VEHICLE: If you have kept your agreements, you will owe us only any excess mileage charge, any lease end daily extension charge, and our estimated or actual cost of repairing excess wear, plus any tax. (We do not have to make repairs.)

**36. WHAT YOU OWE AT EARLY END.** In general, unless gap protection applies, you will owe us any unpaid monthly payments. We will give you a credit for any unearned rent charge and a credit if we sell the vehicle for more than residual value. We will use the actuarial method to figure the unearned rent charge. (You may ask us for a written explanation of the actuarial method.) We will treat the rent charge for each monthly period as fully earned on the period's first day. We will treat each monthly payment that you made as if we received it on its due date.

If the vehicle is a total loss, see the Gap Protection section. Otherwise, you will owe us an early end charge as follows:

- The base monthly payment times the number of payments not yet due,
  - Any unearned rent charge, figured by the actuarial method,
  - + Any surplus (see definition in this item) on the vehicle sale,
  - + If there is no surplus, any Early Excess Mileage and Wear Charge (see definition in this item), plus any tax.
- = The Total. If the Total is more than zero, you will owe us the Total. If the Total is less than zero, we will not give you a refund or credit.

You will also owe us any unpaid fees and taxes and any amounts due because you broke agreements in this lease. We may cancel any optional insurance or optional service, maintenance, or other contracts that we financed for you. We will give you a credit for any amount we get from cancellations.

**Definition of Surplus:** Unless you get an appraisal or gap protection applies, we will sell the vehicle at wholesale. If we sell the vehicle for more than residual value, the excess will be the surplus. If we sell the vehicle for residual value or less, the surplus will be zero.

**Appraisal.** You may get a professional appraisal of the vehicle's wholesale value. If you do so within a reasonable time, we will use the appraised value as the sale price when we figure the surplus (if any). The appraiser must be an independent third party. You and we must agree on the appraiser. You must pay for any appraisal. The appraisal will be binding.

**39. ASSIGNMENT BY LESSOR.** If this lease is assigned, the assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as agent to hold title for the benefit of the assignee on the vehicle's certificate of title and/or registration.

Any sale and assignment will not be considered to change materially your duties, burden, or risk under this lease. Neither the assignee nor Vehicle Asset Universal Leasing Trust will have to make any repairs to the vehicle, get any insurance, or perform any service Lessor has agreed to perform under this lease. You will look only to Lessor for these services.

After assignment, GMAC will service this lease, if GMAC is the assignee or if GMAC helped to arrange this lease. You must then make all payments to GMAC (for its or the assignee's account) or as otherwise directed. If we assign this lease, you will not receive notice of assignment.

**THIS IS A LEASE AGREEMENT.  
THIS IS NOT A PURCHASE AGREEMENT.  
PLEASE REVIEW THESE MATTERS CAREFULLY AND SEEK  
INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY  
QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE  
ENTITLED TO AN EXACT COPY OF THE AGREEMENT YOU SIGN.**

(For sales, leases or transfers of title of motor vehicles by a licensed motor vehicle/mobile home dealer)

CUSTOMER'S NAME: 20371160 STOCK NO.

**CERTIFICATION OF POLLUTION CONTROL DEVICES OR SYSTEMS**

FLORIDA LAW PROHIBITS THE OPERATION, SALE LEASE OR TRANSFER OF TITLE OF ANY AUTOMOBILE OR LIGHT DUTY TRUCK (VEHICLE 1975 OR NEWER WITH A REGISTERED WEIGHT 10,000 lbs. OR LESS) THAT HAS BEEN TAMPERED WITH. "TAMPERING" MEANS THE DISMANTLING, REMOVAL OR RENDERING INEFFECTIVE OF ANY AIR POLLUTION CONTROL DEVICE OR SYSTEM WHICH HAS BEEN INSTALLED ON A MOTOR VEHICLE BY THE MANUFACTURER EXCEPT TO REPLACE SUCH DEVICE OR SYSTEM WITH A DEVICE OR SYSTEM EQUIVALENT IN DESIGN AND FUNCTION TO THE PART THAT WAS ORIGINALLY INSTALLED ON THE MOTOR VEHICLE (316.2935, F.S.)

**VEHICLE DESCRIPTION**

CHECK ONE:  Motor Vehicle  Mobile Home  Vessel

Vehicle Identification Number: 1G6DM571760 Year: 2006 Color: BLACK R Body: 4DR CTS Title No.:

RULE 62-242.700 FLORIDA ADMINISTRATIVE CODE

AS A MOTOR VEHICLE DEALER LICENSED TO CONDUCT BUSINESS IN THE STATE OF FLORIDA, I HEREBY CERTIFY THAT THE FOLLOWING AIR POLLUTION EMISSION CONTROL DEVICES AND SYSTEMS OF THE VEHICLE, IF INSTALLED BY THE VEHICLE MANUFACTURER OR IMPORTER, HAVE NOT BEEN TAMPERED WITH BY ME OR MY AGENTS, EMPLOYEES OR OTHER REPRESENTATIVES.

I ALSO HEREBY CERTIFY THAT I OR PERSONS UNDER MY SUPERVISION HAVE INSPECTED THIS MOTOR VEHICLE AND, BASED ON SAID INSPECTION HAVE DETERMINED THAT THE BELOW-LISTED AIR POLLUTION CONTROL DEVICES AND SYSTEMS, IF INSTALLED BY THE VEHICLE MANUFACTURER OR IMPORTER, ARE IN PLACE AND APPEAR TO BE PROPERLY CONNECTED AND UNDAMAGED AS DETERMINED BY VISUAL OBSERVATION.

THIS CERTIFICATION SHALL NOT BE DEEMED OR CONSTRUED AS A WARRANTY THAT ANY AIR POLLUTION CONTROL DEVICE OR SYSTEM OF THE VEHICLE IS IN FUNCTIONAL CONDITION, NOR DOES THE EXECUTION OR DELIVERY OF THIS CERTIFICATION CREATE BY ITSELF GROUNDS FOR CAUSE OF ACTION BETWEEN THE PARTIES TO THIS TRANSACTION.

TRANSFEROR'S SIGNATURE  
**WILLIAMSON CADILLAC CO.**  
PRINTED NAME

7815 SW 104TH STREET  
TRANSFEROR'S ADDRESS (STREET)

MIAMI FL 33156  
CITY STATE ZIP CODE

05/07/2006  
DATE OF STATEMENT

TRANSFEREE'S SIGNATURE  
[REDACTED]

WILLIAMSON CADILLAC CO.  
FIRM/DEALERSHIP

PALMETTO BAY FL  
CITY STATE ZIP CODE

(CHECK ONLY ONE OF THE FOLLOWING COLUMNS)

1975 TO 1979 YEAR:  CATALYTIC CONVERTER  UNVENTED FUEL CAP

1980 AND NEWER YEAR:  CATALYTIC CONVERTER  UNVENTED FUEL CAP  POSITIVE CRANKCASE VENTILATION SYSTEM (PCV)  THERMOSTATIC AIR CLEANER (TAC)  EXHAUST GAS RECIRCULATION SYSTEM (EGR)  AIR PUMP AND/OR AIR INJECTION SYSTEM (AIS)  OXYGEN SENSOR (O2)  FUEL EVAPORATION EMISSIONS SYSTEM (EVP)

20371160  
STOCK NO.

STATE OF FLORIDA  
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES  
DIVISION OF MOTOR VEHICLES  
Neil Kirkman Building • Tallahassee, Florida 32399-0610

**SEPARATE ODOMETER DISCLOSURE STATEMENT AND ACKNOWLEDGEMENT**  
(Instructions on Reverse Side)

**VEHICLE DESCRIPTION**

CHECK ONE:  Motor Vehicle  Mobile Home  Vessel

Vehicle Identification Number: 1G6DM571760 Year: 2006 Color: BLACK R Body: 4DR CTS Title No.:

**ODOMETER DISCLOSURE STATEMENT**

WARNING: Federal and State law requires that you state the mileage in connection with an application for a Certificate of Title. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I/WE WILLIAMSON CADILLAC CO. STATE THAT THIS MOTOR VEHICLE'S  
(Print Transferor's Name) (Seller)

5 DIGIT OR  6 DIGIT ODOMETER NOW READS 000000, 2019,  (NO TENTHS) MILES, DATE READ 05/07/06, AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED IN THIS DOCUMENT UNLESS ONE OF THE FOLLOWING IS CHECKED:

- CAUTION:**
1. I HEREBY CERTIFY THAT, TO THE BEST OF MY KNOWLEDGE, THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.
2. I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE. WARNING - ODOMETER DISCREPANCY

UNDER PENALTY OF PERJURY, I HEREBY CERTIFY THAT THE MILEAGE INDICATED ABOVE IS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED IN THIS DOCUMENT AND NOT THE MILEAGE OF ANY OTHER VEHICLE.

(Transferor's Street Address)

WILLIAMSON CADILLAC CO.  
(Transferor's Name and Printed Name)

7815 SW 104TH STREET  
(Transferor's Street Address)

MIAMI FL 33156  
(City) (State) (Zip)

PALMETTO BAY FL  
(City) (State) (Zip)

**CADILLAC COMPANY**  
 STREET, MIAMI, FLORIDA 33156  
 TELEPHONE (305) 670-7100  
 FAX (305) 670-7397

DEAL#: 55209  
 F&I #: 685

**VEHICLE INVOICE**

INVOICE NO. **A 33325**

CUSTOMER NO. **116**

STOCK NO. **2037116D**

YEAR-MAKE-MODEL **2006 CADILLAC**

SERIAL NO. **1G6DM57T760**

SALESMAN **OKUNADE O. OJENGBEDE**

REG. STATE, NOM (FOR GMAC OR COLT REG DLR)

**PALMETTO BAY FL**

STATE

OFFICE HOME ENGINE NO.

DATE **05/07/06**

NEW OR USED **N**

ENGINE NO. **06035 / 06035**

KEY NOS.

INSURANCE COVERAGE INCLUDES

FIRE & THEFT

PUBLIC LIABILITY-AMT.

COLLISION-AMT. DEDUCTIBLE  PROPERTY DAMAGE-AMT.

GROUP DESCRIPTION PRICE  
 MILEAGE: 209

**PALMETTO BAY FL**

IN-SERV DATE:  
 TERM: 7A  
 MILES:  
 EXP DATE:  
 EXP MILES:  
 DEDUCTIBLE: N/A

**NO LIABILITY INSURANCE INCLUDED**

USED VEHICLE TRADED

YEAR	MAKE	MODEL	SERIAL NO.	ENGINE NO.

DESCRIPTION	ACCT. NO.	KEY	SALE	KEY
			23956.53	
SURCHARGE	324F		60.00	
BATTERY FEE	324B		1.50	
TIRE FEE	324C		5.00	
FLEET	419			
NEW CAR INV.	231			
LO JACK				
USED CAR RETAIL	446			
USED CAR WHLSE.	448			
RECONDITIONING	647	+		
USED CAR INV.	240		2.00	
PROCESSING FEE	905A			
DEALER BUS. LIC. TAX	301			
DEALER RESERVE	262			
FINN. COMM. EARNED N/C	806	+		
INS. COMM. EARNED N/C	807			
FINN. COMM. EARNED U/C	808	+		
INS. COMM. EARNED U/C	809			
SALES TAX-EXT. WARR.	324		222.70	N/A
SALES TAX-VEH.	324			N/A
LUXURY TAX	324A		250.00	N/A
LICENSE & TITLE	905			N/A
EXT. WARR.	300			N/A
FINANCING				N/A
INSURANCE CR. LIFE A & H	300		50497.73	
<b>TOTAL PRICE</b>				

PRICE OF VEHICLE

SETTLEMENT	ACCT. NO.	KEY
DEPOSIT	220A	+
CASH ON DELIVERY	220A	+
REBATE		+

TOTAL USED VEHICLE ALLOWANCE  
 FINANCING 39 MONTHS @ 393.97 PER MONTH

TOTAL SETTLEMENT		
PAYOFF BALANCE ON USED VEHICLE TRADE IN	300	-
CONTRACT IN TRANSIT	205	+
OVERALLOWANCE/DEPOSIT	220A	+
INVENTORY VALUE OF TRADE IN-USED VEHICLE	240	+
USED VEHICLE STOCK NO.		STK
YR. & MAKE OF TRADE IN		YMK
INVENTORY VALUE OF TRADE IN-USED VEHICLE	240	+
USED VEHICLE STOCK NO.		STK
YR. & MAKE OF TRADE IN		YMK

OPTIONAL EQUIPMENT AND ACCESSORIES

VIN: 1G6DM57T7 60 [REDACTED] SELLG SCE: 12 MDL YR: 06 ORD NO: JXQRGW

ODATE: 02/25/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 12 21029  
DDATE: 05/07/06 DLVY FAN: DTYPE: 015 SRVC TYPE: MILEAGE:

DLVY DOE: 05/08/06 ORDER BY:

CANC:

CANC DOE:

TRADE:

DLVY TO: [REDACTED]

TRD DOE:

SRVC IN:

PALMETTO BAY

FL [REDACTED]

SRVC OUT:

CANC SRVC IN:

BFSO ORD DT:

BFSO CUST:

PRICE ASSUR DT:

PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCR	01	12 21029	160684	05/12/06	1,800.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:  
DATA SCE: GMAC INC MEMO NO: 160684 AUTH PUR CD:  
MISC DATE: 05/07/06 MISC: 0000008425 A2  
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	12 21029	00030206764	05/09/06	36.31	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:  
DATA SCE: DLVY INC MEMO NO: 00030206764 AUTH PUR CD:  
MISC DATE: MISC:  
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
XJC	01	12 21029	160684	05/12/06	2,159.94	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:  
DATA SCE: GMAC INC MEMO NO: 160684 AUTH PUR CD:  
MISC DATE: 05/07/06 MISC: 0000008425MEA0  
POLICY PYMT CMNT: ACTV TYPE: 6

- For Consumers
  - For Businesses
  - For Charities And Donors
  - About Us
  - News Center
- Dispute Resolution

**CLAIM INTAKE**

Step: Review

Up Next:

- FINISHED!

## Information Summary



**Claim Information**

Please review the information below for accuracy. If there is a problem, use the back buttons to navigate and correct.

**Personal Information**

Name:

Primary Phone:

Evening Phone:

Cell Phone:

Email:

Previously Filed Complaint: Yes

Street:

City: palmetto bay

State: Florida

Zip:

**Vehicle Information**

Make: Cadillac	Original Miles: 209
Model: CTS	Owned or Leased: Leased
Year: 2006	First Repair Date: 3/19/2007
Purchase / Lease date: 5/7/2006	Mileage at first repair: 14309
In your possession? Yes	Are you the titled owner? Yes
Miles or Kms: 24500	Titled owner? Fred Paschal
Titled to a Business? No	Number of vehicles owned/leased: 1
% Used for Business: 0	Purchased as: New
Titled to: Individual	

**Dealer Information**

This was a private sale/td>

**Lienholder Information**

Company name: GMAC	State: Minnesota
Address: p.o. box 380902	Zip: 55438-0902
City: bloomington	

**Vehicle Issues**

# Issue	Still Exist?	Repair Attempts	# Issue	Still Exist?	Repair Attempts
1 The brakes would give out on the vehicle	No	1	6 Incorrect reading with the fuel tank gauge	Yes	3
2 ABS brakes electrical malfunction	No	1	7 traction control light malfunction	No	1
3 Passanger side airbag malfunction displayed	No	1	8 Interior parts of the car coming off (handles)	No	2
4 passenger side seat sensors for airbag replaced	No	1	9		
5 check coolant light comes on even with coolant	No	1	10		

**Arbitration Preferences**

Desired outcome: Because of the numerous electrical problems that have resulted, at many times, in a compromise of the safety of the vehicle; we would like the manufacturer to take this car back. We have made numerous attempt for this car to be repaired, and aside from the headaches, it isn't safe to operate thiscar



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For Businesses

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## CLAIM INTAKE

Step: Submitted

Up Next:

- FINISHED!

# Case Successfully Submitted

Congratulations! Your case has been submitted. Click here to return to the **BBB website**

In the next few days you will be receiving a packet of information (including a Customer Claim Form with the information you provided to us) in the mail. Please gather the following items and return them to us with the signed (by all titled owners) Customer Claim Form:

1. copies of your repair orders;
2. copies of your current vehicle registration;
3. a copy of your sales/lease agreement (not the finance agreement); and
4. any other letters, correspondence, etc. related to your claim.

A copy of your complaint will be shared with the automobile company. A company representative may contact you to discuss your claim and offer a solution.

A dispute resolution specialist from the BBB will contact you upon receipt and review of your Customer Claim Form and support documentation. Our role will be to:

1. determine the eligibility of your claim for the BBB AUTO LINE program;
2. explain the BBB AUTO LINE process;
3. facilitate settlement discussions between you and the company;
4. prepare eligible cases that are not resolved for an arbitration hearing; and
5. process the arbitrator's decision to you and the company at the conclusion of the arbitration hearing.

Our goal is to resolve all disputes within 40 days from the date the case is opened in the BBB AUTO LINE program.

For more information on the process, program eligibility or your state lemon law, please return to ([www.lemonlaw.bbb.org](http://www.lemonlaw.bbb.org)) and review the information applicable to you.

Thank you for sharing your complaint with your Better Business Bureau System.

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- For Businesses
- For Charities And Donors
- About Us
- News Center
- Dispute Resolution

CLAIM INTAKE

Step: 3 of 5

Up Next:

- Title Info
- Vehicle Info
- Dealer Info

# Customer Information

Please note, fields preceded by an asterisk (\*) are required.

Titled Owner or Business Principal Information:

\* First Name:

Middle Initial:

\* Last Name:

Prefix:

\* Primary Phone:  x

\* Evening Phone:

Cell Phone:

xxx-xxx-xxxx

Vehicle Used for Business?  No  Yes

\* Are you the ONLY titled owner?  Yes  No

\* Have you previously filed a complaint?  Yes  No

\* Email Address:  For AUTO LINE case communication only

\* Street Address:

\* City:

\* State:

\* Zip (5 digit):

\* Purchase Type:  Leased  Owned

\* Vehicle Titled To?  Individual  Business

\* Are you being represented by an attorney?  No  Yes

\* Have you previously contacted the manufacturer's customer assistance center about this issue?  Yes  No



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CLAIM INTAKE

Step: 4 of 5

Up Next:

- Vehicle Issues

- Desired Outcome

# Claim Intake Details

## Vehicle Title Information

This vehicle is **NOT** used for business.

- \* Titled Owner: [REDACTED]
- Original Mileage at time of purchase: 24500
- \* Purchased/Leased as: New
- \* Purchase/Lease Date (mm/dd/yyyy): 05/07/2006

## Lien Information

Please tell us some details of your lease arrangement. \*\*If there is no lien holder, type "None".

- \* Lien Holder: GMAC
- Lien Holder Address: PO BOX 380902
- Lien Holder City: BLOOMINGTON
- State: Minnesota
- Zip Code: 55438-0902

## Insurance Information

- Insurance Provider: ALLSTATE
- Policy Number: [REDACTED]

## Automobile Information

If you wish to change the make of the vehicle, you will need to use the "Back" buttons at the bottom of each screen, to return to the starting screen. If you do not use this method, the data that you have entered may be lost.

- \* Make: Cadillac
- \* Model: CTS
- \* Year: 2006
- \* Vehicle In Your Possesion? Yes
- \* Vehicle ever in an accident? No
- \* Current Mileage: 24500
- \* First Repair Date (MM/DD/YYYY): 03/19/2007
- First Repair Mileage: 14309

## Dealership Information

- Selling Dealership Info
- \* Was this a private sale? No
- \* Selling dealership state: Florida

\* Selling dealership: WILLIAMSON CADILLAC CO.  
Selling dealership Street: 7815 SW 104TH STREET  
\* Selling dealership city: MIAMI  
Same as Servicing Dealership? No   
  
Last Servicing Dealership Info  
\* Servicing dealership state: Florida   
\* Servicing dealership name: PROCTOR  
Servicing dealership Street: 1711 CAPITAL CIRCLE NE  
\* Servicing dealership city: TALLAHASSEE



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CLAIM INTAKE

Step: 5 of 5

Up Next:

- Info Review

### Claim Intake Details

**Vehicle Identification Number**

Please tell the VIN for the 2006 Cadillac CTS.

\* Vehicle Identification Number: 1G6DM571760 [REDACTED]

0 characters left

**Problems With the Vehicle**

Please briefly list the issues with 2006 Cadillac CTS, and tell us if each problem currently exists and list the number of repair attempts by using the selection boxes next to each line. (Max 50 Characters per item)

Please list the primary problem first.

#	Issue	Exists Now?	Repair Attempts
* 1:	ELECTRICAL/AIR BAG LIGHT	Yes <input checked="" type="checkbox"/>	1 <input type="text"/>
2:	ELECTRICAL/FUEL SENSOR	Yes <input checked="" type="checkbox"/>	1 <input type="text"/>
3:	ELECTRICAL/WIRE CONDUCT/SPEED SENSOR	Yes <input checked="" type="checkbox"/>	1 <input type="text"/>
4:	ELECTRICAL/COOLANT LIGHT	Yes <input checked="" type="checkbox"/>	1 <input type="text"/>
5:		<input type="checkbox"/>	<input type="text"/>
6:		<input type="checkbox"/>	<input type="text"/>
7:		<input type="checkbox"/>	<input type="text"/>
8:		<input type="checkbox"/>	<input type="text"/>
9:		<input type="checkbox"/>	<input type="text"/>
10:		<input type="checkbox"/>	<input type="text"/>

26 characters left for current issue

**Arbitration Preferences**

Please tell us your desired outcome. Limit of 300 characters.

\* Desired outcome: STILL HAVING ELECTRICAL PROBLEMS.

267 characters left



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Dispute Resolution

## CLAIM INTAKE

Step: Submitted

Up Next:

- FINISHED!

## Case Successfully Submitted

Congratulations! Your case has been submitted. Click here to return to the **BBB website**

In the next few days you will be receiving a packet of information (including a Customer Claim Form with the information you provided to us) in the mail. Please gather the following items and return them to us with the signed (by all titled owners) Customer Claim Form:

1. copies of your repair orders;
2. copies of your current vehicle registration;
3. a copy of your sales/lease agreement (not the finance agreement); and
4. any other letters, correspondence, etc. related to your claim.

A copy of your complaint will be shared with the automobile company. A company representative may contact you to discuss your claim and offer a solution.

A dispute resolution specialist from the BBB will contact you upon receipt and review of your Customer Claim Form and support documentation. Our role will be to:

1. determine the eligibility of your claim for the BBB AUTO LINE program;
2. explain the BBB AUTO LINE process;
3. facilitate settlement discussions between you and the company;
4. prepare eligible cases that are not resolved for an arbitration hearing; and
5. process the arbitrator's decision to you and the company at the conclusion of the arbitration hearing.

Our goal is to resolve all disputes within 40 days from the date the case is opened in the BBB AUTO LINE program.

For more information on the process, program eligibility or your state lemon law, please return to ( [www.lemonlaw.bbb.org](http://www.lemonlaw.bbb.org)) and review the information applicable to you.

Thank you for sharing your complaint with your Better Business Bureau System.

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7007 1490 0000 0072 1958

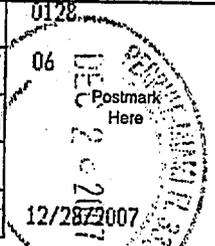
U.S. Postal Service™  
**CERTIFIED MAIL™ RECEIPT**  
(Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at [www.usps.com](http://www.usps.com)

TALLAHASSEE, FL 32399

**OFFICIAL USE**

Postage	\$	\$0.41
Certified Fee		\$2.65
Return Receipt Fee (Endorsement Required)		\$2.15
Restricted Delivery Fee (Endorsement Required)		\$0.00
<b>Total Postage &amp; Fees</b>	<b>\$</b>	<b>\$5.21</b>



Sent to **OFFICE OF THE ATTORNEY GENERAL**  
**LEMON LAW RESEARCH UNIT**  
 Street, Apt. No.,  
 or PO Box No. **THE CAPITOL**  
 City, State, ZIP+4  
**TALLAHASSEE FLORIDA 32399-1050**

### **Certified Mail Provides:**

- A mailing receipt
- A unique identifier for your mailpiece
- A record of delivery kept by the Postal Service for two years

### **Important Reminders:**

- Certified Mail may **ONLY** be combined with First-Class Mail® or Priority Mail®
- Certified Mail is *not* available for any class of international mail.
- **NO INSURANCE COVERAGE IS PROVIDED** with Certified Mail. For valuables, please consider Insured or Registered Mail.
- For an additional fee, a *Return Receipt* may be requested to provide proof of delivery. To obtain Return Receipt service, please complete and attach a Return Receipt (PS Form 3811) to the article and add applicable postage to cover the fee. Endorse mailpiece "Return Receipt Requested". To receive a fee waiver for a duplicate return receipt, a USPS® postmark on your Certified Mail receipt is required.
- For an additional fee, delivery may be restricted to the addressee or addressee's authorized agent. Advise the clerk or mark the mailpiece with the endorsement "*Restricted Delivery*".
- If a postmark on the Certified Mail receipt is desired, please present the article at the post office for postmarking. If a postmark on the Certified Mail receipt is not needed, detach and affix label with postage and mail.

**IMPORTANT: Save this receipt and present it when making an inquiry.**

PS Form 3800, August 2006 (Reverse) PSN 7530-02-000-9047

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to: 07 000 31  
 OFFICE OF THE ATTORNEY GENERAL  
 LEMON LAW RESEARCH UNIT  
 THE CAPITOL  
 TALLAHASSEE, FLORIDA  
 32399-1050

2. Article Number  
 (Transfer from service label)

7007 1490 0000 0072 1958

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature  
 X  Agent  
 Addressee

B. Received by (Printed Name) C. Date of Delivery

D. Is delivery address different from item 1?  Yes  
 If YES, enter delivery address below:  No

3. Service Type  
 Certified Mail  Express Mail  
 Registered  Return Receipt for Merchandise  
 Insured Mail  C.O.D.

4. Restricted Delivery? (Extra Fee)  Yes

UNITED STATES POSTAL SERVICE FL 323

31 DEC 2007 PM 2 L

First Class Mail  
Postage & Fees Paid  
USPS  
Permit No. 610

• Sender: Please print your name and ZIP+4 in this box •

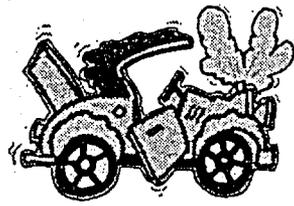


PALMETTO BAY, FLORIDA



CO41





**Exercising  
your rights  
under...**

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**The  
Florida  
Motor  
Vehicle  
Lemon  
Law**



**BILL McCOLLUM**  
Attorney General

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**OFFICE OF THE ATTORNEY GENERAL  
LEMON LAW ARBITRATION PROGRAM  
TALLAHASSEE, FLORIDA**

# LEMON LAW ALERT

You have notified your manufacturer in writing that your vehicle was subject to examination or repair at least three times for the same defect or condition.

Under the Florida Lemon Law, it is now the manufacturer's responsibility to make a final attempt to fix your vehicle within a reasonable time by:

1. responding to your notification within 10 calendar days of its receipt and directing you to a reasonably accessible repair facility for the final repair attempt (the manufacturer's response does not have to be in writing), and
2. fixing your reported problem(s) within 10 calendar days of the date you deliver your vehicle to the repair facility.

If the manufacturer fails to respond at all or in a timely manner, or fails to perform the final repair within the required 10 days; **or**

If your reported problem(s) recurs following the completion of the final repair, the manufacturer may be required to repurchase or replace your vehicle under the Florida Lemon Law. If the manufacturer fails to repurchase your vehicle, you may choose to pursue arbitration of your claim.

Your manufacturer provides an informal dispute resolution program that has been certified by the State of Florida. Under the Lemon Law, you are required to file a claim with that program first. Look in your owner's manual or warranty booklet for information about filing a claim with the manufacturer's program. Once you have filed your claim, the program must make a decision within 40 days. If the program fails to do so, or if you are not satisfied with the decision, you may request arbitration by the **New Motor Vehicle Arbitration Board administered by the Office of the Attorney General.**

To obtain a "Request for Arbitration" form, call the *Lemon Law Hotline* at:

**1-800-321-5366**

**From out of state call (850) 488-2221**

**DO NOT DELAY!  
THERE IS A FILING DEADLINE!**

U.S. Postal Service™

**CERTIFIED MAIL RECEIPT**

(Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at [www.usps.com](http://www.usps.com)

DETRUIT MI 48232

**OFFICIAL USE**

7006 3450 0003 7214 4130

Postage	\$ 0.41	0128
Certified Fee	\$2.65	06
Return Receipt Fee (Endorsement Required)	\$2.15	Postmark Here
Restricted Delivery Fee (Endorsement Required)	\$0.00	
<b>Total Postage &amp; Fees</b>	<b>\$ 5.21</b>	12/28/2007

Sent To  
**CADILLAC CUSTOMER ASSISTANCE CENTER**  
 Street, Apt. No.,  
 or PO Box No. **P.O. Box 33169**  
 City, State, ZIP+4  
**DETROIT, MI 48232-5169**

PS Form 3800, August 2006 (See Reverse for Instructions)

### **Certified Mail Provides:**

- A mailing receipt
- A unique identifier for your mailpiece
- A record of delivery kept by the Postal Service for two years

### **Important Reminders:**

- Certified Mail may **ONLY** be combined with First-Class Mail® or Priority Mail®.
- Certified Mail is *not* available for any class of international mail.
- **NO INSURANCE COVERAGE IS PROVIDED** with Certified Mail. For valuables, please consider Insured or Registered Mail.
- For an additional fee, a *Return Receipt* may be requested to provide proof of delivery. To obtain Return Receipt service, please complete and attach a Return Receipt (PS Form 3811) to the article and add applicable postage to cover the fee. Endorse mailpiece "Return Receipt Requested". To receive a fee waiver for a duplicate return receipt, a USPS® postmark on your Certified Mail receipt is required.
- For an additional fee, delivery may be restricted to the addressee or addressee's authorized agent. Advise the clerk or mark the mailpiece with the endorsement "*Restricted Delivery*".
- If a postmark on the Certified Mail receipt is desired, please present the mailpiece at the post office for postmarking. If a postmark on the Certified Mail receipt is not needed, detach and affix label with postage and mail.

**IMPORTANT: Save this receipt and present it when making an inquiry**

PS Form 3800, August 2006 (Reverse) PSN 7530-02-000-9047

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

CADILLAC CUSTOMER ASSISTANCE CENTER

P.O. Box 33169

DETROIT, MI 48232-5169

2. Article Number

(Transfer from service label)

7006 3450 0003 7214 4130

PS Form 3811, February 2004

Domestic Return Receipt

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature

*Michael Sharer*

- Agent
- Addressee

B. Received by (Printed Name)

Michael Sharer

C. Date of Delivery

JAN 10 2006

D. Is delivery address different from item 1?  Yes

If YES, enter delivery address below:  No

3. Service Type

- Certified Mail
- Registered
- Insured Mail
- Express Mail
- Return Receipt for Merchandise
- C.O.D.

4. Restricted Delivery? (Extra Fee)

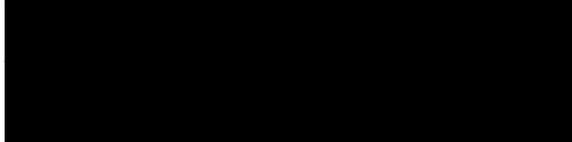
Yes

UNITED STATES POSTAL SERVICE



First-Class Mail  
Postage & Fees Paid  
USPS  
Permit No. G-10

• Sender: Please print your name, address and ZIP+4 in this box •



PALMETTO BAY, FLORIDA





Track & Confirm

FAQs

# Track & Confirm

## Search Results

Label/Receipt Number: 7006 3450 0003 7214 4130

Detailed Results:

- Delivered, January 10, 2008, 11:36 am, DETROIT, MI 48232
- Arrival at Unit, January 10, 2008, 9:53 am, DETROIT, MI 48233
- Missent, January 05, 2008, 11:39 am
- Acceptance, December 28, 2007, 10:11 am, MIAMI, FL 33257

### Track & Confirm

Enter Label/Receipt Number.

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## Notification Options

### Track & Confirm by email

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No FEAR Act EEO Data

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[Track & Confirm](#)

[FAQs](#)

# Track & Confirm

## Search Results

Label/Receipt Number: 7006 3450 0003 7214 4130  
Status: Delivered

Your item was delivered at 11:36 AM on January 10, 2008 in DETROIT, MI 48232.

### Track & Confirm

Enter Label/Receipt Number.

[Additional Details >](#)

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## Notification Options

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# Track & Confirm

## Search Results

Label/Receipt Number: 7006 3450 0003 7214 4130  
Status: Missent

Your item was misrouted. The error has been corrected and every effort is being made to deliver it as soon as possible. Information, if available, is updated every evening. Please check again later.

### Track & Confirm

Enter Label/Receipt Number.

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## Notification Options

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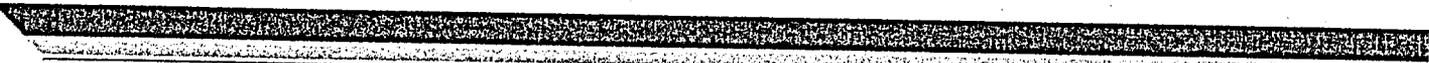
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World's Best Customer Service  
2007



Insured by USPS  
100% of the value



Track & Confirm

FAQs

# Track & Confirm

## Search Results

Label/Receipt Number: 7006 3450 0003 7214 4130  
Status: Missent

Your item was misrouted. The error has been corrected and every effort is being made to deliver it as soon as possible. Information, if available, is updated every evening. Please check again later.

## Track & Confirm

Enter Label/Receipt Number.

Go >

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# Track & Confirm

## Search Results

Label/Receipt Number: 7006 3450 0003 7214 4130

Detailed Results:

- Missent, January 05, 2008, 11:39 am
- Acceptance, December 28, 2007, 10:11 am, MIAMI, FL 33257

### Track & Confirm

Enter Label/Receipt Number.

[< Back](#)

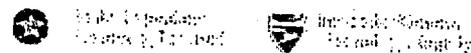
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## Notification Options

### Track & Confirm by email

Get current event information or updates for your item sent to you or others by email. [Go >](#)



# Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) ELECTRICAL

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make CADILLAC CTS CTS Year 2006

VIN 1G161D1M15171171610 [REDACTED] Date of Delivery 07 MAY 2006

Name and City/State of selling dealer or leasing company (if applicable) WILLIAMSON CADILLAC CO.  
7815 SW 104 STREET MIAMI FLORIDA 33156

Name and City/State of authorized service agent(s) attempting previous repairs PROCTOR & PROCTOR INC. CADILLAC  
3122 MAHALL DAIVE / TALLAHASSEE, FLORIDA 32308; 1711 CAPITAL CIRCLE NE  
TALLAHASSEE, FLORIDA 32308. WILLIAMSON CADILLAC 7815 SW 104<sup>TH</sup> STREET MIAMI FLORIDA 33156

Consumer [REDACTED]

Home phone [REDACTED]

Address PALMETTO BAY, FLORIDA [REDACTED]

Work phone [REDACTED]

Signature [REDACTED]

Date Mailed \_\_\_\_\_

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.  
Pink—Attorney General's copy, send by regular mail.



Customer Assistance Center

January 17, 2008

[REDACTED]  
Village Of Palmetto Bay, FL [REDACTED]

Service request: 71-592194802  
Customer Relationship Specialist: Julia Rebollo

Dear Mr. [REDACTED]

Thank you for your recent correspondence dated January 10, 2008 regarding your 2006 Cadillac CTS. We are sorry you are dissatisfied with your Cadillac. We are concerned when we learn that a Cadillac owner is dissatisfied with any phase of their experience with our product. Our continued success depends upon the satisfaction our customers receive from their vehicles.

Unfortunately, our attempts to contact you to schedule a repair opportunity for your vehicle have been unsuccessful. We have tried to contact you on the following dates Monday January 14, 2008 and Tuesday January, received no answer. As soon as you are available, please contact us to schedule a repair opportunity for your vehicle.

If you have further questions, please contact me at 1-866-790-5600 ext.11118 Monday through Friday between 8:00 a.m. and 4:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

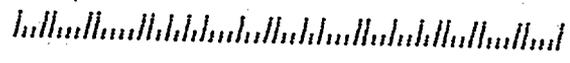
Cadillac Customer Assistance Center



1250 U.S. POSTAGE PR3563497  
5087 \$00.410 JAN 18 2008  
7850 MAILED FROM ZIP CODE 48146

33157+3534

*Cadillac*



Cadillac • General Motors Corporation

Customer Assistance Center

P.O. Box 53169

Detroit, MI 48232-5169



Customer Assistance Center

January 24, 2008

[Redacted]

Village Of Palmetto Bay, FL [Redacted]

Service request: 71-592194802  
Customer Relationship Specialist: Julia Rebollo

Dear Mr. [Redacted]

Thank you for your recent 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.

On January 22, 2008, we attempted to schedule a repair at Williamson Cadillac Company. At that time, you advised me that you are declining the final repair and have decided to pursue this matter differently with the Better Business Bureau.

If you have further questions, please contact me at 1-866-790-5600 ext.11118 Monday through Friday between 8:00 a.m. and 4:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

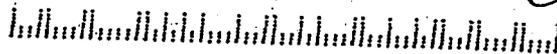
Sincerely,

Cadillac Customer Assistance Center



DETROIT MI 482  
 25 JAN 2008 1426  
 5038 \$00.410 JAN 25 2008  
 1426 MAILED FROM ZIP CODE 48146

33157+3534



*Cadillac*

Cadillac • General Motors Corporation

Customer Assistance Center

P.O. Box 33169

Detroit, MI 48232-5169

# Allstate Property and Casualty Insurance Company

Policy Number: [REDACTED]  
 Policy Effective Date: Feb. 11, 2008

Your Agent: Bd Insurance Inc (305) 443-8948

## COVERAGE FOR VEHICLE # 3 2006 Cadillac Cts

COVERAGE	LIMITS	DEDUCTIBLE	PREMIUM
Automobile Liability Insurance • Bodily Injury • Property Damage	\$100,000 \$300,000 \$100,000	each person each occurrence each occurrence	Not Applicable \$156.68 \$85.44
Personal Injury Protection Aggregate Total	\$10,000	each person	\$37.96
Deductible applies to Insured and each dependent resident relative			
Auto Collision Insurance	Actual Cash Value	\$1,000	\$343.41
Auto Comprehensive Insurance	Actual Cash Value	\$1,000	\$63.99
Rental Reimbursement Coverage	up to \$30 per day for a maximum of 30 days	Not Applicable	\$31.75
<b>Total Premium for 06 Cadillac Cts</b>			<b>\$719.23</b>

# HONDA

2373 W. Tennessee Street  
Tallahassee, FL 32304  
850-576-5165

# PROCTOR

PROCTOR & PROCTOR, INC.  
P.O. Box 230 Tallahassee, FL 32302  
850-576-5163

# CDCS63495 ACURA

3523 W. Tennessee Street  
Tallahassee, FL 32304  
850-574-6800

# PONTIAC · GMC · BUICK

3122 Mahan Drive Tallahassee, FL 32308  
850-878-3171

# HUMMER

3122 Mahan Drive Tallahassee, FL 32308  
850-878-3172

# Cadillac · SAAB

Service  
3122 Mahan Drive Tallahassee, FL 32308  
850-878-3173

01011CDCS634953

CUSTOMER NO. <b>108002</b>	ADVISOR <b>GORDON LEPP</b>	TAG NO. <b>1342 4126</b>	INVOICE DATE <b>08/07/07</b>	INVOICE NO. <b>CDCS634953</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>18,433</b>	STOCK NO.
TALLHASSEE, FL	YEAR / MAKE / MODEL <b>06/CADILLAC/CTS/4 DOOR SEDAN</b>	VEHICLE ID. NO. <b>1G6DM57T760</b>	DELIVERY DATE	DELIVERY MILES
[REDACTED]	P.T.C. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE	COMMENTS	R.O. DATE <b>08/06/07</b>	REPRINT# 1	

MO: 18433

### LABOR & PARTS

**JOB # 1** BODY ELECTRICAL TECH(S) 9 WARRANTY  
 C/S WHEN AT EMPTY ADD \$10 OF MIDRANGE FUEL GAUGE GOES TO 1/2 TANK. WHEN ON EMPTY AND ADD \$20 NORTH OF MID RANGE GAUGE GOES TO 1/2 TANK. CUST FEELS GAUGE SHOULD READ 1/4 TANK WITH \$10 WORTH OF FUEL.  
 PER DIAG CK CLUSTER GAUGE WITH TECH 2 BY MAKING GAUGE SWEEP FROM EMTY TO FULL TANK SENDER WAS REPLACE ON LAST SERVICE PERFORMED DIAGNOSTIC CKS. CK'D FUEL GAUGE OPERATION WITH TECH II. PERFORMED FUEL GAUGE SWEEP. SYSTEM PASSES ALL TESTS COULD NOT LOCATE CUSTOMER COMPLAINT.  
 POSSIBLE CAUSE OF CONCERN COULD BE DUE THE FACT THAT THE VEHICLE HAS 2 SIDED FUEL TANK. FUEL DOES NOT FLOW OVER TO THE OTHER SIDE UNTIL THE TANK CAPACITY REACHES A CERTAIN LEVEL. AS FUEL IS DRAWN DOWN ON SIDE 1 SIDE 2 HAS A PUMP THAT WILL MOVE FUEL TO SIDE 1.  
 Z9999 .2 03/9Z

### DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

\* General Motors warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

Honda warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

Acura warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

Some General Motors replacement parts have a lifetime warranty. An "\*" denotes a part covered by a lifetime warranty.

Shop supplies (misc. charge): This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. (\$6.559.904(+))

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				<b>JOB # 1 TOTAL PARTS</b>	0.00
				<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>	0.00

**JOB # 2** INTERIOR MISC TECH(S) 9 WARRANTY  
 C/S BACK TOP COVER ON CENTER CONSOLE FELL OFF  
 SOP COVER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				<b>JOB # 2 TOTAL PARTS</b>	0.00
				<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>	0.00

**JOB # 3** INTERIOR MISC TECH(S) 9 WARRANTY  
 C/S PASSENGER REAR ASSIST HANDLE LOOSE  
 SOP ROOF HANDLE BRACKETS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				<b>JOB # 3 TOTAL PARTS</b>	0.00
				<b>JOB # 3 TOTAL LABOR &amp; PARTS</b>	0.00

**JOB # 4** HERTZ RENTAL CAR TECH(S) 176 WARRANTY  
 CUSTOMER REQUEST A VEHICLE TO USE WHILE THEIR VEHICLE IS BEING REPAIRED.  
 PROCTOR PROVIDED LOANER THRU HERTZ RENT A CAR COMPANY VEHICLE FURNISHED WHILE CUSTOMER VEHICLE IS BEING REPAIRED. NO WORK PERFORMED. RENTAL NOT COVERED BY WARRANTY

ACCOUNTING COPY

**Store hours:**  
 Mon thru Fri  
 7:30 am - 6:00 pm  
 and  
 Saturday  
 Honda and Acura  
 9:00 am - 1:00 pm  
 GM Location  
 8:00 am - 1:00 pm

# HONDA

2373 W. Tennessee Street  
Tallahassee, FL 32304  
850-576-5185

# PONTIAC · GMC · BUICK

3122 Mahan Drive Tallahassee, FL 32308  
850-878-3171

# PROCTOR

## PROCTOR & PROCTOR, INC.

P.O. Box 230 Tallahassee, FL 32302  
350-576-5165

# HUMMER

3122 Mahan Drive Tallahassee, FL 32308  
850-878-3172

# CDCS634953 ACURA

3523 W. Tennessee Street  
Tallahassee, FL 32304  
850-574-6600

# Cadillac · SAAB

3122 Mahan Drive Tallahassee, FL 32308  
850-878-3173

CDCS634953

01011CDCS634953

CUSTOMER NO. <b>108002</b>	ADVISOR <b>GORDON LEPP</b>	TAG NO. <b>1342</b>	INVOICE DATE <b>08/07/07</b>	INVOICE NO. <b>CDCS634953</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>18,433</b>	COLOR <b>BLACK/</b>
TALLAHASSEE, FL	YEAR / MAKE / MODEL <b>06/CADILLAC/CTS/4 DOOR SEDAN</b>		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. <b>1 G 6 D M 5 7 T 7 6 0</b>		SELLING DEALER NO.	PRODUCTION RATE
	F. T. C. NO.	P. O. NO.	R. O. DATE <b>08/06/07</b>	REPRINT# <b>1</b>
BUSINESS PHONE	COMMENTS			MO: <b>18433</b>

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	0.00
<b>JM, 5100CC ZINSPECT</b> - <b>MULTI-PT. INSPECT</b> - <b>PERFORM A MULTI-POINT INSPECTION ON CUSTOMERS VEHICLE PERFORMED TO HELP THE CUSTOMER OBSERVE THE VEHICLE CONDITION PERFORMED MULTI-POINT INSPECTION PER INSTRUCTIONS. ALL LINES ARE PROPERLY NOTED.</b>				
			JOB # 5 TOTAL PARTS	0.00
			JOB # 5 TOTAL LABOR & PARTS	0.00
SUBLET	PO#	VEND INV#	INV. DATE-DESCRIPTION	WARRANTY
JOB # 4	143803	H66149241	08/07/07 CUST REQ PERSONAL TRANSPORT	0.00
TOTALS				

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE:  
 \* 02/04/2008 / 25332 MI 88CDZ009 ROTATE ONLY \*  
 \*\*\*\*\*  
 [ ] CASH [ ] CHECK NUMBER..... [ ] CHARGE NUMBER.....  
 [ ] MASTERCARD [ ] VISA [ ] AMEX [ ] DISCOVER [ ] DEBIT CARD  
 \*\*\*\*\*  
 \* PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES \*  
 \* LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS \*  
 \*\*\*\*\*  
 WE HOPE YOUR VISIT AT "PROCTOR GM" WAS COMPLETELY SATISFIED!  
 IF YOU HAVE ANY QUESTIONS OR COMMENTS, PLEASE SEE YOUR  
 SERVICE ADVISOR OR OUR SERVICE MANAGER "DON MONDA" BEFORE  
 YOU LEAVE. THANK YOU FOR USING "PROCTOR GM" FOR YOUR NEEDS!!  
 DON'T FORGET WE NOW SERVICE ALL MAKES AND MODELS AT OUR  
 EXPRESS LUBE CENTER!!!!!! OPEN SATURDAYS 8:00 AM TO 4:00 PM  
 \*\*\*\*\*

MV-01879  
**DISCLAIMER OF WARRANTIES**  
 Any warranties on the products sold hereby are those made by the manufacturers of these products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.  
 \* General Motors warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.  
 Honda warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.  
 Acura warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.  
 Some General Motors replacement parts have a lifetime warranty. An \*\*\* denotes a part covered by a lifetime warranty.  
 Shop supplies (misc. charge): This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. (5.559.904(4))

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\*  
 DUPLICATE INVOICE \*\*\*\*\*  
 ACCOUNTING COPY  
 [ END OF INVOICE ] 05:15pm

**Store hours:**  
 Mon thru Fri  
 7:30 am - 6:00 pm  
 and  
 Saturday  
 Honda and Acura  
 9:00 am - 1:00 pm  
 GM Location  
 8:00 am - 1:00 pm

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 GRANVILLE OH 43027 (6023)

**HONDA**

2373 W. Tennessee Street  
Tallahassee, FL 32304  
850-676-5165

**PROCTOR**  
**THE PROCTOR DEALERSHIPS**

P.O. Box 230 Tallahassee, FL 32302

**ACURA**

3523 W. Tennessee Street  
Tallahassee, FL 32304  
850-574-6600

**PONTIAC · GMC · BUICK**

3122 Mahan Drive Tallahassee, FL 32308  
850-878-3171

**HUMMER**

1707 Capital Circle NE Tallahassee, FL 32308  
850-878-3172

*Cadillac*

1711 Capital Circle NE Tallahassee, FL 32308  
850-878-3173

CUSTOMER NO. <b>108002</b>	ADVISOR <b>JIM LUTZ</b>	1114	TAG NO. <b>1638</b>	INVOICE DATE <b>03/23/07</b>	INVOICE NO. <b>CDCS615027</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>14,309</b>	COLOR <b>BLACK/</b>	STOCK NO.
TALLHASSEE, FL	YEAR / MAKE / MODEL <b>06 / CADILLAC / CTS / 4 DOOR SEDAN</b>		DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID NO. <b>1G6DM57T760</b>		SELLING DEALER NO.	PRODUCTION DATE	
	F.I.L. NO.	P.O. NO.	H.O. DATE <b>03/19/07</b>		
	BUSINESS PHONE	COMMENT			

MO: 14312

LABOR & PARTS  
# 1 40CDZ1 BODY ELECTRICAL TECH(S):9 WARRANTY  
C/S SERVICE AIR BAG LIGHT IS ON PER DIAG CODE B0092 PASSENGER PRESENCE SYSTEM MODULE FAILURE  
REPLACE PASSENGER PRESENCE SYSTEM MODULE ASM AND CLEAR CODE  
C8870-0.7-WK/6G

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 1 1 19123614	MODULE KI 14.865
	JOB # 1 TOTAL PARTS 0.00
	JOB # 1 TOTAL LABOR & PARTS 0.00

# 2 40CDZ2 BODY ELECTRICAL TECH(S):9 WARRANTY  
C/S FUEL GAUGE FLUCTUATES ON FUEL LEVEL. WILL SHOW 1/2 TANK THEN 3/4 TANK BACK AND FORTH  
PER DIAG FUEL SENDER IN RT SIDE OF FUEL TANK FAILURE GAUGE READING WRONG  
REMOVE FUEL TANK AND REPLACE RT SIDE FUEL SENDER FUEL LEVEL SENSOR  
L1197-3.0-AV/6C

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 2 1 88965812	SEN KIT 3.107
	JOB # 2 TOTAL PARTS 0.00
	JOB # 2 TOTAL LABOR & PARTS 0.00

# 3 40CDZINTMISC INTERIOR MISC TECH(S):9 WARRANTY  
C/S PASS REAR UPPER GRAB HANDLE COMING DOWN  
BOLTS LOOSE IN PASS REAR TOP HANDLE  
NECESSARY TO TIGHTEN UP LOOSE BOLTS IN RT REAR TOP HANDLE  
C3900-0.2-0N/2W

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

# 4 98CDZENTERPRISE ENTERPRISE RENTAL TECH(S):176 WARRANTY  
CUSTOMER REQUEST LOANER VEHICLE WHILE THEIR VEHICLE IS BEING REPAIRED  
CUSTOMER PROVIDED WITH VEHICLE FROM ENTERPRISE RENT-A-CAR.  
3 DAYS RENTAL--SEE COMMENTS  
Z7903-HJ/98

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

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7:30 am - 6:00 pm  
and  
Saturday  
Honda and Acura  
9:00 am - 1:00 pm  
GM Service Express  
8:00 am - 4:00 pm

Revised and Revised, ENRINTSHE, 0208271C INDR

**HONDA**

2373 W. Tennessee Street  
Tallahassee, FL 32304  
850-576-5165

**PROCTOR**

**THE PROCTOR DEALERSHIPS**  
P.O. Box 230 Tallahassee, FL 32302

**ACURA**

3523 W. Tennessee Street  
Tallahassee, FL 32304  
850-574-8800

**PONTIAC · GMC · BUICK**

3122 Mahan Drive Tallahassee, FL 32308  
850-878-3171

**HUMMER**

1707 Capital Circle NE Tallahassee, FL 32308  
850-878-3172

*Cadillac*

1711 Capital Circle NE Tallahassee, FL 32308  
850-878-3173

CUSTOMER NO <b>108002</b>	ADVISOR <b>JIM LUTZ</b>	1114	TAR NO. <b>1638</b>	INVOICE DATE <b>03/23/07</b>	INVOICE NO. <b>CDCS615027</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>14,309</b>	COLOR <b>BLACK/</b>	STOCK NO.
TALLAHASSEE, FL	YEAR / MAKE / MODEL <b>06/CADILLAC/CTS/4 DOOR SEDAN</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. <b>1G6DM57T760</b>			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		R.O. NO.	R.O. DATE <b>03/19/07</b>	
BUSINESS PHONE	COMMENTS				<b>MO: 14312</b>

**LABOR & PARTS**  
**J# 5 01CDZ01SYN** 1 L OF SYNTHETIC N/STAR TECH(S):9 11.80  
 CUSTOMER REQUEST SYSTHETIC OIL AND FILTER CHANGE PERFORMED TO ENHANCE THE LIFE OF THE ENGINE  
 CHANGED OIL AND FILTER & LUBED CHASSIC AS NEEDED.  
 INSPECTED TIRES FOR WEAR, DAMAGE AND TIRE PRESSURE.....N/C  
 INSPECTED ALL FLUID LEVELS AND TOPPED OFF AS NECESSARY.....N/C  
 INSPECTED BELTS AND HOSES FOR WEAR AND/OR DAMAGE.....N/C  
 INSPECTED ALL FILTERS FOR NEEDED REPLACEMENT.....N/C  
 INSPECTED POWERTRAIN AND COOLANT SYSTEM FOR LEAKS.....N/C  
 INSPECTED BATTERY AND CABLES FOR LEAKS OR CORROSION.....N/C  
 INSPECTED WIPER BLADES FOR WEAR OR DAMAGE.....N/C

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	6	12345885	OIL 5W30S 8.800	9.18	55.08
JOB # 5	1	25177917	FILTER 1.836	7.40	7.40
				<b>JOB # 5 TOTAL PARTS</b>	<b>62.48</b>
				<b>JOB # 5 TOTAL LABOR &amp; PARTS</b>	<b>74.28</b>

**J# 6 00CDZINSPECT** MULTI-PT INSPECT TECH(S):9 INTERNAL  
 PERFORM A MULTI-POINT INSPECTION ON CUSTOMERS VEHICLE  
 PERFORMED TO HELP THE CUSTOMER OBSERVE THE VEHICLE CONDITION  
 PERFORMED MULTI-POINT INSPECTION PER INSTRUCTIONS. ALL LINES ARE PROPERLY NOTED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				<b>JOB # 6 TOTAL PARTS</b>	<b>0.00</b>
				<b>JOB # 6 TOTAL LABOR &amp; PARTS</b>	<b>0.00</b>

**SUBLET** PO# 141875 VEND INV# INV.DATE DESCRIPTION RENTAL  
 JOB # 4

MISC	CODE	DESCRIPTION	CONTROL NO.		
JOB # A	SS	SHOP SUPPLIES		0.71	
				<b>TOTAL - MISC</b>	<b>0.71</b>

**COMMENTS**  
 GM WILL ONLY PAY 3 DAYS RENTAL

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**Store hours:**  
**Mon thru Fri**  
**7:30 am - 6:00 pm**  
**and**  
**Saturday**  
**Honda and Acura**  
**9:00 am - 1:00 pm**  
**GM Service Express**  
**8:00 am - 4:00 pm**

Revised and Expanded FORTYTHREE (43) 11/05/05

# HONDA

2373 W. Tennessee Street  
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850-576-5165

**PONTIAC · GMC · BUICK**  
3122 Mahan Drive Tallahassee, FL 32309  
850-878-3171

# PROCTOR

**PROCTOR & PROCTOR, INC.**  
P.O. Box 230 Tallahassee, FL 32302  
850-576-5165

**HUMMER**  
3122 Mahan Drive Tallahassee, FL 32308  
850-878-3172

# CDCS6150ACURA

3523 W. Tennessee Street  
Tallahassee, FL 32304  
850-574-8600

**Cadillac · SAAB** Service  
3122 Mahan Drive Tallahassee, FL 32309  
850-878-3173

0101CDCS615027

CUSTOMER NO. <b>108002</b>	ADVISOR <b>JIM LUTZ</b>	LAG NO. <b>1638</b>	INVOICE DATE <b>03/23/07</b>	INVOICE NO. <b>CDCS615027</b>
	LABOR RATE	LICENCE NO.	MILEAGE <b>14,309</b>	COLOR <b>BLACK/</b>
TALLHASSEE, FL	YEAR / MAKE / MODEL <b>06 / CADILLAC / CTS / 4 DOOR SEDAN</b>	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. <b>1 G 6 D M 5 7 T 7 6 0</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/19/07</b>	
BUSINESS PHONE	COMMENTS			

MO: 14312

LABOR & PARTS  
 J# 5 01CDZ01SYN... LUB. SYNTHETIC OIL/STAR... TECH(S): 9...  
 CUSTOMER REQUEST SYNTHETIC OIL AND FILTER CHANGE PERFORMED TO ENHANCE THE LIFE OF THE ENGINE.  
 CHANGED OIL AND FILTER & LUBED CHASSIS AS NEEDED.  
 INSPECTED TIRES FOR WEAR, DAMAGE AND TIRE PRESSURE.....N/C  
 INSPECTED ALL FLUID LEVELS AND TOPPED OFF AS NECESSARY...N/C  
 INSPECTED BELTS AND HOSES FOR WEAR AND/OR DAMAGE.....N/C  
 INSPECTED ALL FILTERS FOR NEEDED REPLACEMENT.....N/C  
 INSPECTED POWERTRAIN AND COOLANT SYSTEM FOR LEAKS.....N/C  
 INSPECTED BATTERY AND CABLES FOR LEAKS OR CORROSION.....N/C  
 INSPECTED WIPER BLADES FOR WEAR OR DAMAGE.....N/C

MV-01879  
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PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	6	12345885	OIL 5W30S 8.800	9.18	55.08
JOB # 5	1	25177917	FILTER 1.836	7.40	7.40
JOB # 5 TOTAL PARTS					62.48
JOB # 5 TOTAL LABOR & PARTS					74.28

J# 6 00CDZINSPECT... MULTI-PT. INSPECT... TECH(S): 9... INTERNAL  
 PERFORM A MULTI-POINT INSPECTION ON CUSTOMERS VEHICLE PERFORMED TO HELP THE CUSTOMER OBSERVE THE VEHICLE CONDITION PERFORMED MULTI-POINT INSPECTION PER INSTRUCTIONS. ALL LINES ARE PROPERLY NOTED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6 TOTAL PARTS					0.00
JOB # 6 TOTAL LABOR & PARTS					0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
JOB # 4	141875	0319983	03/26/07	RENTAL	
JOB # 4	141875	0319983	03/26/07	RENTAL	
TOTAL - SUBLET					0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	SS	SHOP SUPPLIES		
TOTAL - MISC				0.71

COMMENTS  
 GM WILL ONLY PAY 3 DAYS RENTAL

**Store hours:**  
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 and  
 Saturday  
 Honda and Acura  
 9:00 am - 1:00 pm  
 GM Location  
 8:00 am - 1:00 pm

# HONDA

2373 W. Tennessee Street  
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850-576-5165

# PROCTOR

THE PROCTOR DEALERSHIPS  
P.O. Box 230 Tallahassee, FL 32302

# ACURA

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## PONTIAC · GMC · BUICK

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850-878-3171

## HUMMER

1707 Capital Circle NE Tallahassee, FL 32308  
850-878-3172

## Cadillac

1711 Capital Circle NE Tallahassee, FL 32308  
850-878-3173

CUSTOMER NO. <b>108002</b>	ADVISOR <b>JIM LUTZ</b>	1114	TAG NO. <b>1638</b>	INVOICE DATE <b>03/23/07</b>	INVOICE NO. <b>CDCS615027</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>14,309</b>	COLOR <b>BLACK/</b>	STOCK NO.
<b>TALLAHASSEE, FL</b>	YEAR/MAKE/MODEL <b>06/CADILLAC/CTS/4 DOOR SEDAN</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. <b>1G6DM57T760</b>			SELLING DEALER NO.	PRODUCTION DATE
	K.T.E. NO.	P.O. NO.		P.O. DATE <b>03/19/07</b>	
	BUSINESS PHONE	COMMENTS			
					<b>MO: 14312</b>

**TOTALS**

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 07/02/2007 / 19312 MI 01CDZ01 LOF CADILLAC N/STAR \*  
 \*\*\*\*\*

*****	TOTAL LABOR....	11.80
[ ]CASH [ ]CHECK NUMBER..... [ ]CHARGE NUMBER.....	TOTAL PARTS....	62.48
[ ]MASTERCARD [ ]VISA [ ]AMEX [ ]DISCOVER [ ]DEBIT CARD	TOTAL SUBLET...	0.00
*****	TOTAL G.O.G....	0.00
* PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES *	TOTAL MISC CHG.	0.71
* LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS *	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	5.63

**TOTAL INVOICE \$ 80.62**

**MV-01879 MV-01886 MV-01890  
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WE HOPE YOUR VISIT AT "PROCTOR GM" WAS COMPLETELY SATISFIED!  
 IF YOU HAVE ANY QUESTIONS OR COMMENTS, PLEASE SEE YOUR  
 SERVICE ADVISOR OR OUR SERVICE MANAGER "DON MONDA" BEFORE  
 YOU LEAVE. THANK YOU FOR USING PROCTOR GM!  
 \*\*\*\*\*

CUSTOMER SIGNATURE \_\_\_\_\_

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**and**  
**Saturday**  
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**9:00 am - 1:00 pm**  
**GM Service Express**  
**8:00 am - 4:00 pm**

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# PONTIAC · GMC · BUICK

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# PROCTOR

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# CDCS615027 ACURA

3523 W. Tennessee Street  
Tallahassee, FL 32308  
850-574-8600

# Cadillac · SAAB Service

3122 Mahan Drive Tallahassee, FL 32308  
850-878-3173

10131CDCS615027

CUSTOMER NO. <b>108002</b>	ADVISOR <b>JIM LUTZ</b>	FAI NO. <b>1114</b>	INVOICE DATE <b>03/23/07</b>	INVOICE NO. <b>CDCS615027</b>
	LABOR RATE	LICENSE NO.	MASSAGE <b>14,309</b>	COLOR <b>BLACK/</b>
TALLAHASSEE, FL	YEAR / MAKE / MODEL <b>06/CADILLAC/CTS/4 DOOR SEDAN</b>		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. <b>1G6DM57T760</b>		SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO.	P. O. NO.	R. O. DATE <b>03/19/07</b>	
BUSINESS PHONE	COMMENTS			
TOTALS.....				MO: 14312

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE:  
 \* 09/27/2007 / 21812 MI 88CDZ009 ROTATE ONLY \*  
 \*\*\*\*\*

\*\*\*\*\*  
 [ ] CASH [ ] CHECK NUMBER..... [ ] CHARGE NUMBER.....  
 [ ] MASTERCARD [ ] VISA [ ] AMEX [ ] DISCOVER [ ] DEBIT CARD  
 \*\*\*\*\*  
 \* PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES \*  
 \* LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS \*  
 \*\*\*\*\*  
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 IF YOU HAVE ANY QUESTIONS OR COMMENTS, PLEASE SEE YOUR  
 SERVICE ADVISOR OR OUR SERVICE MANAGER "DON HONDA" BEFORE  
 YOU LEAVE. THANK YOU FOR USING "PROCTOR GM" FOR YOUR NEEDS!!  
 DON'T FORGET WE NOW SERVICE ALL MAKES AND MODELS AT OUR  
 EXPRESS LUBE CENTER!!!!!! OPEN SATURDAYS 8:00 AM TO 4:00 PM  
 \*\*\*\*\*

TOTAL LABOR..... 11.80  
 TOTAL PARTS..... 62.48  
 TOTAL SUBLET... 0.00  
 TOTAL G.C.G.... 0.00  
 TOTAL MISC CHG. 0.71  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 5.63  
 TOTAL INVOICE \$ 80.62

MV-01879  
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 Mon thru Fri  
 7:30 am - 6:00 pm  
 and  
 Saturday  
 Honda and Acura  
 9:00 am - 1:00 pm  
 GM Location  
 8:00 am - 1:00 pm

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\*  
 DUPLICATE INVOICE \*\*\*\*\*



2810 Sharer Rd., Ste. 11  
Tallahassee, FL 32312-2107  
850-383-3934  
850-552-0990 Fax

3/28/07

Tallahassee, FL

Dear

On March 19, 2007 you rented a vehicle from [redacted]. The rental contract was D319983. Your account is currently past due in the amount of \$82.92.

Attempts have been made to collect the above amount. As a result of your refusal to cooperate, we must take steps to protect our interest. If payment is not received within 10 days your account will be turned in for collections/credit bureau.

In order to avoid costs and to protect your credit, please mail payment to us today. Please call me if you have any questions 850-552-0660.

Sincerely,

Eric Mundt  
Customer Service Supervisor

DATE 03 April 9167  
63-4/630 FL 827

\$ 82.92  
DOLLARS

Bank of America  
ACH R/T 063100277  
Contract D319983

Security features are included. Check the back.

Pre Banking

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# Express FAX

SENT TO 

FAX NUMBER: 305-233-6693

SENT FROM: Bryan Paschal

NUMBER OF PAGES INCLUDING THIS SHEET: 4



EB 369172365 US



Customer Copy  
Label 11-B, March 2004

UNITED STATES POSTAL SERVICE®

Post Office To Addressee

ORIGIN (POSTAL SERVICE USE ONLY)			
PO ZIP Code 33225	Day of Delivery Thur <input type="checkbox"/> Next <input type="checkbox"/> 2nd <input type="checkbox"/> 2nd Del. Day	Postage \$ 14.40	
Date Accepted Mo. 4 Day 4 Year 7	Scheduled Date of Delivery Month 11 Day 5	Return Receipt Fee \$	
Time Accepted <input type="checkbox"/> AM 12:30 <input type="checkbox"/> PM	Scheduled Time of Delivery <input type="checkbox"/> Noon <input type="checkbox"/> 3 PM	COD Fee \$	Insurance Fee \$
Flat Rate <input type="checkbox"/> or Weight	Military <input type="checkbox"/> 2nd Day <input type="checkbox"/> 3rd Day	Total Postage & Fees \$ 14.40	Acceptance Emp. Initials 10
lbs. ozs.	Int'l Alpha Country Code		

DELIVERY (POSTAL USE ONLY)			
Delivery Attempt	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day			
Delivery Attempt	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day			
Delivery Date	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day			

CUSTOMER USE ONLY	
PAYMENT BY ACCOUNT Express Mail Corporate Acct. No.	<input type="checkbox"/> WAIVER OF SIGNATURE (Domestic Mail Only) Additional merchandise insurance is void if customer requests waiver of signature.
Federal Agency Acct. No. or Postal Service Acct. No.	I wish delivery to be made without obtaining signature of addressee or addressee's agent (if delivery employee judges that article can be left in secure location) and authorize that delivery employee's signature constitutes valid proof of delivery.

NO DELIVERY  
 Weekend  Holiday

\_\_\_\_\_  
Mailer Signature

FROM: (PLEASE PRINT)

[Redacted]

PALMETTO BAY, FL

TO:

[Redacted]

WALLAHUSSE, FLORIDA

**FOR PICKUP OR TRACKING**  
Visit [www.usps.com](http://www.usps.com)  
Call 1-800-222-1811

ZIP+4 U.S. ADDRESS ONLY

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FOR FOREIGN ADDRESSES, PLEASE PRINT COUNTRY CODE BELOW.

[Track & Confirm](#)[FAQs](#)

## Track & Confirm

### Search Results

Label/Receipt Number: EB36 9172 365U S  
Status: Delivered

Your item was delivered at 11:30 AM on April 5, 2007 in TALLAHASSEE, FL 32312. The item was signed for by J JOANNA RUIS.

[Additional Details >](#)[Return to USPS.com Home >](#)[Go >](#)

### Track & Confirm

Enter Label/Receipt Number.

### Notification Options

#### Track & Confirm by email

Get current event information or updates for your item sent to you or others by email. [Go >](#)

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Verify who signed for your item by email, fax, or mail. [Go >](#)



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**PONTIAC · GMC · BUICK**

3122 Mahan Drive Tallahassee, FL 32308  
850-878-3171

**PROCTOR**

**PROCTOR & PROCTOR, INC.**

P.O. Box 230 Tallahassee, FL 32302  
850-576-5165

**HUMMER**

3122 Mahan Drive Tallahassee, FL 32308  
850-878-3172

**CDCS593542 ACURA**

3523 W. Tennessee Street  
Tallahassee, FL 32304  
850-574-6600

*Cadillac* · **SAAB** Service

3122 Mahan Drive Tallahassee, FL 32308  
850-878-3173

CDCS593542

10101CDCS593542

CUSTOMER NO. <b>108002</b>		ADVISOR <b>JAKE KISOR</b>	TAB NO. <b>1414</b>	INVOICE DATE <b>10/10/06</b>	INVOICE NO. <b>CDCS593542</b>
LABOR RATE		LICENSE NO.	MILEAGE <b>7,061</b>	COLOR <b>BLACK/</b>	STOCK NO.
YEAR / MAKE / MODEL <b>06/CADILLAC/CTS/4 DOOR SEDAN</b>		DELIVERY DATE		DELIVERY MILES	
VEHICLE I.D. NO. <b>1 G 6 D M 5 7 T 7 6 0</b>		FLUING DEALER NO.		PRODUCTION DATE	
P.T. E. NO.		P.O. NO.		I. C. DATE <b>10/10/06</b>	
RESIDENCE PHONE <b>786-385-6637</b>	BUSINESS PHONE	COMMENTS			
					<b>MO: 7061</b>

**LABOR & PARTS**

J# 1 88CDZ005: CUSTOMER REQUEST A SYNTHETIC OIL & FILTER CHANGE PERFORMED TO PROLONG THE LIFE OF THE ENGINE COMPLETED OIL & FILTER CHANGE. LUBED CHASSIS AS REQUIRED. INSPECTED TIRES FOR WEAR, DAMAGE AND TIRE PRESSURE. N/C INSPECTED ALL FLUID LEVELS AND TOPPED OFF AS NECESSARY. N/C INSPECTED BELTS AND HOSES FOR WEAR AND/OR DAMAGE. N/C INSPECTED ALL FILTERS FOR NEEDED REPLACEMENT. N/C INSPECTED POWERTRAIN AND COOLANT SYSTEM FOR LEAKS. N/C INSPECTED BATTERY AND CABLES FOR LEAKS OR CORROSION. N/C INSPECTED WIPER BLADES FOR DAMAGE OR WEAR. N/C

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	6	BULK-SYN	OIL	7.00	42.00
JOB # 1	1	25177917	FILTER 1.836	7.40	7.40
JOB # 1 TOTAL PARTS					49.40
JOB # 1 TOTAL LABOR & PARTS					60.40

J# 2 88CDZ005: QCK-SRV INSPECTION PERFORMED TO HELP THE CUSTOMER OBSERVE THE VEHICLE CONDITION PERFORMED MULTI-POINT INSPECTION PER INSTRUCTIONS. ALL LINES ARE PROPERLY NOTED.

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

MISC

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		0.66
TOTAL - MISC				0.66

MV-01879  
**DISCLAIMER OF WARRANTIES**  
Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

\* General Motors warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

Honda warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

Acura warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

Some General Motors replacement parts have a lifetime warranty. An "\*" denotes a part covered by a lifetime warranty.

Shop supplies (misc. charge): This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [8,559,804(4)]

**Store hours:**  
Mon thru Fri  
7:30 am - 6:00 pm  
and  
Saturday  
Honda and Acura  
9:00 am - 1:00 pm  
GM Location  
8:00 am - 1:00 pm



## Proctor GM Multi-Line

1711 Capital Circle North East  
Tallahassee, FL 32308  
Phone: 850-878-3171  
Fax: 850-878-0313

### Information Request

Thank you, one of our associates will be in contact with you shortly.

### Proctor GM Multi-Line

1711 Capital Circle North East  
Tallahassee, FL 32308  
Phone: 850-878-3171  
Fax: 850-878-0313

### Information Request

\* Required

Please take a moment to complete the following information so that we may better serve you.

Once you have submitted your information, you will be contacted by a customer service specialist.

#### Your Information

First Name \*

Last Name \*

Day Phone \*

Best Time to Call

- Morning
- Afternoon
- Evening

#### Comments

Please send all services documents details for 2006 cadilla/cts/4door sedan vehicle I.D.#1G6DM57T760203




\* Required

Proctor Cadillac - (850) 878-3173  
1711 Capital Circle N.E.  
Tallahassee, FL 32308

Proctor Hummer - (850) 878-3172  
1707 Capital Circle N.E.  
Tallahassee, FL 32308

To:



From:

Fax #: \_\_\_\_\_

Re: \_\_\_\_\_

Date: 12/11/07

Pages: 10

Notes:

Cadillac Dealer Code: 21-161  
Hummer Dealer Code: 25-978

Fax #'s:

Cadillac (850) 878-0313  
Hummer (850) 878-3174  
Finance (850) 878-3714

Subject Cadillac Customer Assistance  
 From assist@cadillac.com  
 Date Wednesday, August 8, 2007 9:41 am  
 To [REDACTED]

Service Request: 71-545266923  
 Customer Relationship Specialist: Meghan MacLennan

Dear Mr. [REDACTED]

Thank you for contacting the Cadillac Customer Assistance Center. We appreciate you taking the time to write us in regards to your 2007 Cadillac CTS and your unsatisfactory experience at Proctor & Proctor, Inc.

I recognize that this situation has caused you a great level of frustration, and I hope that you can accept my sincerest apology on behalf of General Motors and Cadillac.

Thank you for sharing your concerns with us regarding Proctor & Proctor, Inc. When one of our customers has an unpleasant experience with a Cadillac Dealer, it is of great concern to us. We highly recommend you stay with Proctor & Proctor so you can foster, maintain and/or build your service relationship. However, you also have a choice in going to another Cadillac Dealership.

We at the Cadillac Customer Assistance Center are unable to recommend any one dealer in your area. You can locate a dealer of your choice by visiting our website at <http://www.gm.com> and selecting "Vehicle Shopping" and then "Dealer Locator" or by simply clicking on the following URL: [http://www.gm.com/automotive/vehicle\\_shopping/dealer\\_locator/](http://www.gm.com/automotive/vehicle_shopping/dealer_locator/). You will then enter in the appropriate information to locate the dealer nearest to you.

Cadillac supports Buckle Up America. We encourage you, your family and your friends to always Buckle Up.

If you should need to contact us in the future, simply reply to this message or call our Cadillac Customer Assistance Center at 1-800-458-8006. Customer Relationship Specialists are available 24 hours a day, 7 days a week.

For more information regarding the maintenance and care of your vehicle, please visit [www.mygm.com](http://www.mygm.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific Cadillac.

Again, thank you for contacting Cadillac.

Sincerely,

The Cadillac Consumer Support Team

[THREAD ID:1-9051BJ]

-----Original Message-----

From: [REDACTED]  
 Sent: 8/7/2007 06:13:25 PM  
 To: assist@cadillac.com  
 Subject: Cadillac CTS Owner Assistance

What is the Nature  
 of your concern? : VehicleConcern

Message : My 06 Caddilac CTS has provided  
 me with a multitude of problems,

<https://webmail.campus.fsu.edu/print.html>

1/20/2008

some that have created huge safety concerns. To begin with, a few months ago my car brakes would simply go out while I was driving. The dealership repaired the saying that it was an electrical issue. Less than a month later I had another electrical problem with the car. The Passenger airbag was defective and would not activate, it had to be replaced.

Now the problem is with the fuel tank gauge. If I am on empty and put as little as eight dollars in the tank, my fuel gauge jumps right up to half a tank. If I put twenty dollars in the tank while I'm on empty it still goes to half a tank! I took it to the dealership and they replaced the sensors in the gas tank. Less than a few weeks later, the same problem is re-occurring again, but now the dealership is telling me that the car would only give me a accurate reading if I fill it up to a full tank every time. I have owned a BMW, Infiniti, and Honda prior to this Cadillac and I have never heard that a gas tank should should give the same reading if I put in twenty dollars or eight dollars in the tank. This car is becoming a headache because it is constantly in the shop and in need of repairs. The service that I have recieved from Cadillac has been sub-par at best and the explanation for my faulty gas tank is ridiculous. Is there way I can get the gast tank gauge repaired and not recieve a half-baked answer from the dealership?

VIN : 1G6DM57T760 [REDACTED]

Vehicle : 2006 CTS

Preferred Dealer : Proctor Gm

Is this a GM  
Authorized Dealer : yes

Name of your  
contact at the  
dealership : Gordon

When was your  
last visit to  
the dealership : 8/7/2007

Current Mileage : 18000

Name : [REDACTED]  
Email Address : [REDACTED]  
Address : [REDACTED]  
uni : tallahassee, FL [REDACTED]

Depending on the

<https://webmail.campus.fsu.edu/print.html>

1/20/2008

nature of your  
concern, to assist  
you in a timelier  
manner, may we  
contact you  
via Phone : yes

What is the  
best time of  
day to reach you : after 4

Daytime Phone Number : () -  
ex.

Evening Phone Number : [REDACTED]  
ex.

---

Email Address [REDACTED]

**SERVICE INVOICE**

**WILLIAMSON**

DADE COUNTY REGISTRATION NO.  
MVR-94101407



*Cadillac* **HUMMER**

SERVICE DEPT.  
MON-FRI: 7:30 A.M. - 7:00 P.M.  
SATURDAY: 8:00 A.M. - 2:00 P.M.  
SUNDAY: CLOSED

FLORIDA REGISTRATION NO.  
MV-09462

7815 SW 104<sup>th</sup> Street, Miami, FL 33156  
Telephone: (305) 670-7100 • Fax: (305) 670-7329  
www.williamsoncadillac.com

**BODY SHOP**  
19300 SW 108<sup>th</sup> Avenue, Miami FL 33157  
(305) 238-8801

CUSTOMER NO. <b>151716</b>	ADVISOR <b>MIKE SUTHERLAND</b>	TAG NO. <b>575 1689</b>	INVOICE DATE <b>12/21/07</b>	INVOICE NO. <b>CDCS402042</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>22,748</b>	COLOR <b>BLACK RAVEN</b>	STOCK NO. <b>2037116D</b>
YEAR / MAKE / MODEL <b>06 / CADILLAC / CTS / 4DR SDN 3.6</b>	VEHICLE I.D. NO. <b>1 G 6 D M 5 7 T 7 6 0</b>	DELIVERY DATE <b>05/07/06</b>	DELIVERY MILES <b>209</b>	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE <b>12/19/07</b>	

**LABOR & PARTS**  
J# 1 03CDZ TRIM HOURS: 0:20 TECH(S): 145 WARRANTY  
CUSTOMER STATES THAT THE CENTER ARM REST HINGE COVER CAME OFF... PART ON REAR FLOOR BROKEN R/R ARMREST

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	10384166	COMPARTME 10#OVN-L			0.00
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 03CDZ01 TRIM HOURS: 1:10 TECH(S): 145 WARRANTY  
CUSTOMER STATES THAT THE RIGHT REAR GRAB HANDLE CAME OFF PART ON REAR FLOOR STRIPPED ROOF PARTIALLY R/R HEADLINER AND REPAIRED ROOF

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

J# 3 01CDZ GENERAL SHOP HOURS: 1:30 TECH(S): 106 WARRANTY  
CUSTOMER STATES THAT THE CHECK COOLANT LIGHT COMES ON FROM TIME TO TIME PRESSURE TESTED COOLING SYSTEM AND REPLACED COOLANT JAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3	1	25769371	TANK 1.240			WARRANTY
JOB # 3	2	12346290	COOLANT 8.800			WARRANTY
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 15CDZ01 SUBLET HOURS: TECH(S): 123 WARRANTY  
GOLD KEY RENTAL

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

J# 5 15CDZ03 SUBLET HOURS: TECH(S): 123 WARRANTY  
FREIGHT CHARGES WARRANTY PARTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 5	1	2	OVN-FREIGHT			WARRANTY
				JOB # 5 TOTAL PARTS		0.00
				JOB # 5 TOTAL LABOR & PARTS		0.00

When you receive the GM Survey, please take the time to fill it out. If you can not answer "Completely Satisfied", Let us know 305-670-7200

DSI SVR-010

**SERVICE INVOICE**

**WILLIAMSON**

DADE COUNTY REGISTRATION NO.  
MVR-94101407

FLORIDA REGISTRATION NO.  
MV-09462



*Cadillac* **HUMMER**

**SERVICE DEPT**  
MON-FRI: 7:30 A.M. - 7:00 P.M.  
SATURDAY: 8:00 A.M. - 2:00 P.M.  
SUNDAY: CLOSED

7815 SW 104<sup>th</sup> Street, Miami, FL 33156  
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(305) 238-8801

CUSTOMER NO. <b>151716</b>	ADVISOR <b>MIKE SUTHERLAND</b>	TAG NO. <b>575 1689</b>	INVOICE DATE <b>12/21/07</b>	INVOICE NO. <b>CDGS402042</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>22,748</b>	COCKP <b>BLACK RAVEN</b>
	YEAR / MAKE / MODEL <b>06 / CADILLAC / CTS / 4DR SDN 3.6</b>		DELIVERY DATE <b>05/07/06</b>	STOCK NO. <b>2037116D</b>
PALMETTO BAY, FL	VEHICLE I.D. NO. <b>1G6DM57T760</b>		SELLING DEALER NO.	DELIVERY MILES <b>209</b>
	R.T.E. NO.	P.O. NO.	R.O. DATE <b>12/19/07</b>	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

G.O.G. & SUPPLIES			
JOB # 5	FREIGHT (PARTS)	TOTAL - GOG	WARRANTY
			0.00
TECHNICIAN CERTIFICATION			
145	FRANCISCO G. CASTANO	C9503355	
106	FREDERICK S. BOGESS	C9504833	
TOTALS			
THE WILLIAMSON AUTOMOTIVE GROUP APPRECIATES YOUR BUSINESS. IF YOU ARE NOT COMPLETELY SATISFIED, CALL YOUR SERVICE ADVISOR AT 670-7100.		TOTAL LABOR	0.00
PART NUMBERS WITH AN ASTERISK (*) ON THE RIGHT HAND SIDE ARE LIFETIME GUARANTY PARTS WHEN PURCHASED AND INSTALLED RETAIL IN OUR SERVICE DEPARTMENT. ASK YOUR SERVICE ADVISOR FOR FURTHER DETAILS ABOUT THE GOODWRENCH SERVICE PLUS PROGRAM.		TOTAL PARTS	0.00
		TOTAL SUBLET	0.00
		TOTAL G.O.G.	0.00
		TOTAL MISC CHG	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX	0.00
		<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

**SERVICE INVOICE**

**WILLIAMSON**

DADE COUNTY REGISTRATION NO.  
MVR-94101407

FLORIDA REGISTRATION NO.  
MV-09462



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www.williamsoncadillac.com

**SERVICE DEPT.**  
MON-FRI: 7:30 A.M. - 7:00 P.M.  
SATURDAY: 8:00 A.M. - 2:00 P.M.  
SUNDAY: CLOSED

**BODY SHOP**  
19300 SW 108<sup>th</sup> Avenue, Miami FL 33157  
(305) 238-8801

CUSTOMER NO. <b>151716</b>	ADVISOR <b>MERIDO E. RANGEL</b>	TAG NO. <b>466 6983</b>	INVOICE DATE <b>03/07/07</b>	INVOICE NO. <b>CDCS371481</b>
PALMETTO BAY, FL	LABOR RATE	LICENSE NO.	MILEAGE <b>13,451</b>	COLOR <b>BLACK RAVEN</b>
	YEAR / MAKE / MODEL <b>06/CADILLAC/CTS/4DR CTS SDN</b>	DELIVERY DATE <b>05/07/06</b>		STOCK NO. <b>2037116D</b>
	VEHICLE I.D. NO. <b>1 G 6 D M 5 7 T 7 6 0</b>	SELLING DEALER NO.		DELIVERY MILES <b>209</b>
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/05/07</b>	PRODUCTION DATE
COMMENTS				

**LABOR & PARTS**

J# 1 01CDZ GENERAL SHOP HOURS: 0:50 TECH(S): 543 WARRANTY  
BRAKE MAKING A GRINDING NOISE BRAKING ON TURNS  
CODE C0041 INCORRECT WHEEL SPEED READING  
POOR WIRE CONTACT AT SPEED SENSOR  
REPAIRED WIRE CONTACT AT RIGHT FRONT SPEED SENSOR  
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01CDZ01 GENERAL SHOP HOURS: TECH(S): 543 WARRANTY  
A-B-S LIGHT ON SOMETIMES  
SEE LINE 1  
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 01CDZ02 GENERAL SHOP HOURS: TECH(S): 543 WARRANTY  
TRACTION CONTROL LIGHTS ON SOMETIMES  
SEE LINE 1  
JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 15CDZ01 SUBLET HOURS: TECH(S): 123 WARRANTY  
GOLD KEY RENTAL  
JOB # 4 TOTAL LABOR & PARTS 0.00

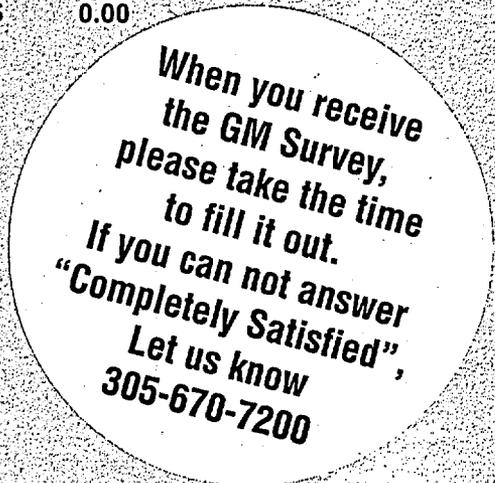
**TOTALS**

THE WILLIAMSON AUTOMOTIVE GROUP APPRECIATES YOUR BUSINESS.  
IF YOU ARE NOT COMPLETELY SATISFIED, CALL YOUR SERVICE  
ADVISOR AT 670-7100.

PART NUMBERS WITH AN ASTERISK (\*) ON THE RIGHT HAND SIDE ARE  
LIFETIME GUARANTY PARTS WHEN PURCHASED AND INSTALLED RETAIL  
IN OUR SERVICE DEPARTMENT. ASK YOUR SERVICE ADVISOR FOR  
FURTHER DETAILS ABOUT THE GOODWRENCH SERVICE PLUS PROGRAM.

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

CUSTOMER SIGNATURE



DSI SVR-010

**REPAIR ORDER**

DADE COUNTY REGISTRATION NO.  
MVR-94101407

FLORIDA REGISTRATION NO.  
MV-09462

**WILLIAMSON**



**Cadillac HUMMER**

SERVICE DEPT.  
MON-FRI: 7:30 A.M. - 7:00 P.M.  
SATURDAY: 8:00 A.M. - 2:00 P.M.  
SUNDAY: CLOSED

7815 SW 104th Street, Miami, FL 33156  
Telephone: (305) 670-7100 • Fax: (305) 670-7329  
www.williamsoncadillac.com

**BODY SHOP.**  
19300 SW 108th Avenue, Miami, FL 33157  
(305) 238-8801

**RECOMMENDED SERVICES**

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

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATOR	OPERATION DESCRIPTION
03/05/07	371481	13451	466	543	W	01CDZ	GENERAL SHOP
				543	W	01CDZ01	GENERAL SHOP
				543	W	01CDZ02	GENERAL SHOP
05/07/06	339857	12	643	123	W	15CDZ01	SUBLET
05/05/06	339674	12	643	883	I	07CDZ	DETAIL TRIM
				897	I	03CDZ	DETAIL TRIM

SALESPERSON NO. 820

OKUNADE O. OJENGBEDE

**S E R V I C E**

STATE REG# MV09462

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/> CALL WHEN READY <input type="checkbox"/> <input type="checkbox"/> YES <input type="checkbox"/> NO	VEHICLE I.D. NO. <b>1G6DM57T760</b>	YEAR/MAKE/MODEL <b>06/CADILLAC/CTS/4DR SDN 3.6</b>	PRODUCTION DATE <b>2037116D</b>	STOCK NO. <b>2037116D</b>	LICENSE NO. <b>402042</b>	R.O. NO. <b>402042</b>
SAVE PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	PALMETTO BAY, FL	CUSTOMER NO. <b>151716</b>	SERVICE CONTRACT	DELIVERY DATE <b>05/07/06</b>	DELIVERY MILES <b>209</b>	SELLING DEALER NO. <b>2/19/07</b>
LABOR RATES <input type="checkbox"/> HOURLY <input type="checkbox"/> FLAT <input type="checkbox"/> BOTH	TIME RECEIVED <b>02:22pm</b>	DATE/TIME PROMISED <b>12/21/07 05:00pm</b>	PRIORITY <b>60</b>	COLOR <b>BLACK RAVEN/EBONY</b>	CONTRACT NO.	EXPIRATION DATE
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	LABOR RATE	TURBO	MMG	AIR COND.	P.S.	TRANS
		MILEAGE <b>22,748</b>	ADVISOR NO. <b>575</b>	ADVISOR <b>MIKE SUTHERLAND</b>	DISCLAIMER OF WARRANTIES THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.	
		ORIGINAL ESTIMATE #	ADDITIONAL AUTHORIZED AMOUNT	REVERSE AUTHORIZATION	DATE	TIME
		ADD. REPAIR AUTH. BY	AUTH. REC. BY	NAME AND NO. OTHER PERSON TO AUTH.	DESCRIPTION OF ADD. WORK AUTH.	CHARGE FOR ESTIMATE

JOB	W	OPERATION	OPERATION DESCRIPTION
1	W	03CDZ	TRIM
CUSTOMER STATES THAT THE CENTER ARM REST HINGE COVER CAME OFF...PART ON REAR FLOOR			
2	W	03CDZ01	TRIM
CUSTOMER STATES THAT THE RIGHT REAR GRAB HANDLE CAME OFF PART ON REAR FLOOR			
3	W	01CDZ	GENERAL SHOP
CUSTOMER STATES THAT THE CHECK COOLANT LIGHT COMES ON FROM TIME TO TIME			
4	W	15CDZ01	SUBLET
GOLD KEY RENTAL			

**PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.**

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: \_\_\_\_\_ DATE: 12/19/07

This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. [s.559.904(4)] It is based on 8% of total repair bill or \$19.00, whichever is less.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7165].

NO STORAGE CHARGES SHALL ACCRUE OR BE DUE AND PAYABLE FOR A PERIOD OF 3 WORKING DAYS FROM THE DATE YOU ARE NOTIFIED, THAT THE WORK ON YOUR VEHICLE HAS BEEN COMPLETED. AFTER THAT DATE THE DAILY CHARGE FOR STORAGE OF YOUR VEHICLE WILL BE \$20.00.

WE WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

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

X

This estimate has been prepared based on the use of crash parts supplied by a source other than the manufacturer of your motor vehicle. The aftermarket crash parts used in the preparation for this estimate are warranted by the manufacturer or distributor of such parts rather than the manufacturer of your vehicle.

Parts and labor are guaranteed for 12 months, 12,000 miles unless otherwise specified above.

402042

DSI, MIAMI, FL DSI SVF-008



BILLING SUMMARY

XCITING NEWS For [redacted]
XM + NAPSTER - Changing The Way You Listen To Music Forever
It's a whole new way to experience music. Your favorite XM Radio Online music channels and access to download music from Napster's catalog of more than 2 million songs. Visit napster.xmradio.com to learn more.

Page 1 of 1
Statement Date: 08/09/2006

XM Account Number: [redacted]

Due Upon Receipt

Amount Due \$392.62

ACCOUNT SUMMARY FOR BILLING PERIOD 08/08/2006 - 08/09/2006

Table with columns: Date, Description, Amount. Rows include Previous Balance (\$0.00), Payments (\$0.00), XM Service (\$359.64), Subtotal (\$359.64), Tax-State (\$32.98), Total Amount Due Upon Receipt (\$392.62).

Service Detail For Radio ID 534WH004

Table with columns: Date, Description, Charges, Discounts/Promotions, Amount. Rows include XM Service - 3 Years (\$359.64), Total Current Charges (\$359.64).

CHANNEL INFORMATION

The most choice in Satellite Radio...

OPRAH & FRIENDS Oprah & Friends Channel - Coming in September! Oprah & Friends - XM 156

Featuring a broad range of original programming from Harpo Radio, Inc.



Theme Time Radio Hour with Your Host Bob Dylan Deep Tracks - XM 40 - Wednesdays 10 AM ET The Village - XM 15 - Thursdays Noon ET

Bob Dylan hosts his own show, exclusively on XM!



Major League Baseball - MLB Homeplate - XM 175 MLB Play-by-Play - XM 176-190

XM is the Official Satellite Radio Service of Major League Baseball - Every team. All Season Long.

Handwritten note: 16 August 2006 #8791 check \$395.48

PAYMENT OPTIONS: Online @ www.xmradio.com, Call 1-800-XM RADIO, Mail your check & stub below, Simple, Fast, Convenient, Pay by Credit Card!



XM SATELLITE RADIO PO BOX 830205 BALTIMORE MD 21283-0205

Pay by Credit Card I wish to avoid the \$2 invoice fee and pay by credit card. My credit card information is on the back of this form.

Changes Check here if address or phone has changed.

Account Number: [redacted] Due Upon Receipt Amount Due \$392.62

Amount Enclosed \$395.48

06/07/06 10:08 0003897 20060810 BH170101 XM Satma 1 CZ DOM BH17010000 157784 MS



VILLAGE OF PALMETTO BAY FL

Do not send cash. Make check or money order payable to:



XM SATELLITE RADIO PO BOX 830205 BALTIMORE MD 21283-0205



## Payment Terms

If you do not pay by credit or debit card, please make your check or money order payable to XM Satellite Radio Inc. in US Dollars. Do not send cash. To ensure proper crediting to your account, include the bottom portion of the invoice with your payment and write your account number on your check or money order. Please do not include comments or questions with your payments. Mail all payments to the PO Box address indicated on the remit slip.

If your payment is not received, you may be charged a late fee. When you send us a check to make your payment, your check will be converted into an electronic fund transfer. By sending your completed, signed check to us, you authorize us to copy your check and to use the account information from your check to make a one-time electronic fund transfer from your account [for the same amount as the check]. Funds will be withdrawn from your account within 24 hours and you will not receive your check back from your financial institution. The electronic fund transfer from your account will be on the account statement you receive from your financial institution. If you bank returns any check to XM, you may be charged a returned payment fee. Where permitted by law, the fee will appear on your next invoice. Service may be deactivated for non-payment and deactivation fees may apply. Any past due amounts, including deactivation fees, must be paid before service will be reactivated. The Subscriber Terms and Conditions describe all of these fees in detail.

It is important that you read the Subscriber Terms and Conditions that were provided to you, because activation of your service means you have agreed to the Terms and Conditions. Any payments and/or credits processed, or charges incurred after the bill issue date will be included in your next billing. All services are billed in advance. Billings may include charges for a partial month of service based on the date your service was activated. All payments will be applied to the oldest amounts due on your account.

## Contacting XM

If you have any questions about your service bill, or if you would like to change or reactivate your services, please call the Listener Care Center at 800-XM-RADIO (800-967-2346), or write us at the mailing or e-mail address below. For any billing questions, e-mail, call or write as soon as possible. If you choose to contact us in writing, please include the following information:

- Your name and XM account number;
- The dollar amount in question; and
- The details of your question.

You must contact XM Satellite Radio Inc. within 30 days after receiving the billing on which the supposed error appeared. Undisputed portions of the invoice must be paid to avoid a late fee and/or possible deactivation of services. We will not report your account as delinquent or take any action to collect the disputed amount while your dispute is under investigation. Our e-mail address is: [listenercare@xmradio.com](mailto:listenercare@xmradio.com) and our mailing address for the correspondence is:

**XM Satellite Radio Inc.  
PO Box 33174  
Detroit, MI 48232-5280**

**Thank you for choosing XM Satellite Radio!**

If you prefer to make a one time payment electronically via credit card or e-check please login to your account at <http://xmradio.com/listenercare>

# TIRE KINGDOM

SERVICE • BRAKES • BATTERIES • MORE

COMMERCIAL | Tire Kingdom, INC.

CUSTOMERS | PO Box 406010

REMIT TO: | ATLANTA, GA30384-6010

2007 LOOSE  
 License: LOOSE  
 Mileage:  
 Lug Torque  
 Tire Infl F/R NA NA

\*\*\*\* I N V O I C E \*\*\*\*

Cert# MV-47119

POS SALES TK221  
 OCALA CORNERS STORE  
 800 OCALA ROAD  
 850 576-3570

CUSTOMER: 8178816

TALLAHASSEE FL

Home#

Work#

Addl Repairs may be authorized by

VIN#

PO#:

Invoice# 16556364 - RI  
 Order Num 79115988 - WI  
 Page - 1  
 Opening Salesperson 12907209  
 Date/Time In..... 12/15/07 13:22:01  
 Date/Time Out..... 12/15/07 13:23:01  
 Ship To:

Item Number	Item Description	Qty	Price Each	Extended
ROD	DEPOSIT- A 20% RESTOCK CHARGE	1	264.57	264.57
VISA	WILL APPLY IF ORDER CANCELLED			
	visa			
	CARD NUMBER 3471 APPR 05151C			264.57-

IF YOU HAVE A QUESTION OR CONCERN PLEASE TALK TO  
 OUR STORE MANAGER, SHARON Y. LANGSTON  
 AT (850) 576-3570 \*\*NEW TIRE FEE FS:403.718

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS  
 BELOW AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A  
 WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE  
 REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_

THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY  
 WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE

SIGNED \_\_\_\_\_ DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK PER THE TERMS  
 AND CONDITIONS ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. TIRE KINGDOM  
 USES BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.  
 I DO \_\_\_\_\_ DO NOT \_\_\_\_\_ WANT MY PARTS RETURNED

PROPOSED METHOD OF PAYMENT, CASH \_\_\_\_\_ CHECK \_\_\_\_\_ CREDIT CARD \_\_\_\_\_  
 CHARGES REPRESENT COST/PROFIT TO THE VEHICLE REPAIR FACILITY, MISC. SHOP SUPPLY OR WASTE DISPOSAL  
 PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION

Special Credit:  
 Total Charges.. 264.57  
 Total Credits.. .00  
 Sub-Total..... 264.57  
 New Tire Fees\*\* .00  
 Shop Fees(\*) .00  
 All Taxes..... .00  
 Payments..... 264.57-  
 Net Amount..... .00  
 PLEASE PAY ABOVE AMOUNT.  
 THANK YOU! Closer:12907209

CUSTOMER COPY



**GMAC SMART™ LEASE AGREEMENT — Monthly Payment**

LESSEE (and CO-LESSEE) ("You") name and address, including county

**PARRETTO BAY FL**  
**0: DAGE**

Garaging address (if different)  
 #/ /A

Principal driver (if business use)  
 #/ /A

LESSOR (Retailer)

**HILLIAMSON CADILLAC CO.**  
**7815 SW 104TH STREET**  
**MIAMI FL 33156**

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back.  
 We, "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).  
 If this box is checked, Lessor (Retailer) will assign this lease and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).  
 If this box is checked, GMAC helped to arrange this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").  
 If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to Central Originating Lease Trust.

**THE VEHICLE YOU ARE LEASING**

New/Used <b>NEW</b>	Year <b>2005</b>	Make & Model <b>CADILLAC CTS</b>	Body Style <b>4DR CTS</b>	Vehicle ID # <b>1G6DM571760</b>	Mileage <b>209</b>	Primary Use <input type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> Public Conveyance
Dealer Installed Options:						

**FEDERAL CONSUMER LEASING ACT DISCLOSURES**

1. Amount Due at Lease Signing or Delivery (Itemized Below)* \$ <b>4050.00</b>	2. Monthly Payments Your first monthly payment of \$ <b>393.97</b> is due on <b>3-8</b> , followed by <b>38</b> payments of \$ <b>393.97</b> due on the <b>15th</b> of each month. The total of your monthly payments is \$ <b>15050.00</b>	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ <b>N/A</b> Total \$: <b>N/A</b>	4. Total of Payments (The amount you will have paid by the end of the lease.) \$ <b>19020.86</b>
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5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	3114.83
b. First monthly payment	393.97
c. Refundable security deposit	N/A
d. Title fees	N/A
e. Registration fees	259.00
f. Sales/use tax	222.70
g. <b>SALES TAX</b>	N/A
h. <b>SALES TAX</b>	N/A
i. <b>SALES TAX</b>	N/A
<b>J. Total</b>	\$ <b>4050.00</b>

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	\$ <b>1800.00</b>
b. Rebates and non-cash credits	\$ <b>2250.00</b>
c. Amount to be paid in cash	\$ <b>4050.00</b>

d. Total \$ **4050.00**

7. Your monthly payment is determined as shown below: ( ) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)
- a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 31040.53 )
- b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost. \$ 214.83
- c. Adjusted capitalized cost. The amount used in calculating your base monthly payment. \$ 27925.70
- d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment. \$ 15530.70
- e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term. \$ 11395.00
- f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts. \$ 2954.20
- g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge. \$ 14389.90
- h. Lease payments. The number of payments in your lease. 11
- i. Base monthly payment. \$ 1308.17
- j. Monthly sales/use tax (estimated) \$ 39.20
- k. Total monthly payment \$ 1347.37

8. Excessive Wear and Use. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 20,000. If you exercise this option, you must pay the purchase price plus any sales tax and license fees.

10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	\$ 29955.53
b. GMAC administrative fee	\$ 155.00
c. License/registration/title fees	\$ 155.00
d. Sales tax	\$ 155.00
e. Other tax (describe)	\$ 155.00
f. Optional service contract	\$ 155.00
g. Optional maintenance contract	\$ 155.00
h. Optional life insurance	\$ 155.00
i. Optional disability insurance	\$ 155.00
j. Health care fee	\$ 155.00
k. H/A	\$ 155.00
l. Gross Capitalized Cost	\$ 31040.53

12. THE VEHICLE YOU ARE TRADING.

Gross trade-in value	(Year)	(make)	(model)
Payoff			
Net trade-in value			

For trucks of 10,000 lbs. GVW or more and public conveyance vehicles, liability insurance must instead (a) provide primary coverage of at least \$50,000 for property damage, \$100,000 for bodily injuries to any one person, and \$300,000 for property damage, \$100,000 for umbrella coverage of at least \$1,000,000 or (b) have a combined single limit of at least \$1,000,000 for bodily injuries and property damage for any one accident, and Physical damage insurance must have deductibles of no more than \$1,000 for collision and up to \$1,000 for comprehensive fire and theft loss.

If you move to a new state, we will require coverage amounts in keeping with our requirements for the new state. We now estimate that those amounts will be the same as those in this lease, but they may be higher.

**Insurance Notice**

The valid and collectible insurance and personal injury protection limits of liability and personal injury protection sections 324.021(7) and 627.736, Florida Statutes.

**YOU AGREE THAT YOUR OWN LIABILITY AND PERSONAL INJURY PROTECTION INSURANCE WILL PROVIDE PRIMARY INSURANCE COVERAGE UP TO ITS FULL POLICY LIMITS UNDER THE AGREEMENT.**

**13. OFFICIAL FEES AND TAXES.** You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes. The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

**(NAME OF LESSEE'S INSURANCE COMPANY)**  
 REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:  
 Insurance company name: STATE FARM INSURANCE CO  
 Insurance agency name: SUEVE MYERS INS AGENCY INC  
 Agency address: (305) 253-5800  
 Agency phone no.: 31 2090-59 1  
 Agent's name: N/A  
 Policy no.: N/A  
 Deductibles: Collision \$ [redacted] Liability \$ [redacted]  
 Insurance company name: N/A Physical damage Comprehensive \$ [redacted]  
 Insurance agency name: N/A  
 Agency address: N/A  
 Agency phone no: N/A  
 Agent's name: N/A  
 Policy no.: N/A  
 Deductibles: Collision \$ N/A Physical damage Comprehensive \$ N/A

a. Title/lien fees \$ N/A  
 b. Registration fees/taxes \$ N/A  
 c. License fees/taxes \$ N/A  
 d. Sales/use taxes (including tax on capitalized cost reduction) \$ 812.50  
 e. Excise taxes \$ 1227.73  
 f. Property taxes \$ N/A  
 g. Other (describe) RENTAL SURCHARGE \$ N/A  
 h. Other (describe) HYDRA/BATTERY/TIRE FEES \$ 60.00  
 i. Other (describe) #/A \$ 3.50  
 14. MILEAGE \$ N/A

Base Mileage Allowance:  15,000 miles/year.  Low mileage: 12,000 miles/year.  
 Medium-duty truck (gasoline): 25,000 miles/year.  
 Medium-duty truck (diesel): 35,000 miles/year  
 Extra Miles. You are buying N/A extra miles at \$ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.  
 Total Allowed Mileage on the Odometer at Lease End is 39209 miles  
 Starting odometer mileage N/A miles  
 Base mileage allowance N/A miles  
 Purchased extra miles 39000 miles

Excess Mileage Charge. The excess mileage charge is \$ 20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.  
 15. LATE CHARGE. If you do not pay a monthly payment 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.  
 16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 08/06/2009  
 You are scheduled to return the vehicle on this date.  
 18. LEASE END DAILY EXTENSION CHARGE. \$ 28.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The signature may not cover taxes and other amounts due besides the base monthly payment.  
 Insurer name: N/A  
 Address: N/A

Life insurance  Lessee  Co-Lessee  Both  
 Disability insurance (lessee only)  
 LESSEES SIGNATURE: X Monthly coverage limit \$ N/A  
 CO-LESSEES SIGNATURE: X Age N/A  
 21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.  
 Standard manufacturer's warranty  
 Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease.

STATE NO

**19. REQUIRED VEHICLE INSURANCE.** You must insure the vehicle through liability and physical damage policies acceptable to us. The policies must not exclude or restrict coverage if you were to drive the vehicle, or when the driver is someone you allow to drive the vehicle if who is likely to drive the vehicle. The policies must show any additional insureds and loss payees that we require. If this lease is assigned to GMAC or Central Originating Lease Trust, the initial additional insured and loss payee is "GMAC and its successors and assigns", P.O. Box 650100, Hunt Valley, MD 21085-0100. You must give us proof of insurance when we ask. We require no other insurance.

Liability insurance must (a) cover at least \$50,000 for property damage, \$100,000 for bodily injuries to any one person, and \$300,000 for bodily injuries for any one accident, or (b) have a combined single limit of at least \$500,000 for bodily injuries and property damage for any one accident.

**THIS IS THE ENTIRE AGREEMENT.** This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this agreement, including any of our rights under this lease without losing them, is void. No oral changes are binding.

**LESSOR:** [Redacted] BY: X  
**LESSEE:** [Redacted] BY: X  
 We may de [Redacted]

**NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.**

**YOU SIGNED THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.**

**LESSEE:** [Redacted] (city) X  
 [Redacted] (state) X  
 [Redacted] (month) X  
 [Redacted] (day) X  
 [Redacted] (year) X

**LESSOR:** [Redacted] BY: X  
 [Redacted] BY: X

**SIGNATURE AND TITLE:** X  
 [Redacted] TITLE: X

671 MONTHLY-FL 72003 (1) (For use in the State of Florida)  
 Copyright 2003 General Motors Acceptance Corporation. All Rights Reserved.

**THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE WE WARE. IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.**

**22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS:**  
 Name: N/A Term: N/A months, N/A miles  
 If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

You are not required to buy a service or maintenance contract as part of this lease. Your choice of providers for any service or maintenance contract you buy will not affect our decision to lease to you.

**CO-LESSOR:** X  
**CO-LESSEE:** X

**CO-LESSEE:** X  
 [Redacted] (city) X  
 [Redacted] (state) X  
 [Redacted] (month) X  
 [Redacted] (day) X  
 [Redacted] (year) X

**SEE OTHER SIDE FOR OTHER IMPORTANT REEMENTS INCLUDING A POSITION OF TRANSFER OF YOUR INTEREST.**

**QUADRUPLICATE ORIGINAL - LESSEE**  
 Lease Agreement 9

## INSURANCE, USE, AND CARE OF THE VEHICLE

### 23. USE. You will not

- Use the vehicle illegally, improperly, or for hire.
- Use the vehicle in a way that your insurance policy prohibits.
- Remove the vehicle from the United States, except for trips to Canada of under 60 days.
- Move the vehicle to another state for more than 30 days without telling us.
- Change the vehicle without our written consent.
- Replace parts, accessories, or tires with rented or leased items.
- Expose the vehicle to seizure, confiscation, forfeiture, or other involuntary transfer.

You will not let anyone else do any of these things.

**24. MAINTENANCE, REPAIRS, OPERATING EXPENSES, AND DAMAGE.** You will maintain and repair the vehicle to keep it in good condition. Replacement sheet metal must be new original equipment manufacturer parts. Other replacement parts must be original equipment manufacturer parts or parts of equal quality and design. (If insurance will pay for repairs, ask your insurance company to specify original equipment manufacturer sheet metal.) You will pay all maintenance, repair, and operating expenses, including gas and oil. If the odometer stops working, you must fix it immediately. You will service the vehicle as the manufacturer recommends. You will follow the manufacturer's instructions in any recall. If you don't do these things, we may do them. You will owe us our cost if we do. We may inspect the vehicle at any reasonable time and place.

When you take possession of the vehicle, you take on the risks of loss of the vehicle and of damage to it. If the vehicle is damaged, stolen, or destroyed and money becomes available from insurance, a judgment, a settlement, or the like, we will treat the money as an insurance settlement. We and/or Vehicle Asset Universal Leasing Trust will be entitled to this money. If the lease ends in connection with our receipt of the money, we will treat any money we do not use to repair the vehicle as sale proceeds.

**25. EXCESS WEAR.** Excess wear is wear that is beyond normal wear. Excess wear includes: (a) glass that is damaged or that you tinted; (b) a damaged or corroded body, trim, frame, crossmember, suspension, engine, powertrain, or other mechanical part; (c) damaged paint; (d) a torn, damaged, or stained interior or trunkliner; (e) a pickup bed with a sprayed-on bedliner; (f) sheet metal that is not original equipment sheet metal; (g) missing equipment or parts that were in or on the vehicle when delivered and not replaced with equipment or parts of equal quality and design (including a missing wheel, wheel cover, jack, or wheel wrench); (h) a tire (including spare) that is unsafe, is not the size and type the manufacturer recommends, is recapped or a snow tire, or has less than 1/8 inch of tread left at the shallowest point; (i) a damaged or worn brake that does not meet government safety standards; (j) oil leaks or low oil pressure; (k) a malfunctioning electrical system, battery, or lights; (l) any other condition that makes the vehicle run in a noisy, rough, improper, unsafe, or unlawful way; and (m) any other damage, whether or not insurance covers it.

**26. LIENS.** You will keep the vehicle free of liens unless we agree to them. If you do not remove any liens, we may do so. You will pay us any amount we pay to do so.

## WHEN THE LEASE CAN END

**27. SCHEDULED END.** This lease is scheduled to end on the date shown on the front. If this lease ends on or after the last scheduled payment is due, we will treat the lease as if it ended as scheduled and not as if it ended early. However, if the vehicle is a total loss before the scheduled lease end date, the Gap Protection section applies.

**28. LEASE END DAILY EXTENSION.** At scheduled lease end, if you keep the vehicle and do not buy it, you elect to extend the lease and pay a daily extension charge beginning on the eighth day after the scheduled lease end date. The charge is shown on the front. We may limit the number of days you extend the lease. During the daily extension period, you agree to comply with the terms of this lease, other than terms that apply to monthly payments and early end. The total allowed mileage will not increase.

**29. EARLY END.** You may end this lease anytime. We may end this lease if you are in default or if the vehicle is a total loss.

### 30. DEFAULT.

You will be in default if any of these things happens:

- You do not pay on time.
- You made a material misrepresentation when you applied for this lease.
- You start a bankruptcy, receivership, or insolvency proceeding or one is started against you or your property.
- You break any other agreements in this lease.
- You do anything the law says is a default.

If you are in default, we may:

- End this lease and require you to pay the early end charge.
- Take the vehicle from you without demand. If the law permits, we may go on your property to take the vehicle. If the vehicle has an electronic locating device, we may use the device to find the vehicle.
- Sue you for damages and to get the vehicle back.
- Pursue any other remedy the law gives us.

We will exercise our rights without breach of the peace, at reasonable times and places, in a reasonable way, as the law permits. We may take and store any personal items that are in the vehicle. If you do not ask for these items back, we may dispose of them as the law allows. You will pay our reasonable expenses of taking these actions as the law allows. These expenses may include expenses of taking and storing the vehicle, attorney's fees, collection costs, and court costs.

**31. TRANSFER.** You may be able to transfer this lease instead of ending it early, if we approve. If you would like to transfer this lease, please ask us about the requirements and your responsibilities.

## AT LEASE END

**32. VEHICLE RETURN.** At lease end, you will return the vehicle (including any dealer installed options you do not buy outright) to any reasonable place we tell you, unless you buy the vehicle. After you return the vehicle, you will call us promptly at 1-800-200-4622 and tell us where you left the vehicle.

**33. OPTION TO BUY THE VEHICLE.** You have an option to buy the vehicle only at scheduled lease end. See the front for the price. You must also pay any related official fees and taxes.

**34. ODOMETER DISCLOSURE.** Federal law requires you to tell us the vehicle's mileage in connection with a transfer of vehicle ownership. You may be fined and/or imprisoned if you do not complete the disclosure or if you make a false statement.

## WHAT YOU OWE AT LEASE END

**Definition of Early Excess Mileage and Wear Charge:** Our estimated or actual cost of any repairs the vehicle needs because of excess wear (we do not have to make repairs), plus any excess mileage charge. This charge will not exceed residual value minus the vehicle sale price.

**37. GAP PROTECTION.** If the vehicle is a total loss before the scheduled lease end date, and we get an insurance settlement, you have gap protection.

If the money we get from your insurance is more than or equal to (1) the base monthly payment times the number of payments not yet due, (2) minus any unearned rent charge, figured by the actuarial method, plus (3) residual value, we will give you a credit for any excess. You will owe us any unpaid fees and taxes and any amounts due because you broke agreements in this lease. We will give you a credit for any amount we get from cancellations of optional insurance, service contracts, maintenance contracts, or other contracts that we financed for you.

If the money we get from your insurance is less than (1) the base monthly payment times the number of payments not yet due, (2) minus any unearned rent charge, figured by the actuarial method, plus (3) residual value, you will owe the difference up to the amount of your insurance deductible. If the difference is more than your insurance deductible, you will also owe an excess mileage charge, up to the amount by which the difference exceeds your deductible, plus any tax on the charge. We will figure the excess mileage charge as if the lease had ended as scheduled. In either case, we will give you a credit for any amount we get from cancellations of optional insurance, service contracts, maintenance contracts, or other contracts that we financed for you. You will also owe us any unpaid fees and taxes and any amounts due because you broke agreements in this lease.

If the vehicle is a total loss and we do not get an insurance settlement, there is no gap protection. You will owe us any excess of the residual value over the vehicle's salvage value. If the lease ends before the last scheduled payment is due, you will also owe us the early end charge that applies when the vehicle is not a total loss.

**38. SECURITY DEPOSIT.** If you paid a security deposit, we will use it at lease end to pay anything you owe under this lease and do not pay. We will not pay you interest on the security deposit. We will not add to the security deposit any proceeds, money, or funds we receive from the security deposit. After lease end, we will give back any part of the security deposit that is left.

## ADDITIONAL TERMS

**40. PROHIBITION OF TRANSFER OF YOUR INTEREST.** YOU WILL NOT SUBLEASE OR OTHERWISE TRANSFER (EXCEPT TO YOUR ESTATE) ANY RIGHT OR INTEREST YOU HAVE UNDER THIS LEASE OR IN THE VEHICLE WITHOUT OUR PRIOR WRITTEN CONSENT.

You may be able to transfer this lease instead of ending it early, if we approve. If you would like to transfer this lease, please ask us about the requirements and responsibilities.

**41. INDEMNITY.** You will protect us from all losses, damages, injuries, claims, demands, and expenses arising out of the condition, maintenance, use, or operation of the vehicle. You agree to indemnify, and hold harmless, us and our assigns from all such losses, damages, injuries, claims, demands, and expenses.

**5. WHAT YOU OWE AT SCHEDULED END.**  
a) IF YOU BUY THE VEHICLE: If you have paid us and kept your agreements, you will owe us nothing more.

b) IF YOU DO NOT BUY THE VEHICLE: If you have kept your agreements, you will owe us only any excess mileage charge, any lease end daily extension charge, and our estimated or actual cost of repairing excess wear, plus any tax. (We do not have to make repairs.)

**36. WHAT YOU OWE AT EARLY END.** In general, unless gap protection applies, you will owe us any unpaid monthly payments. We will give you a credit for any unearned rent charge and a credit if we sell the vehicle for more than residual value. We will use the actuarial method to figure the unearned rent charge. (You may ask us for a written explanation of the actuarial method.) We will treat the rent charge for each monthly period as fully earned on the period's first day. We will treat each monthly payment that you made as if we received it on its due date.

If the vehicle is a total loss, see the Gap Protection section. Otherwise, you will owe us an early end charge as follows:

The base monthly payment times the number of payments not yet due,  
- Any unearned rent charge, figured by the actuarial method,  
+ Any surplus (see definition in this item) on the vehicle sale,  
- If there is no surplus, any Early Excess Mileage and Wear Charge (see definition in this item), plus any tax.

= The Total. If the Total is more than zero, you will owe us the Total. If the Total is less than zero, we will not give you a refund or credit.

You will also owe us any unpaid fees and taxes and any amounts due because you broke agreements in this lease. We may cancel any optional insurance or optional service, maintenance, or other contracts that we financed for you. We will give you a credit for any amount we get from cancellations.

**Definition of Surplus:** Unless you get an appraisal or gap protection applies, we will sell the vehicle at wholesale. If we sell the vehicle for more than residual value, the excess will be the surplus. If we sell the vehicle for residual value or less, the surplus will be zero.

**Appraisal.** You may get a professional appraisal of the vehicle's wholesale value. If you do so within a reasonable time, we will use the appraised value as the sale price when we figure the surplus (if any). The appraiser must be an independent third party. You and we must agree on the appraiser. You must pay for any appraisal. The appraisal will be binding.

**39. ASSIGNMENT BY LESSOR.** If this lease is assigned, the assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as agent to hold title for the benefit of the assignee on the vehicle's certificate of title and/or registration.

Any sale and assignment will not be considered to change materially your duties, burden, or risk under this lease. Neither the assignee nor Vehicle Asset Universal Leasing Trust will have to make any repairs to the vehicle, get any insurance, or perform any service Lessor has agreed to perform under this lease. You will look only to Lessor for these services.

After assignment, GMAC will service this lease, if GMAC is the assignee or if GMAC helped to arrange this lease. You must then make all payments to GMAC (for its or the assignee's account) or as otherwise directed. If we assign this lease, you will not receive notice of assignment.

**THIS IS A LEASE AGREEMENT.  
THIS IS NOT A PURCHASE AGREEMENT.  
PLEASE REVIEW THESE MATTERS CAREFULLY AND SEEK  
INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY  
QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE  
ENTITLED TO AN EXACT COPY OF THE AGREEMENT YOU SIGN.**

STATE OF FLORIDA  
 DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES  
 DIVISION OF MOTOR VEHICLES  
 Neil Kirkman Building • Tallahassee, Florida 32399-0610

**SEPARATE ODOMETER DISCLOSURE STATEMENT AND ACKNOWLEDGEMENT**  
 (Instructions on Reverse Side)

**VEHICLE DESCRIPTION**

CHECK ONE:  Motor Vehicle  Mobile Home  Vessel

Vehicle Identification Number: 1G6DM571760

Year: 2006

Title No.:

Model: CADILLA

Color: BLACK R

Body: 4DR CTS

**ODOMETER DISCLOSURE STATEMENT**

WARNING: Federal and State law requires that you state the mileage in connection with an application for a Certificate of Title. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I/WE WILLIAMSON CADILLAC CO. STATE THAT THIS MOTOR VEHICLE'S  
 (Print Transferor's Name) (Seller)

5 DIGIT OR  6 DIGIT ODOMETER NOW READS 00000, 2019  (NO TENTHS) MILES, DATE READ 05/07/06, AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED IN THIS DOCUMENT UNLESS ONE OF THE FOLLOWING IS CHECKED:

- CAUTION:**
1. I HEREBY CERTIFY THAT, TO THE BEST OF MY KNOWLEDGE, THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.
2. I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE. WARNING - ODOMETER DISCREPANCY

UNDER PENALTY OF PERJURY, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

(Transferor's Signature)

WILLIAMSON CADILLAC CO.  
 (Transferor's Name and Printed Name)

7815 SW 104TH STREET  
 (Transferor's Street Address)

MIAMI FL 33156  
 (City) (State) (Zip)

PALMETTO BAY FL  
 (City) (Zip)

(For sales, leases or transfers of title of motor vehicles by a licensed motor vehicle/mobile home dealer)

CUSTOMER'S NAME: 20371160 STOCK NO.

**CERTIFICATION OF POLLUTION CONTROL DEVICES OR SYSTEMS**

FLORIDA LAW PROHIBITS THE OPERATION, SALE, LEASE, OR TRANSFER OF TITLE OF ANY AUTOMOBILE OR LIGHT DUTY TRUCK (VEHICLE 1975 OR NEWER WITH A REGISTERED WEIGHT 10,000 LBS. OR LESS) THAT HAS BEEN TAMPERED WITH. "TAMPERING" MEANS THE DISMANTLING, REMOVAL OR RENDERING INEFFECTIVE OF ANY AIR POLLUTION CONTROL DEVICE OR SYSTEM WHICH HAS BEEN INSTALLED ON A MOTOR VEHICLE BY THE MANUFACTURER EXCEPT TO REPLACE SUCH DEVICE OR SYSTEM WITH A DEVICE OR SYSTEM EQUIVALENT IN DESIGN AND FUNCTION TO THE PART THAT WAS ORIGINALLY INSTALLED ON THE MOTOR VEHICLE (316.2935, F.S.)

**VEHICLE DESCRIPTION**

CHECK ONE:  Motor Vehicle  Mobile Home  Vessel

Vehicle Identification Number: 1G6DM571760

Year: 2006

Title No.:

Model: CADILLA

Color: BLACK R

Body: 4DR CTS

RULE 62-242.700 FLORIDA ADMINISTRATIVE CODE

AS A MOTOR VEHICLE DEALER LICENSED TO CONDUCT BUSINESS IN THE STATE OF FLORIDA, I HEREBY CERTIFY THAT THE FOLLOWING AIR POLLUTION EMISSION CONTROL DEVICES AND SYSTEMS OF THE VEHICLE, IF INSTALLED BY THE VEHICLE MANUFACTURER OR IMPORTER, HAVE NOT BEEN TAMPERED WITH BY ME OR MY AGENTS, EMPLOYEES OR OTHER REPRESENTATIVES.

I ALSO HEREBY CERTIFY THAT I OR PERSONS UNDER MY SUPERVISION HAVE INSPECTED THIS MOTOR VEHICLE AND, BASED ON SAID INSPECTION, HAVE DETERMINED THAT THE BELOW-LISTED AIR POLLUTION CONTROL DEVICES AND SYSTEMS, IF INSTALLED BY THE VEHICLE MANUFACTURER OR IMPORTER, ARE IN PLACE AND APPEAR TO BE PROPERLY CONNECTED AND UNDAMAGED AS DETERMINED BY VISUAL OBSERVATION.

THIS CERTIFICATION SHALL NOT BE DEEMED OR CONSTRUED AS A WARRANTY THAT ANY AIR POLLUTION CONTROL DEVICE OR SYSTEM OF THE VEHICLE IS IN FUNCTIONAL CONDITION, NOR DOES THE EXECUTION OR DELIVERY OF THIS CERTIFICATION CREATE BY ITSELF GROUNDS FOR CAUSE OF ACTION BETWEEN THE PARTIES TO THIS TRANSACTION.

TRANSFEROR'S SIGNATURE  
WILLIAMSON CADILLAC CO.  
 PRINTED NAME

7815 SW 104TH STREET  
 TRANSFEROR'S ADDRESS (STREET)

MIAMI FL 33156  
 CITY STATE ZIP CODE

05/07/2006  
 DATE OF STATEMENT

WILLIAMSON CADILLAC CO.  
 FIRM/DEALERSHIP

TRANSFEREE'S SIGNATURE  
 (Signature area)

TRANSFEREE'S ADDRESS (STREET)  
 PALMETTO BAY FL  
 CITY STATE ZIP CODE

1975 TO 1979 YEAR:  
 CATALYTIC CONVERTER  
 UNVENTED FUEL CAP

1980 AND NEWER YEAR:  
 CATALYTIC CONVERTER  
 UNVENTED FUEL CAP  
 POSITIVE CRANKCASE VENTILATION SYSTEM (PCV)  
 THERMOSTATIC AIR CLEANER (TAC)  
 EXHAUST GAS RECIRCULATION SYSTEM (EGR)  
 AIR PUMP AND/OR AIR INJECTION SYSTEM (AIS)  
 OXYGEN SENSOR (O2)  
 FUEL EVAPORATION EMISSIONS SYSTEM (EVP)

20371160  
 STOCK NO.

**CADILLAC COMPANY**  
 STREET, MIAMI, FLORIDA 33156  
 TELEPHONE (305) 670-7100  
 FAX (305) 670-7397

DEAL#: 55209  
 F&I #: 685

**VEHICLE INVOICE**

INVOICE NO. **A 33325**

CUSTOMER NO. **116**

STOCK NO. **2037116D**

YEAR-MAKE-MODEL **2006 CADILLAC**

SERIAL NO. **1G6DM57T760**

SALESMAN **OKUNADE O. OJENGBEDE**

REG. STATE, NOM (FOR GMAC OR COLT REG DLR)

[REDACTED]  
**PALMETTO BAY FL**  
 [REDACTED]

OFFICE: [REDACTED] HOME: [REDACTED] ENGINE NO. [REDACTED]

DATE: **05/07/06** NEW OR USED: **N**

KEY NOS. **06035 / 06035**

INSURANCE COVERAGE INCLUDES:  
 FIRE & THEFT  
 COLLISION-AMT. DEDUCTIBLE  
 PUBLIC LIABILITY-AMT.  
 PROPERTY DAMAGE-AMT.

GROUP DESCRIPTION PRICE  
**MILEAGE: 209**

[REDACTED]  
**PALMETTO BAY FL**  
 [REDACTED]

IN-SERV DATE:  
 TERM: **7A**  
 MILES:  
 EXP DATE:  
 EXP MILES:  
 DEDUCTIBLE: **N/A**

**NO LIABILITY INSURANCE INCLUDED**

USED VEHICLE TRADED				
YEAR	MAKE	MODEL	SERIAL NO.	ENGINE NO.

DESCRIPTION	ACCT. NO.	KEY	SALE	KEY
			<b>23956.53</b>	
SURCHARGE	324F	-	60.00	
BATTERY FEE	324B	-	1.50	
TIRE FEE	324C	-	5.00	
FLEET	419	-		
NEW CAR INV.	231	-		
LO JACK		-		
USED CAR RETAIL	446	-		
USED CAR WHLSE.	448	-		
RECONDITIONING	647	+		
USED CAR INV.	240	-	2.00	
PROCESSING FEE	905A	-		
DEALER BUS. LIC. TAX	301	-		
DEALER RESERVE	262	-		
FINN. COMM. EARNED N/C	806	+		
INS. COMM. EARNED N/C	807	-		
FINN. COMM. EARNED U/C	808	+		
INS. COMM. EARNED U/C	809	-		
SALES TAX-EXT. WARR.	324	-	222.70	N/A
SALES TAX-VEH.	324	-		N/A
LUXURY TAX	324A	-	250.00	N/A
LICENSE & TITLE	905	-		N/A
EXT. WARR.	300	-		N/A
FINANCING		-		N/A
INSURANCE CR. LIFE A & H	300	-	50497.73	
<b>TOTAL PRICE</b>				

SETTLEMENT	ACCT. NO.	KEY
DEPOSIT	220A	+
CASH ON DELIVERY	220A	+
REBATE		+
<b>TOTAL USED VEHICLE ALLOWANCE</b>		
FINANCING	39	393.97 PER MONTH
<b>TOTAL SETTLEMENT</b>		
PAYOFF BALANCE ON USED VEHICLE TRADE IN	300	-
CONTRACT IN TRANSIT	205	+
OVERALLOWANCE/DEPOSIT	220A	+
INVENTORY VALUE OF TRADE IN-USED VEHICLE	240	+
USED VEHICLE STOCK NO.		STK
YR. & MAKE OF TRADE IN		YMK
INVENTORY VALUE OF TRADE IN-USED VEHICLE	240	+
USED VEHICLE STOCK NO.		STK
YR. & MAKE OF TRADE IN		YMK

OPTIONAL EQUIPMENT AND ACCESSORIES

IMPORTANT\_INFORMATION

SECTION 320.0605, Florida Statutes, requires this registration certificate or an official copy or a true copy of a rental or lease agreement issued for the motor vehicle described be in possession of the operator or carried in the vehicle while the vehicle is being used or operated on the highways or streets of this state.

SECTION 316.613, Florida Statutes, requires every operator of a motor vehicle while transporting a child in a passenger car, van or pickup truck registered in this state and operated on the highways of this state, shall, if the child is 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat, for children aged 4 through 5 years, a separate carrier or seat belt may be used.

SECTION 627.733, Florida Statutes, requires mandatory Florida No-Fault Insurance to be maintained continuously throughout the entire registration period; failure to maintain the required coverage could result in suspension of your driver license and registration.

Mail To:

[Redacted]

MIAMI, FL [Redacted]

CO/AGY 1 / 14

T# [Redacted]  
B# [Redacted]

FLORIDA VEHICLE REGISTRATION

PLATE [Redacted] DECAL [Redacted] Expires Midnight Tue 5/6/2008

YR/MK	2006/CADI	BODY	4D	COLOR	BLK	Reg. Tax	Class Code	9
VIN	1G6DM57T76	[Redacted]		TITLE	[Redacted]	Init. Reg.	Tax Months	
Plate Type	FSR	NET WT	3585			County Fee	3.00	Back Tax Mos
						Mail Fee		Credit Class
DL/FEID	P240252571660					Sales Tax		Credit Months
Date Issued	1/30/2008	Plate Issued	5/31/2006			Voluntary Fees		
						Grand Total	3.00	

IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to replacement vehicle.
3. The registration must be surrendered when requesting a change of address.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.

[Redacted]  
MIAMI, FL [Redacted]

FSR - FLORIDA STATE UNIVERSITY

**Privileged and Confidential Information**

**CASE ASSESSMENT**

By: Marion Lindsey State: FL

Customer Name: Mr. [REDACTED]

Service Request: 71-595704658

BBB Case No.: CAD0831837

Vehicle ID No.: 1G6DM57T760 [REDACTED]

In Service Date: 5/7/2006

Vehicle is: New

BAC Code: 119048

Year, Make & Model: 2006 Cadillac CTS  
Mileage at Time of BBB Filing 24,500

Vehicle Purchased Used on: N/A

Lien holder: GMAC  Other : Unknown

Sale Type: Purchase  Lease  Other  : {Type}

DVM Name: Selling dealer: Dennis Theroux

CAM Name: Aubrey Washington

Phone/Cell Number: [REDACTED] node and mailbox # [REDACTED].\*\*\*\*\*

Phone Number: [REDACTED]

2<sup>nd</sup> DVM involved, Tallahassee, FL, Mark Porthouse, cell # 251-753-6904, node and mailbox # 404082-8054

**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.

**Brakes, ABS system**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/05/07	371481	2 days	13,451	Williamson Cadillac, Miami, FL. CUSTOMER STATES BRAKES MAKING A GRINDING NOISE BRAKING ON TURNS. Dealer found CODE C0041, INCORRECT WHEEL SPEED READING, POOR WIRE CONTACT AT SPEED SENSOR. REPAIRED WIRE CONTACT AT RIGHT FRONT SPEED SENSOR.

**Passenger Airbag**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/19/07	615027	3 days	14,309	Proctor Cadillac, Tallahassee, FL. Customer stated service airbag light is on. Dealer found passenger presence module failure and replaced passenger side presence module assembly with new part.

electrical warning lamps, coolant lamp fuel gage

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
3/19/07	615027	****	14,309	Proctor Cadillac, Tallahassee, FL. Customer stated fuel gage fluctuates on fuel level. Dealer found fuel level sender on right side failed. Dealer replaced right side fuel level sensor with new part.
8/06/07	634953	1 day	18,433	Proctor Cadillac, Tallahassee, FL. Customer stated fuel gage is reading inaccurately. Dealer made diagnostic inspection and did not verify the customer complaint.

Interior trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
3/19/07	615027	****	14,309	Proctor Cadillac, Tallahassee, FL. Customer stated passenger rear uppr grab handle is coming down. Dealer found loose bolts at passenger rear grab handle and tightened bolts to correct.
8/06/07	634953	*****	18,433	Proctor Cadillac, Tallahassee, FL. Customer stated back top cover on center console fell off. And passenger side rear assist handle is loose. Dealer special ordered new parts for both items. Customer will return for repair when parts arrive.
12/19/07	402042	*****	22,748	Williamson Cadillac, Miami, FL. Customer stated that door pad console compartment is loose and rear grab handle and headliner trim is loose. Dealer replaced center console compartment and headliner trim piece.

Coolant system

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/19/07	402042	2 days	22,748	Williamson Cadillac, Miami, FL. Customer stated that check coolant light is on. Dealer pressure tested the coolant system. Dealer replaced the coolant overflow reservoir.

{Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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Recall/Campaign (Not Related to Other Symptoms/Complaints)

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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**Verified with customer if the vehicle has ever been involved in an accident Y N**  
**If yes are the RO's attached Y N**

Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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## THE STATE LEMON LAW READS:

**Days out of service: 30 days**

**Repairs : 3 repairs plus final repair attempt with a certified mailed notice from the consumer.**

**Time period: 2 years plus 60 days**

**Does Lemon Law state nonconformity must continue to exist? N**

**If applicable, safety-related repairs: N/A**

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

<b>Number of repair attempts in the presumption period:</b>	2
<b>Total days out of service during the presumption period:</b>	8 days
<b>Total days out of service during customer's ownership:</b>	8 days

<b>Vehicle Meets Presumption of Lemon Law    NO</b>
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### PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: CRS performed VIN scan and found: CAC SR #1-427524780, maintenance schedule info requested, opened on 8/17/2006 and closed on 8/17/2006, no goodwill.

CAC SR # 71-487123746, info on front passenger airbag operation, opened on 2/26/2007, closed on 3/26/2007, no goodwill.

CAC SR #71-545266923, dealer SVC complaint, Fuel pump, opened and closed on 8/8/2007, no goodwill.

Legal Corr. SR #71-592194802, FL FRA, electrical issues, opened on 1-11-08 and still open.

### RECOMMENDATION AND RATIONALE

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

**Cust sks:** Because of the numerous electrical problems that have resulted, at many times, in a compromise of the safety of the vehicle; we would like the manufacturer to take this car back. We have made numerous attempt for this car to be repaired, and aside from the headaches, it isn't safe to operate this car.

**DVM sts:** On 1-29-08, DVM, Dennis Theroux, node and mailbox # 404082 8027 left a voice mail and advised that the vehicle will be repaired under warranty and repurchase of lease should not be considered.\*\*\*\*\*

**SVM sts:** CRS called selling and servicing dealer, WILLIAMSON CADILLAC COMPANY, MIAMI , FL , BAC # 119048 at (305) 670-7100.

CRS spoke w/: SVC MGR, Juan Santos' voice mail.

SVC MGR was not available at time of call. CRS left a detailed voice mail requesting a callback.

CRS adv: that customer has contacted the BBB and repair info is needed. CRS requested repair and sales docs. to be faxed to CRS at 1-866-278-1779 for BBB case assessment.

Dealer fax #- 1-305-670-7136

CRS called servicing dealer, PROCTOR CADILLAC, TALLAHASSEE, FL, BAC # 116314 at (850) 878-3171. This dealer no longer in business.

CRS spoke w/: SVC MGR, Joedy Tidwell

Dealer is brand new owner of dealer University Cadillac, TALLAHASSEE, FL, new BAC # 242510.

CRS adv: that customer has contacted the BBB and repair info is needed. CRS requested repair docs. to be faxed to CRS

at 1-866-278-1779 for BBB case assessment.

Dlr sts: he expects to have previous owner service records available in 1-2 weeks time. Dealer will send docs. once they are available. SVC MGR was not an employee of former dealer.

Dealer fax #- 1-850-402-5590

CRS Rationale: Vehicle should not be repurchased. When FRA is completed then customer can be offered a one month lease payment in reimbursement to avoid arbitration.

\*\*\*\* Customer has declined to allow FRA stating GM did not complete it as they were required to do. Customer advised BBB that he would proceed to arbitration.

\*\*\*\* Arb. scheduled on 2-20-08 at 9 AM EST, Miami Lakes, FL. \*\*\*\*

\*\*\* **BBB awarded customer a denial of repurchase on 2-25-08.**

**Settlement- Denied, no goodwill provided.**

**BBB closed after arbitration with a customer denial of repurchase decision.**

**On 2-12-08: CRS advised customer that GM can offer customer a one month lease payment in reimbursement for amount of \$393.97 if he will allow a final repair attempt at a Cadillac dealer. Customer declined settlement and advised that he gave GM enough time to have FRA completed and he was not contacted in enough time to have it set up. Customer stated he is seeking to prove to BBB that GM was not being truthful about FRA contact.**

**CRS advised that GM position is that customer has declined to allow GM a FRA and will present this position to BBB at hearing.**

**CRS thanked customer for his time and disconnected call.**

**\*\*\* No goodwill provided after arb. decision was made.**

<b>CRS FINAL OFFER:</b>	Final Repair attempt and one month vehicle payment.	<b>DATE:</b> 2-12-08	<b>CUST declined</b>
<b>Goodwill: N/A</b>		<b>Attorney Fees (if applicable): N/A</b>	

<b>TEAM LEAD APPROVING:</b>	{Name}	Date: {Date}
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<b>COMPONENT</b>	<b>DESCRIPTION</b>
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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

2006 CTS 2.8L V6 VVT  
41U BLACK RAVEN  
19W EBONY

/V6G

CADILLAC MOTOR CAR DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 6AD20324434  
\*\*\*\*\*12\*21029S

ORDER NO. JXQRGW/TRE STOCK NO.

VIN 1G6 DM57 T7 60

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
6DM69 CTS 2.8L V6 VVT	29270.00	27367.45	INVOICE 04/05/06
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 04/05/06
LP1 2.8L V6 DOHC ENGINE	N/C	N/C	EXP I/T 04/17/06
M82 5-SPEED AUTOMATIC TRANSMISSION	1200.00	996.00	INT COM 04/17/06
R8K *****	N/C	N/C	PRC EFF 04/05/06
1SA CTS STANDARD PACKAGE	N/C	N/C	KEYS 06035 06035
			WFP-S MTH OPT-2
			BANK: GMAC - 029
			CHG-TO 21-029

SHIP WT: 3585  
 HP: 29.6  
 GMS: 28244.35  
 SUPPLR: 29511.97  
 MRM: 31190.00  
 MEMO 1448.50

TOTAL MODEL & OPTIONS	30470.00	28363.45	ACT 231	28169.35
DESTINATION CHARGE	720.00	720.00	H/B 261	914.10
LAM DEALER CONTRIBUTION		304.70	ADV 261	304.70
LAM GROUP CONTRIBUTION		380.88	EXP 65A	380.88

TOTAL	31190.00	29769.03	PAY 310	29769.03
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		28415.88		

\*\*\*\*\*  
 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 1G6DM57T760  
 \$ 29769.03 INV 6AD20324434  
 DUE 04/17/06 DEALER 21-029



**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 1, 2008

BBB Auto Line Mediation Specialist Rhonda Eakins  
1-800-955-5100, Ext. #240  
Florida

Re: Mr. [REDACTED]  
BBB case # CAD0831837  
2006 Cadillac CTS  
VIN # 1G6DM57T760 [REDACTED]

To Whom It May Concern:

Manufacturer's Position:

General Motors regrets that Mr. [REDACTED] is dissatisfied with his 2006 Cadillac CTS. We have and will continue to address all concerns per the terms of the warranty.

All of the concerns that Mr. [REDACTED] has brought to the attention of the dealer have been corrected. The last time the vehicle was in a General Motors dealer all concerns were addressed and when released the vehicle was operating 100% as designed. If there are any current concerns on the vehicle we request that Mr. Paschal make the vehicle available for repairs per the terms of the warranty. Mr. [REDACTED] sent a certified letter of notice to General Motors for the Final Repair Attempt that was received on January 11, 2008. General Motors tried repeatedly to contact Mr. Paschal to schedule the repair attempt at a General Motors dealer but customer declined to do so.

We do not believe this vehicle meets the presumption of the Lemon Law or the Program Summary as there have been no more than two repairs to any one concern. As of the last time the vehicle was in a GM dealer the vehicle was operating as designed when released. There has been no significant loss of use, value or safety of the vehicle.

General Motors is requesting that the customer provide the manufacturer a final repair attempt as per the Florida Lemon Law program. We ask that the customer's request for repurchase be denied and that the customer continue to work with General Motors per the terms of the warranty.

Sincerely,



GMC

**HUMMER**<sup>™</sup>

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 28, 2008

SVC MGR, Joedy Tidwell  
University Sales & Service  
PO Box 230  
Tallahassee, FL 32302-0230

Re:

██████████  
Siebel Request: 71-595704658  
2006 Cadillac CTS  
VIN # 1G6DM57T760 ██████████

Dear Mr. Tidwell:

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

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

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

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

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

Sincerely,

Marion Lindsey  
Customer Relationship Specialist  
Aditya Birla Minacs

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

**FLORIDA : 8/1/2005**  
**Overallowance / Incentives / Negative Equity Form**

Customer **Mr.** XXXXXXXXXX Request # **71-595704658** BBB # **CAD0831837**

<b>PURCHASE PRICE:</b> <i>(From dealer Bill of Sale) -- (Selling Price)</i>	<b>(+) 29956.53</b>
<b>MSRP:</b> <i>(From BARS Invoice)</i>	<b>(-) 31190.00</b>
<b>DIFFERENCE:</b>	<b>(=) -1233.47</b>

<b>TRADE ALLOWANCE:</b> (from dealer Bill of Sale)	<b>(+) N/A</b>
<i>Include vehicle retail, accessories and mileage adjustment figures, and attach NADA pages to file.</i>	
<b>NADA Retail Value for:</b>	
VEHICLE:	
ACCESSORIES:	<b>(-) N/A</b>
MILEAGE ADJUSTMENT:	
<b>OVER ALLOWANCE:</b> <i>(Trade more than NADA)</i>	<b>(=) N/A</b>

<b>PAYOFF:</b> <i>(If dealer added negative equity into contract, do not subtract)</i>	<b>(=) N/A</b>
--	----------------

<b>PURCHASE PRICE</b> <i>(From dealer Bill of Sale) – (before tax, tag, etc.)</i>	<b>(+) 29956.53</b>
<b>GM CARD POINTS:</b>	<b>DO NOT INCLUDE</b>
<b>INCENTIVES (from BARS):</b> <i>(Do not include fuel fill credit, dealer incentives or GM card credited back to customer)</i>	
1:	
2:	
3:	
<b>TOTAL INCENTIVES</b> <i>(Not included in Purchase Price)</i>	<b>(-) 1800.00</b>
<b>OVERALLOWANCE:</b> <i>(From above)</i>	<b>(-) 0</b>
<b>NEGATIVE EQUITY:</b> <i>(If NOT shown in contract))</i>	<b>(-) 0</b>

<b>Actual price of Vehicle that should be presented to BBB for ATA</b>	<b>(=) 28156.33</b>
--	---------------------

# UNIVERSITY

SALES & SERVICE

GMC. Buick *Cadillac* HUMMER PONTIAC

## FAX TRANSMITTAL SHEET

Date: 1-30-08  
To: MARION Lindsey -  
Fax Number: 1866-278-1779  
From: Joedy Tidwell  
Number of Pages: \_\_\_\_\_

### Comments

MARION, This is the information  
you requested, if you need  
anything else please let me  
know

Thanks  
*Joedy Tidwell*

Service Request # 71-595 704658

Thank You

Form bcoats 01

1850 CAPITAL CIRCLE N.E.

TALLAHASSEE, FLORIDA 32308

(850) 402-9900

**HONDA**

2373 W. Tennessee Street  
Tallahassee, FL 32304  
850-576-5165

Fax:  
**PROCTOR**  
**THE PROCTOR DEALERSHIPS**  
P.O. Box 230 Tallahassee, FL 32302

Jan 28 2008 03:07pm P010/011

**ACURA**

3523 W. Tennessee Street  
Tallahassee, FL 32304  
850-574-6800

**PONTIAC · GMC · BUICK**

3122 Mahan Drive Tallahassee, FL 32308  
850-878-3171

**HUMMER**

1707 Capital Circle NE Tallahassee, FL 32308  
850-878-3172

*Cadillac*

1711 Capital Circle NE Tallahassee, FL 32308  
850-878-3173

10-10-06

CUSTOMER NO <b>108002</b>	ADVISOR <b>JAKE KISOR</b>	1414 TAG NO <b>3711</b>	INVOICE DATE <b>10/10/06</b>	INVOICE NO <b>CDCS593542</b>
TALLHASSEE, FL	LABOR RATE	LICENSE NO.	MILEAGE <b>7,061</b>	COLOR <b>BLACK</b>
	YEAR / MAKE / MODEL <b>06 / CADILLAC / CTS / 4 DOOR SEDAN</b>			STOCK NO.
	VEHICLE ID. NO. <b>1 G 6 D M 5 7 T 7 6 0</b>			DELIVERY DATE
	R.T.E. NO.	P.O. NO.		DELIVERY MILES
	BUSINESS PHONE			SELLING DEALER NO.
	COMMENTS			PRODUCTION DATE
				R.O. DATE <b>10/10/06</b>

MO: 7061

LABOR & PARTS  
# 1 88CDZ005 LOP SYNTHETIC V6 TECH(S):1382 11.00  
CUSTOMER REQUEST A SYNTHETIC OIL & FILTER CHANGE PERFORMED TO PROLONG THE LIFE OF THE ENGINE COMPLETED OIL & FILTER CHANGE, LUBED CHASSIS AS REQUIRED. INSPECTED TIRES FOR WEAR, DAMAGE AND TIRE PRESSURE...N/C INSPECTED ALL FLUID LEVELS AND TOPPED OFF AS NECESSARY...N/C INSPECTED BELTS AND HOSES FOR WEAR AND/OR DAMAGE...N/C INSPECTED ALL FILTERS FOR NEEDED REPLACEMENT...N/C INSPECTED POWERTRAIN AND COOLANT SYSTEM FOR LEAKS...N/C INSPECTED BATTERY AND CABLES FOR LEAKS OR CORROSION...N/C INSPECTED WIPER BLADES FOR DAMAGE OR WEAR...N/C

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	6	BULK-SYN	OIL	7.00
JOB # 1	1	25177917	FILTER 1.836	7.40
JOB # 1 TOTAL PARTS				49.40
JOB # 1 TOTAL LABOR & PARTS				60.40

MV-01879 MV-01886 MV-01890  
**DISCLAIMER OF WARRANTIES**  
Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.  
\* General Motors warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.  
Honda warrants each customer pay part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.  
Acura warrants each customer pay part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.  
Some General Motors replacement parts have a lifetime warranty. An "\*" denotes a part covered by a lifetime warranty.  
Shop supplies (misc. charge): This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [s.559.904(4)]

# 2 88CDZ00 OCK SRV INSPECTION TECH(S):1382 0.00  
PERFORM A MULTI-POINT INSPECTION FOR CUSTOMER PERFORMED TO HELP THE CUSTOMER OBSERVE THE VEHICLE CONDITION PERFORMED MULTI-POINT INSPECTION PER INSTRUCTIONS. ALL LINES ARE PROPERLY NOTED.

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

MISC - CODE - DESCRIPTION - CONTROL NO -  
JOB # A SS EXPRESS SHOP SUPPLIES 0.66  
TOTAL - MISC 0.66

**Store hours:**  
Mon thru Fri  
7:30 am - 6:00 pm  
and  
Saturday  
Honda and Acura  
9:00 am - 1:00 pm  
GM Service Express  
8:00 am - 4:00 pm

UNIVERSITY CHEVROLET - CANTON, OHIO

CUSTOMER COPY

[ END OF INVOICE ] 02:56pm

**Store hours:**  
 Mon thru Fri  
 7:30 am - 6:00 pm  
 and  
 Saturday  
 Honda and Acura  
 9:00 am - 1:00 pm  
 GM Service Express  
 8:00 am - 4:00 pm

Shop supplies (misc. charge): This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [9,598.904(4)]

Some General Motors replacement parts have a lifetime warranty. An "L" denotes a part covered by a lifetime warranty.

Acura warrants each customer pay part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

Honda warrants each customer pay part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

General Motors warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

Any warranties on the products sold hereby are those made by the manufacturer of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and authorizes any other person to assume for it any liability in connection with the sale of said products.

**DISCLAIMER OF WARRANTIES**  
 MV-01878 MV-01888 MV-01890

**TOTAL INVOICE \$ 65.65**

TOTAL LABOR	11.00
TOTAL PARTS	49.40
TOTAL SUBLET	0.00
TOTAL C.O.C.	0.00
TOTAL MISC CHG.	0.65
TOTAL TAX	4.59
TOTAL MISC DISC	0.00

CUSTOMER SIGNATURE  
 \*\*\*\*\*  
 DUPLICATE INVOICE  
 \*\*\*\*\*

CASH [ CHECK NUMBER, [ CHARGE NUMBER, [ MASTERCARD [ VISA [ JANEX [ DISCOVER [ DEBIT CARD  
 \* PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES \*  
 \* LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS \*  
 \* ME HOPE YOUR VISIT AT "PROCTOR GM" WAS COMPLETELY SATISFIED!  
 IF YOU HAVE ANY QUESTIONS OR COMMENTS, PLEASE SEE YOUR SERVICE ADVISOR OR OUR SERVICE MANAGER, "DON MONDA" BEFORE YOU LEAVE. THANK YOU FOR USING "PROCTOR GM" FOR YOUR NEEDS!!  
 \* DON'T FORGET WE NOW SERVICE ALL MAKES AND MODELS AT OUR EXPRESS LUBE CENTER!!!!!! OPEN SATURDAYS 8:00 AM TO 4:00 PM \*\*\*\*\*

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: 10/24/2006 / 7500 MI OILCHGROT  
 \* ROTATE ONLY  
 \*  
 \*\*\*\*\*

INVOICE NO. 108002	DATE 10/10/06	TIME 3:11	INVOICE DATE 10/10/06	INVOICE TIME 3:54
SALESMAN JAKE KISOR	TRK NO. 1414	3711	10/10/06	CDSS593542
LABOR RATE	7.061	BLACK	STOCK NO.	
VEHICLE MAKE / MODEL	06/CADILLAC/CTS/4 DOOR SEDAN	DELIVERY DATE		
VEHICLE YEAR	1566DM577760	SELLING DEALER NO.		
VEHICLE TYPE		PRODUCTION DATE		
VEHICLE NO.		DATE	10/10/06	
COMMENTS				

ACURA  
 3523 W. Tennessee Street  
 Tallahassee, FL 32304  
 850-574-6800

**PROCTOR**  
 THE PROCTOR DEALERSHIPS  
 P.O. Box 250 Tallahassee, FL 32302  
 850-878-9172

HONDA  
 2373 W. Tennessee Street  
 Tallahassee, FL 32304  
 850-576-5165

PONTAC • GMC • BUICK  
 3122 Mahan Drive Tallahassee, FL 32308  
 850-878-3171





**Store hours:**  
 Mon thru Fri 7:30 am - 6:00 pm  
 and  
 Saturday Honda and Acura 9:00 am - 1:00 pm  
 GM Service Express 8:00 am - 4:00 pm

Shop supplies (misc. charge): This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. (\*.555.904(4))

Some General Motors replacement parts have a lifetime warranty. An "L" denotes a part covered by a lifetime warranty.

Acura warrants each customer pay part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

Honda warrants each customer pay part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

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**DISCLAIMER OF WARRANTIES**  
 Any warranties on the products sold hereby are those made by the manufacturer of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CUSTOMER SIGNATURE	
DUPLICATE INVOICE	
TOTAL LABOR	11.80
TOTAL PARTS	62.48
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.71
TOTAL MISC DISC	0.00
TOTAL TAX	5.63
<b>TOTAL INVOICE \$</b>	<b>80.62</b>

WE HOPE YOUR VISIT AT "PROCTOR GM" WAS COMPLETELY SATISFIED!  
 IF YOU HAVE ANY QUESTIONS OR COMMENTS, PLEASE SEE YOUR SERVICE ADVISOR OR OUR SERVICE MANAGER. DON MONDAY BEFORE YOU LEAVE. THANK YOU FOR USING "PROCTOR GM" FOR YOUR NEEDS!!  
 EXPRESS LUBE CENTER!!!!!! OPEN SATURDAYS 8:00 AM TO 4:00 PM  
 DON'T FORGET! WE NOW SERVICE ALL MAKES AND MODELS AT OUR

\* NEXT RECOMMENDED SERVICE: \* 08/27/2007 / 21812 MI 880DZ009  
 ROTATE ONLY  
 \* \* \*

INVOICE NO. CDS615027	INVOICE DATE 03/23/07	REG NO. 1638	REG NO. 1114	REG NO. 14,309	REG NO. 03/19/07	MO: 14312
LABOR RATE	14,309	MILEAGE	14,309	DELIVERY DATE	03/19/07	
YEAR / MAKE / MODEL	06 / CADILLAC / CTS / 4 DOOR SEDAN	DELIVERY DATE	03/19/07	DELIVERY MILES		
VEHICLE ID. NO.	1G6DM57T760	DELIVERY DATE	03/19/07	DELIVERY MILES		
REG. NO.	1638	DELIVERY DATE	03/19/07	DELIVERY MILES		
REG. NO.	1114	DELIVERY DATE	03/19/07	DELIVERY MILES		
REG. NO.	14,309	DELIVERY DATE	03/19/07	DELIVERY MILES		
REG. NO.	03/19/07	DELIVERY DATE	03/19/07	DELIVERY MILES		
REG. NO.	03/19/07	DELIVERY DATE	03/19/07	DELIVERY MILES		

**ACURA**  
 3626 W Tennessee Street  
 Tallahassee, FL 32304  
 950-574-0900

Jan 28 2008 03:07pm P009/011

**THE PROCTOR DEALERSHIPS**  
 P.O. Box 230 Tallahassee, FL 32302  
 850-878-3172

**PROCTOR**  
 FAX: 850-878-3172

**HONDA**  
 2323 W Tennessee Street  
 Tallahassee, FL 32304  
 850-578-5165

**PONTIAC · GMC · BUICK**  
 8122 Mahan Drive Tallahassee, FL 32308  
 850-878-3171





**ACURA**  
3523 W. Tennessee Street  
Tallahassee, FL 32304  
850-574-8900

**PROCTOR**  
P.O. Box 230 Tallahassee, FL 32302

**HUMMER**  
1707 Capital Circle NE Tallahassee, FL 32308  
850-878-9172

**PONTAC · GMC · BUICK**  
3122 Mahan Drive Tallahassee, FL 32308  
850-878-8171

**HONDA**  
2373 W. Tennessee Street  
Tallahassee, FL 32304  
850-576-5165

1717 Capital Circle NE Tallahassee, FL 32308  
850-878-8173

INVOICE NO. CD55646971	INVOICE DATE 10/25/07	MARK EBV	711	711	67801	LABOR RATE	20,486	BLACK/	STOCK NO.
YEAR/MAKE/MODEL	06/CADILLAC/CTS/4 DOOR SEDAN	DELIVERY DATE		SELLING DEALER NO.		VEHICLE NO.	156DM571760	F.O. NO.	
COMMENTS									
BUSINESS PHONE		[REDACTED]							
LABOR & PARTS # 1 88CD2005		LOF SYNTHETIC V6 PERFORMED TO PROLONG THE LIFE OF THE ENGINE COMPLETED OIL & FILTER CHANGE. LUBED CHASSIS AS REQUIRED. INSPECTED TIRES FOR WEAR, DAMAGE AND TIRE PRESSURE. N/C INSPECTED ALL FLUID LEVELS AND TOPPED OFF AS NECESSARY. N/C INSPECTED BELTS AND HOSES FOR WEAR AND/OR DAMAGE. N/C INSPECTED ALL FILTERS FOR NEEDED REPLACEMENT. N/C INSPECTED POWERTRAIN AND COOLANT SYSTEM FOR LEAKS. N/C INSPECTED BATTERY AND CABLES FOR LEAKS OR CORROSION. N/C INSPECTED WIPER BLADES FOR DAMAGE OR WEAR. N/C							

DISCLAIMER OF WARRANTIES  
Any warranties on the products sold hereby are those made by the manufacturer of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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Acura warrants each customer pay part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

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PERFORM A MULTI-POINT INSPECTION FOR CUSTOMER  
TECH(S): 1477  
ACK SRV INSPECTION  
PERFORMED MULTI-POINT INSPECTION PER INSTRUCTIONS. ALL LINES ARE PROPERLY NOTED.  
PARTS - QTY - FP NUMBER - DESCRIPTION - UNIT PRICE  
JOB # 1 1 2501792 BULK-SYN 7.04  
JOB # 1 6 7.04 OIL 7.04  
JOB # 1 TOTAL PARTS 49.04  
JOB # 1 TOTAL LABOR & PARTS 60.04

PERFORM A MULTI-POINT INSPECTION FOR CUSTOMER  
TECH(S): 1477  
ACK SRV INSPECTION  
PERFORMED MULTI-POINT INSPECTION PER INSTRUCTIONS. ALL LINES ARE PROPERLY NOTED.  
PARTS - QTY - FP NUMBER - DESCRIPTION - UNIT PRICE  
JOB # 2 TOTAL PARTS 0.00  
JOB # 2 TOTAL LABOR & PARTS 0.00

SS EXPRESS SHOP SUPPLIES  
JOB # 1 5 65X EXPRESS SVC DISCT 5  
TOTAL - MISC -2.34  
Shop supplies (misc. charge): This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal [559.904(4)]

Store hours:  
Mon thru Fri 7:30 am - 6:00 pm  
and  
Saturday  
Honda and Acura  
9:00 am - 1:00 pm  
GM Service Express  
8:00 am - 4:00 pm



*Handwritten:*  
~~520 I~~  
HWH

(E=ENTER) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (DV=DOCUMENT VIEW)

LN#	RO. NO.	RO. DATE	MILES	ADV/TECH	T#	OPERATION CODE	DESCRIPTION
4	593542	10/10/2006	7061	A	1414	6 I 00CDZINSPECT	MULTI-PT INSPECT
					9		
					1382	1 C 88CDZ005	LOA SYNTHETIC V6
					1382	2 C 88CDZ00	OCK SRV INSPECTI

CUSTOMER NAME [REDACTED]  
 TOTAL R/O'S 4  
 TOTAL SERV. DAYS 7  
 SERIAL NO. 1G6DM57760  
 MAKE CD CADILLAC



Invoice Number Account Number Date Due Page  
 1389442979 [REDACTED] 02/02/08 15 of 24

*12 pages*

Summary for [REDACTED]

Your Calling Plan

Am Ch II Select Fam Sh Pri 1400 Any Uni N&W  
 Uni IN Uni MSG \$110 S4932 0407  
 (see pg 3)

Natl IN Calling-Unlim  
 Unlimited IN Calling minutes

Uni Night & Weekend Min  
 Unlimited OFFPEAK

Uni Text Messaging  
 Unlimited IN TXT  
 Unlimited TXT Message

Uni Picture/Video MSG  
 Unlimited monthly PIX-FLX

Charges

Monthly Access Charges  
 Current Calling Plan Add'l Line 02/08 - 03/07 9.99  
 WPP Insurance - Asurion 02/08 - 03/07 4.99  
**\$14.98**

Usage Charges  
 Roaming 22.41  
**\$22.41**

Verizon Wireless! Surcharges  
 Fed Universal Service Charge .44  
 Regulatory Charge .07  
 Administrative Charge .70  
**\$1.21**

Taxes, Governmental Surcharges and Fees  
 FL State E911 Fee .50  
 FL Communications Services Tax 1.93  
 Palmetto Bay Comm Svc Tax 1.21  
**\$3.64**

Total Current Charges for [REDACTED] **\$42.24**

Usage Charges

Voice	Allowance	Used	Billable	Cost
SharePlan	minutes 1400 (shared)	373	9	---
IN Calling	minutes unlimited	96	---	---
Night/Weekend	minutes	85	---	---
<b>Total Voice</b>				<b>\$0.00</b>
<b>Data</b>				
Unlimited IN TXT	messages unlimited	1	---	---
<b>Total Data</b>				<b>\$0.00</b>
<b>Roaming</b>				
<b>Current Voice Usage</b>				
Roaming Minutes	minutes	9	9	22.41
<b>Total Roaming</b>				<b>\$22.41</b>
<b>Total Usage Charges</b>				<b>\$22.41</b>

Detail for [REDACTED]

Voice

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
1/08	9:46A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/08	11:07A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	2	---	---	---
1/08	1:53P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/08	2:23P	[REDACTED]	Peak	IN Allow	Village of FL	Incoming CL	1	---	---	---
1/08	2:26P	[REDACTED]	Peak	IN Allow	Village of FL	Incoming CL	1	---	---	---

Invoice Number Account Number Date Due Page  
 1389442979 [REDACTED] 03/02/08 16 of 24

Detail for [REDACTED]  
 Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min	Airtime Charges	Long Dist/ Other Chgs	Total
1/08	2:42P	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	1	--	--	--
1/08	4:21P	[REDACTED]	Peak	IN Allow	Village of FL	Mobile CL	2	--	--	--
1/08	4:23P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	--	--	--
1/08	12:51P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	--	--	--
1/09	1:35P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	--	--	--
1/09	2:01P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	--	--	--
1/09	2:08P	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	1	--	--	--
1/09	2:18P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	--	--	--
1/09	3:15P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	--	--	--
1/09	4:17P	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	1	--	--	--
1/09	4:21P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	--	--	--
1/09	10:30P	[REDACTED]	Off-Peak	N&W	Village of FL	Miami FL	2	--	--	--
1/09	10:32P	[REDACTED]	Off-Peak	N&W	Village of FL	Homestead FL	5	--	--	--
1/10	9:18A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	2	--	--	--
1/10	11:41A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	--	--	--
1/10	1:53P	[REDACTED]	Peak	PlanAllow	Miami FL	Homestead FL	1	--	--	--
1/10	2:36P	[REDACTED]	Peak	IN Allow	Miami FL	Mobile CL	1	--	--	--
1/10	3:15P	[REDACTED]	Peak	IN Allow	Village of FL	Mobile CL	1	--	--	--
1/10	9:49P	[REDACTED]	Off-Peak	N&W	Village of FL	Incoming CL	6	--	--	--
1/11	9:19A	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	--	--	--
1/11	10:49A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	--	--	--
1/11	11:21A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	--	--	--
1/11	11:37A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	--	--	--
1/11	1:37P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	--	--	--
1/11	2:26P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	--	--	--
1/11	3:00P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	--	--	--
1/11	4:03P	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	1	--	--	--
1/11	4:04P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	--	--	--
1/11	5:22P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	--	--	--
1/11	10:55P	[REDACTED]	Off-Peak	N&W	Village of FL	Perrine FL	2	--	--	--
1/12	9:48A	[REDACTED]	Off-Peak	N&W	Village of FL	Incoming CL	2	--	--	--
1/12	5:02P	[REDACTED]	Off-Peak	N&W	Miami FL	Perrine FL	1	--	--	--
1/12	5:07P	[REDACTED]	Off-Peak	N&W	Miami FL	Incoming CL	1	--	--	--
1/14	9:27A	[REDACTED]	Peak	PlanAllow	Cutter Rid FL	Incoming CL	1	--	--	--
1/14	9:28A	[REDACTED]	Peak	PlanAllow	Miami FL	Toll-Free CL	1	--	--	--
1/14	10:36A	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	3	--	--	--
1/14	10:39A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	--	--	--
1/14	11:55A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	10	--	--	--
1/14	5:57P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	--	--	--
1/15	9:37A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	--	--	--
1/15	10:24A	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	2	--	--	--
1/15	10:36A	[REDACTED]	Peak	PlanAllow	Homestead FL	Perrine FL	2	--	--	--
1/15	10:43A	[REDACTED]	Peak	PlanAllow	Homestead FL	Miami FL	1	--	--	--
1/15	10:46A	[REDACTED]	Peak	PlanAllow	Homestead FL	Miami FL	1	--	--	--
1/15	1:08P	[REDACTED]	Peak	PlanAllow	Homestead FL	Perrine FL	1	--	--	--

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Detail for [REDACTED]  
 Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min	Airtime Charges	Long Dist/ Other Chgs	Total
1/15	1:10P	[REDACTED]	Peak	PlanAllow	Homestead FL	Miami FL	1	---	---	---
1/15	1:21P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/15	1:47P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	2	---	---	---
1/15	1:49P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/15	1:50P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/15	2:12P	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	1	---	---	---
1/16	3:01P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/16	4:57P	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	5	---	---	---
1/16	5:12P	[REDACTED]	Peak	IN Allow	Miami FL	Mobile CL	2	---	---	---
1/16	8:47P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	2	---	---	---
1/16	8:02P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/17	2:04A	[REDACTED]	Off-Peak	NEW	Village of FL	Incoming CL	1	---	---	---
1/17	8:03A	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	2	---	---	---
1/17	9:58A	[REDACTED]	Peak	PlanAllow,CallVM	Village of FL	Voice Mail CL	3	---	---	---
1/17	11:03A	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	1	---	---	---
1/17	11:16A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/17	11:18A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/17	11:43A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/17	11:44A	[REDACTED]	Peak	IN Allow,CallWait	Village of FL	Incoming CL	2	---	---	---
1/17	11:57A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/17	12:11P	[REDACTED]	Peak	IN Allow	Village of FL	Incoming CL	3	---	---	---
1/17	12:15P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/17	12:16P	[REDACTED]	Peak	PlanAllow	Village of FL	Usan Da 02 CA	3	---	---	---
1/17	12:31P	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	2	---	---	---
1/17	12:42P	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	1	---	---	---
1/17	12:43P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/17	1:00P	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	1	---	---	---
1/17	1:31P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/17	2:19P	[REDACTED]	Peak	PlanAllow,CallVM	Village of FL	Voice Mail CL	6	---	---	---
1/17	2:56P	[REDACTED]	Peak	PlanAllow,CallVM	Miami FL	Voice Mail CL	3	---	---	---
1/17	2:59P	[REDACTED]	Peak	PlanAllow	Miami FL	Toll-Free CL	1	---	---	---
1/17	3:07P	[REDACTED]	Peak	PlanAllow	Homestead FL	Perrine FL	2	---	---	---
1/17	3:25P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/17	3:45P	[REDACTED]	Peak	PlanAllow,CallVM	Village of FL	Voice Mail CL	2	---	---	---
1/17	3:46P	[REDACTED]	Peak	PlanAllow	Miami FL	Toll-Free CL	2	---	---	---
1/17	5:25P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/17	5:32P	[REDACTED]	Peak	PlanAllow	Village of FL	Homestead FL	7	---	---	---
1/17	5:39P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	6	---	---	---
1/17	6:59P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	3	---	---	---
1/18	11:29A	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	2	---	---	---
1/18	11:37A	[REDACTED]	Peak	PlanAllow,CallVM	Village of FL	Voice Mail CL	2	---	---	---
1/18	12:54P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/18	1:10P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/18	1:17P	[REDACTED]	Peak	PlanAllow	Village of FL	Keys FL	1	---	---	---
1/18	1:21P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---

6:57

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Detail for [REDACTED]  
 Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min	Airtime Charges	Long Dist/ Other Chgs	Total
1/18	2:41P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/18	2:59P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/18	7:32P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	3	---	---	---
1/18	7:34P	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	1	---	---	---
1/18	8:18P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/18	8:51P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/18	8:54P	[REDACTED]	Peak	IN Allow	Village of FL	Mobile CL	1	---	---	---
1/19	10:52A	[REDACTED]	Off-Peak	N&W	Village of FL	Incoming CL	2	---	---	---
1/19	10:55A	[REDACTED]	Off-Peak	N&W	Village of FL	Miami FL	1	---	---	---
1/19	11:06A	[REDACTED]	Off-Peak	N&W	Miami FL	Incoming CL	1	---	---	---
1/19	11:17A	[REDACTED]	Off-Peak	N&W	Village of FL	Incoming CL	2	---	---	---
1/19	11:22A	[REDACTED]	Off-Peak	N&W	Village of FL	Perrine FL	1	---	---	---
1/19	12:41P	[REDACTED]	Off-Peak	N&W	Village of FL	Incoming CL	1	---	---	---
1/19	12:47P	[REDACTED]	Off-Peak	N&W	Village of FL	Miami FL	2	---	---	---
1/19	12:48P	[REDACTED]	Off-Peak	N&W	Village of FL	Miami FL	1	---	---	---
1/19	12:54P	[REDACTED]	Off-Peak	N&W	Village of FL	Incoming CL	3	---	---	---
1/19	1:21P	[REDACTED]	Off-Peak	N&W	Miami FL	Miami FL	1	---	---	---
1/19	1:28P	[REDACTED]	Off-Peak	N&W	Miami FL	Miami FL	1	---	---	---
1/19	1:31P	[REDACTED]	Off-Peak	N&W	Miami FL	Miami FL	1	---	---	---
1/19	2:05P	[REDACTED]	Off-Peak	N&W	Miami FL	Incoming CL	1	---	---	---
1/19	2:17P	[REDACTED]	Off-Peak	IN Allow	Village of FL	Incoming CL	2	---	---	---
1/19	3:15P	[REDACTED]	Off-Peak	N&W	Village of FL	Incoming CL	1	---	---	---
1/19	3:25P	[REDACTED]	Off-Peak	N&W	Village of FL	Incoming CL	3	---	---	---
1/19	3:45P	[REDACTED]	Off-Peak	N&W	Village of FL	Miami FL	2	---	---	---
1/19	5:41P	[REDACTED]	Off-Peak	N&W	Miami FL	Incoming CL	4	---	---	---
1/19	5:47P	[REDACTED]	Off-Peak	N&W	Miami FL	Incoming CL	2	---	---	---
1/19	7:31P	[REDACTED]	Off-Peak	IN Allow	Village of FL	Mobile CL	1	---	---	---
1/19	7:34P	[REDACTED]	Off-Peak	N&W	Miami FL	Incoming CL	2	---	---	---
1/19	7:36P	[REDACTED]	Off-Peak	N&W	Village of FL	Perrine FL	1	---	---	---
1/19	7:38P	[REDACTED]	Off-Peak	N&W	Village of FL	Miami FL	2	---	---	---
1/19	10:18P	[REDACTED]	Off-Peak	IN Allow	Miami FL	Incoming CL	1	---	---	---
1/20	9:40A	[REDACTED]	Off-Peak	N&W	Miami FL	Miami FL	1	---	---	---
1/20	10:13A	[REDACTED]	Off-Peak	N&W	Village of FL	Incoming CL	1	---	---	---
1/20	10:27A	[REDACTED]	Off-Peak	N&W	Miami FL	Incoming CL	1	---	---	---
1/20	11:00A	[REDACTED]	Off-Peak	N&W	Miami FL	Miami FL	1	---	---	---
1/20	11:03A	[REDACTED]	Off-Peak	N&W	Miami FL	Miami FL	1	---	---	---
1/20	11:05A	[REDACTED]	Off-Peak	IN Allow	Miami FL	Mobile CL	1	---	---	---
1/20	11:34A	[REDACTED]	Off-Peak	IN Allow	Miami FL	Incoming CL	2	---	---	---
1/20	1:49P	[REDACTED]	Off-Peak	N&W	Coral Gabl FL	Toll-Free CL	2	---	---	---
1/20	1:51P	[REDACTED]	Off-Peak	N&W	Coral Gabl FL	Toll-Free CL	1	---	---	---
1/20	2:11P	[REDACTED]	Off-Peak	N&W	Coral Gabl FL	Toll-Free CL	2	---	---	---
1/20	2:14P	[REDACTED]	Off-Peak	N&W	Coral Gabl FL	Toll-Free CL	2	---	---	---
1/20	2:17P	[REDACTED]	Off-Peak	N&W	Coral Gabl FL	Toll-Free CL	2	---	---	---
1/20	2:19P	[REDACTED]	Off-Peak	N&W	Coral Gabl FL	Toll-Free CL	2	---	---	---
1/20	2:22P	[REDACTED]	Off-Peak	IN Allow	Coral Gabl FL	Mobile CL	1	---	---	---

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Detail for [REDACTED]  
 Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dis/ Other Chgs	Total
1/20	2:35P	[REDACTED]	52	Off-Peak IN Allow	Coral Gabl FL	Incoming CL	2	---	---	---
1/20	2:48P	[REDACTED]	52	Off-Peak IN Allow	Coral Gabl FL	Incoming CL	2	---	---	---
1/20	2:56P	[REDACTED]	52	Off-Peak IN Allow	Coral Gabl FL	Incoming CL	3	---	---	---
1/20	5:11P	[REDACTED]	09	Off-Peak NEW	Coral Gabl FL	Incoming CL	2	---	---	---
1/20	5:31P	[REDACTED]	52	Off-Peak IN Allow	Miami FL	Mobile CL	1	---	---	---
1/20	5:52P	[REDACTED]	11	Off-Peak NEW	Miami FL	Incoming CL	1	---	---	---
1/20	6:45P	[REDACTED]	11	Off-Peak NEW	Miami FL	Incoming CL	1	---	---	---
1/20	8:48P	[REDACTED]	52	Off-Peak IN Allow	Village of FL	Mobile CL	2	---	---	---
1/21	7:45A	[REDACTED]	08	Peak PlanAllow	Miami FL	Miami FL	1	---	---	---
1/21	8:10A	[REDACTED]	08	Peak PlanAllow	Village of FL	Miami FL	1	---	---	---
1/21	8:30A	[REDACTED]	08	Peak PlanAllow	Village of FL	Miami FL	1	---	---	---
1/21	8:35A	[REDACTED]	08	Peak PlanAllow	Village of FL	Miami FL	2	---	---	---
1/21	9:02A	[REDACTED]	09	Peak PlanAllow	Village of FL	North Dade FL	1	---	---	---
1/21	9:46A	[REDACTED]	08	Peak PlanAllow	Village of FL	Incoming CL	3	---	---	---
1/21	9:50A	[REDACTED]	05	Peak PlanAllow	Village of FL	Perrine FL	1	---	---	---
1/21	9:52A	[REDACTED]	06	Peak PlanAllow,CallVM	Miami FL	Voice Mail CL	1	---	---	---
1/21	9:52A	[REDACTED]	08	Peak PlanAllow,CallVM	Miami FL	Voice Mail CL	2	---	---	---
1/21	9:54A	[REDACTED]	08	Peak PlanAllow	Miami FL	Miami FL	1	---	---	---
1/21	10:19A	[REDACTED]	08	Peak PlanAllow	Miami FL	Miami FL	2	---	---	---
1/21	10:39A	[REDACTED]	11	Peak PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/21	10:43A	[REDACTED]	02	Peak IN Allow	Miami FL	Mobile CL	1	---	---	---
1/21	10:47A	[REDACTED]	02	Peak IN Allow	South Miam FL	Mobile CL	1	---	---	---
1/21	10:58A	[REDACTED]	10	Peak PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/21	11:26A	[REDACTED]	10	Peak PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/21	11:31A	[REDACTED]	08	Peak PlanAllow	Miami FL	Incoming CL	6	---	---	---
1/21	12:02P	[REDACTED]	10	Peak PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/21	12:10P	[REDACTED]	07	Peak IN Allow	Miami FL	Incoming CL	3	---	---	---
1/21	12:26P	[REDACTED]	08	Peak PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/21	2:48P	[REDACTED]	09	Peak PlanAllow	Miami FL	Perrine FL	3	---	---	---
1/21	3:32P	[REDACTED]	08	Peak PlanAllow,CallVM	Village of FL	Voice Mail CL	5	---	---	---
1/21	3:44P	[REDACTED]	08	Peak PlanAllow	Village of FL	Incoming CL	11	---	---	---
1/21	4:11P	[REDACTED]	08	Peak PlanAllow,CallVM	Miami FL	Voice Mail CL	4	---	---	---
1/21	4:15P	[REDACTED]	08	Peak PlanAllow,CallVM	Miami FL	Voice Mail CL	4	---	---	---
1/21	5:50P	[REDACTED]	08	Peak PlanAllow	Village of FL	Perrine FL	1	---	---	---
1/21	5:51P	[REDACTED]	08	Peak PlanAllow,CallVM	Miami FL	Voice Mail CL	7	---	---	---
1/21	6:15P	[REDACTED]	08	Peak PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/21	8:19P	[REDACTED]	08	Peak PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/22	9:06A	[REDACTED]	08	Peak PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/22	9:20A	[REDACTED]	08	Peak PlanAllow	Village of FL	Incoming CL	2	---	---	---
1/22	9:23A	[REDACTED]	08	Peak PlanAllow	Village of FL	Miami FL	3	---	---	---
1/22	11:32A	[REDACTED]	08	Peak PlanAllow	Miami FL	Incoming CL	3	---	---	---
1/22	11:58A	[REDACTED]	08	Peak PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/22	11:58A	[REDACTED]	08	Peak PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/22	12:58P	[REDACTED]	08	Peak PlanAllow	Village of FL	Incoming CL	2	---	---	---
1/22	1:18P	[REDACTED]	08	Peak PlanAllow	Miami FL	Incoming CL	1	---	---	---

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Detail for [REDACTED]  
 Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
1/22	3:24P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	7	---	---	---
1/22	5:01P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/22	5:07P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/22	5:12P	[REDACTED]	Peak	PlanAllow,CallVM	Village of FL	Voice Mail CL	1	---	---	---
1/22	8:12P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/22	8:41P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/22	11:47P	[REDACTED]	Off-Peak	NSW,CallVM	Village of FL	Voice Mail CL	1	---	---	---
1/23	8:48A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/23	9:10A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/23	10:00A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/23	10:18A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/23	12:23P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	6	---	---	---
1/23	12:29P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/23	12:30P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/23	12:45P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/23	1:12P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	2	---	---	---
1/23	2:26P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/23	2:36P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	3	---	---	---
1/23	2:39P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/23	2:42P	[REDACTED]	Peak	IN Allow	Miami FL	Mobile CL	1	---	---	---
1/23	2:43P	[REDACTED]	Peak	IN Allow	Miami FL	Mobile CL	2	---	---	---
1/24	9:09A	[REDACTED]	Peak	PlanAllow,CallVM	Village of FL	Voice Mail CL	1	---	---	---
1/24	10:46A	[REDACTED]	Peak	PlanAllow,CallVM	Village of FL	Voice Mail CL	2	---	---	---
1/24	11:05A	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	3	---	---	---
1/24	11:20A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/24	11:58A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	3	---	---	---
1/24	12:31P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/24	12:38P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/24	12:43P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/24	3:35P	[REDACTED]	Peak	PlanAllow	Miami FL	Homestead FL	1	---	---	---
1/24	7:38P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/25	10:54A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/25	11:28A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/25	11:43A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/25	12:13P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	3	---	---	---
1/25	12:41P	[REDACTED]	Peak	PlanAllow	Cutler Rid FL	Incoming CL	2	---	---	---
1/25	12:42P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	2	---	---	---
1/25	1:04P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/25	1:30P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/25	2:43P	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	1	---	---	---
1/25	2:45P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/25	3:43P	[REDACTED]	Peak	IN Allow	Homestead FL	Incoming CL	2	---	---	---
1/25	5:31P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/25	6:38P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/26	2:20P	[REDACTED]	Off-Peak	NSW	Miami FL	Perrine FL	1	---	---	---

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Detail for [REDACTED]  
 Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min	Airtime Charges	Long Dist/ Other Chgs	Total
1/15	1:10P	[REDACTED]	Peak	PlanAllow	Homestead FL	Miami FL	1	---	---	---
1/15	1:21P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/15	1:47P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	2	---	---	---
1/15	1:49P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/15	1:50P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/15	2:12P	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	1	---	---	---
1/16	3:01P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/16	4:57P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/16	5:12P	[REDACTED]	Peak	PlanAllow	Miami FL	Mobile CL	2	---	---	---
1/16	6:47P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	2	---	---	---
1/16	8:02P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/17	2:04A	[REDACTED]	Off-Peak	NEW	Village of FL	Incoming CL	1	---	---	---
1/17	8:03A	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	2	---	---	---
1/17	9:56A	[REDACTED]	Peak	PlanAllow,CallVM	Village of FL	Voice Mail CL	3	---	---	---
1/17	11:03A	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	1	---	---	---
1/17	11:16A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/17	11:16A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/17	11:43A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/17	11:44A	[REDACTED]	Peak	PlanAllow,CallVM	Village of FL	Incoming CL	2	---	---	---
1/17	11:57A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/17	12:11P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	3	---	---	---
1/17	12:15P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/17	12:16P	[REDACTED]	Peak	PlanAllow	Village of FL	Lean Da Oz CA	3	---	---	---
1/17	12:31P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/17	12:42P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/17	12:43P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/17	1:00P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/17	1:31P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/17	2:19P	[REDACTED]	Peak	PlanAllow,CallVM	Village of FL	Voice Mail CL	6	---	---	---
1/17	2:56P	[REDACTED]	Peak	PlanAllow,CallVM	Miami FL	Voice Mail CL	3	---	---	---
1/17	2:59P	[REDACTED]	Peak	PlanAllow	Miami FL	Toll-Free CL	1	---	---	---
1/17	3:07P	[REDACTED]	Peak	PlanAllow	Homestead FL	Perrine FL	2	---	---	---
1/17	3:25P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/17	3:45P	[REDACTED]	Peak	PlanAllow,CallVM	Village of FL	Voice Mail CL	2	---	---	---
1/17	3:46P	[REDACTED]	Peak	PlanAllow	Miami FL	Toll-Free CL	2	---	---	---
1/17	5:25P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/17	5:32P	[REDACTED]	Peak	PlanAllow	Village of FL	Homestead FL	7	---	---	---
1/17	5:39P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	6	---	---	---
1/17	6:59P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	3	---	---	---
1/18	11:29A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/18	11:37A	[REDACTED]	Peak	PlanAllow,CallVM	Village of FL	Voice Mail CL	2	---	---	---
1/18	12:54P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/18	1:10P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/18	1:17P	[REDACTED]	Peak	PlanAllow	Village of FL	Keys FL	1	---	---	---
1/18	1:21P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---

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Detail for

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min	Airtime Charges	Long Dist/ Other Chgs	Total
1/18	2:41P		Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/18	2:59P		Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/18	7:32P		Peak	PlanAllow	Village of FL	Incoming CL	3	---	---	---
1/18	7:34P		Peak	PlanAllow	Village of FL	Miami FL	1	---	---	---
1/18	8:16P		Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/18	8:51P		Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/18	8:54P		Peak	IN Allow	Village of FL	Mobile CL	1	---	---	---
1/19	10:52A		Off-Peak	NEW	Village of FL	Incoming CL	2	---	---	---
1/19	10:55A		Off-Peak	NEW	Village of FL	Miami FL	1	---	---	---
1/19	11:06A		Off-Peak	NEW	Miami FL	Incoming CL	1	---	---	---
1/19	11:17A		Off-Peak	NEW	Village of FL	Incoming CL	2	---	---	---
1/19	11:22A		Off-Peak	NEW	Village of FL	Perrine FL	1	---	---	---
1/19	12:41P		Off-Peak	NEW	Village of FL	Incoming CL	1	---	---	---
1/19	12:47P		Off-Peak	NEW	Village of FL	Miami FL	2	---	---	---
1/19	12:48P		Off-Peak	NEW	Village of FL	Miami FL	1	---	---	---
1/19	12:54P		Off-Peak	NEW	Village of FL	Incoming CL	3	---	---	---
1/19	1:21P		Off-Peak	NEW	Miami FL	Miami FL	1	---	---	---
1/19	1:28P		Off-Peak	NEW	Miami FL	Miami FL	1	---	---	---
1/19	1:31P		Off-Peak	NEW	Miami FL	Miami FL	1	---	---	---
1/19	2:05P		Off-Peak	NEW	Miami FL	Incoming CL	1	---	---	---
1/19	2:17P		Off-Peak	IN Allow	Village of FL	Incoming CL	2	---	---	---
1/19	3:15P		Off-Peak	NEW	Village of FL	Incoming CL	1	---	---	---
1/19	3:25P		Off-Peak	NEW	Village of FL	Incoming CL	3	---	---	---
1/19	3:45P		Off-Peak	NEW	Village of FL	Miami FL	2	---	---	---
1/19	5:41P		Off-Peak	NEW	Miami FL	Incoming CL	4	---	---	---
1/19	5:47P		Off-Peak	NEW	Miami FL	Incoming CL	2	---	---	---
1/19	7:31P		Off-Peak	IN Allow	Village of FL	Mobile CL	1	---	---	---
1/19	7:34P		Off-Peak	NEW	Miami FL	Incoming CL	2	---	---	---
1/19	7:38P		Off-Peak	NEW	Village of FL	Perrine FL	1	---	---	---
1/19	7:38P		Off-Peak	NEW	Village of FL	Miami FL	2	---	---	---
1/19	10:16P		Off-Peak	IN Allow	Miami FL	Incoming CL	1	---	---	---
1/20	9:40A		Off-Peak	NEW	Miami FL	Miami FL	1	---	---	---
1/20	10:13A		Off-Peak	NEW	Village of FL	Incoming CL	1	---	---	---
1/20	10:27A		Off-Peak	NEW	Miami FL	Incoming CL	1	---	---	---
1/20	11:00A		Off-Peak	NEW	Miami FL	Miami FL	1	---	---	---
1/20	11:03A		Off-Peak	NEW	Miami FL	Miami FL	1	---	---	---
1/20	11:05A		Off-Peak	IN Allow	Miami FL	Mobile CL	1	---	---	---
1/20	11:34A		Off-Peak	IN Allow	Miami FL	Incoming CL	2	---	---	---
1/20	1:49P		Off-Peak	NEW	Coral Gabl FL	Toll-Free CL	2	---	---	---
1/20	1:51P		Off-Peak	NEW	Coral Gabl FL	Toll-Free CL	1	---	---	---
1/20	2:11P		Off-Peak	NEW	Coral Gabl FL	Toll-Free CL	2	---	---	---
1/20	2:14P		Off-Peak	NEW	Coral Gabl FL	Toll-Free CL	2	---	---	---
1/20	2:17P		Off-Peak	NEW	Coral Gabl FL	Toll-Free CL	2	---	---	---
1/20	2:18P		Off-Peak	NEW	Coral Gabl FL	Toll-Free CL	2	---	---	---
1/20	2:22P		Off-Peak	IN Allow	Coral Gabl FL	Mobile CL	1	---	---	---

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**Detail for [REDACTED]**  
**Voice, continued**

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min	Airtime Charges	Long Dis/ Other Chgs	Total
1/20	2:35P	[REDACTED]	Off-Peak	IN Allow	Coral Gabl FL	Incoming CL	2	---	---	---
1/20	2:48P	[REDACTED]	Off-Peak	IN Allow	Coral Gabl FL	Incoming CL	2	---	---	---
1/20	2:58P	[REDACTED]	Off-Peak	IN Allow	Coral Gabl FL	Incoming CL	3	---	---	---
1/20	5:11P	[REDACTED]	Off-Peak	N&W	Coral Gabl FL	Incoming CL	2	---	---	---
1/20	5:31P	[REDACTED]	Off-Peak	IN Allow	Miami FL	Mobile CL	1	---	---	---
1/20	5:52P	[REDACTED]	Off-Peak	N&W	Miami FL	Incoming CL	1	---	---	---
1/20	6:45P	[REDACTED]	Off-Peak	N&W	Miami FL	Incoming CL	1	---	---	---
1/20	6:48P	[REDACTED]	Off-Peak	IN Allow	Village of FL	Mobile CL	2	---	---	---
1/21	7:45A	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/21	8:10A	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	1	---	---	---
1/21	8:30A	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	1	---	---	---
1/21	8:35A	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	2	---	---	---
1/21	9:02A	[REDACTED]	Peak	PlanAllow	Village of FL	North Dade FL	1	---	---	---
1/21	9:46A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	3	---	---	---
1/21	9:50A	[REDACTED]	Peak	PlanAllow	Village of FL	Perrine FL	1	---	---	---
1/21	9:52A	[REDACTED]	Peak	PlanAllow,CallVM	Miami FL	Voice Mail CL	1	---	---	---
1/21	9:52A	[REDACTED]	Peak	PlanAllow,CallVM	Miami FL	Voice Mail CL	2	---	---	---
1/21	9:54A	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/21	10:19A	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	2	---	---	---
1/21	10:39A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/21	10:43A	[REDACTED]	Peak	IN Allow	Miami FL	Mobile CL	1	---	---	---
1/21	10:47A	[REDACTED]	Peak	IN Allow	South Miam FL	Mobile CL	1	---	---	---
1/21	10:58A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/21	11:26A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/21	11:31A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	6	---	---	---
1/21	12:02P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/21	12:10P	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	3	---	---	---
1/21	12:26P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/21	2:48P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	3	---	---	---
1/21	3:32P	[REDACTED]	Peak	PlanAllow,CallVM	Village of FL	Voice Mail CL	5	---	---	---
1/21	3:44P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	19	---	---	---
1/21	4:11P	[REDACTED]	Peak	PlanAllow,CallVM	Miami FL	Voice Mail CL	4	---	---	---
1/21	4:15P	[REDACTED]	Peak	PlanAllow,CallVM	Miami FL	Voice Mail CL	4	---	---	---
1/21	5:50P	[REDACTED]	Peak	PlanAllow	Village of FL	Perrine FL	1	---	---	---
1/21	5:51P	[REDACTED]	Peak	PlanAllow,CallVM	Miami FL	Voice Mail CL	7	---	---	---
1/21	8:15P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/21	8:19P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/22	9:06A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/22	9:20A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	2	---	---	---
1/22	9:23A	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	3	---	---	---
1/22	11:32A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	3	---	---	---
1/22	11:58A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/22	11:58A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/22	12:59P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	2	---	---	---
1/22	1:18P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---

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Detail for [REDACTED]  
 Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min	Airtime Charges	Long Dist/ Other Chgs	Total
1/22	3:24P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	7	---	---	---
1/22	5:01P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/22	5:07P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/22	5:12P	[REDACTED]	Peak	PlanAllow, CallVM	Village of FL	Voice Mail CL	1	---	---	---
1/22	8:12P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/22	8:41P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/22	11:47P	[REDACTED]	Off-Peak	NSW, CallVM	Village of FL	Voice Mail CL	1	---	---	---
1/23	8:48A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/23	9:10A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/23	10:00A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/23	10:18A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/23	12:23P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	6	---	---	---
1/23	12:29P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/23	12:30P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/23	12:45P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/23	1:12P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	2	---	---	---
1/23	2:28P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/23	2:36P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	3	---	---	---
1/23	2:39P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/23	2:42P	[REDACTED]	Peak	IN Allow	Miami FL	Mobile CL	1	---	---	---
1/23	2:43P	[REDACTED]	Peak	IN Allow	Miami FL	Mobile CL	2	---	---	---
1/24	9:09A	[REDACTED]	Peak	PlanAllow, CallVM	Village of FL	Voice Mail CL	1	---	---	---
1/24	10:46A	[REDACTED]	Peak	PlanAllow, CallVM	Village of FL	Voice Mail CL	2	---	---	---
1/24	11:05A	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	3	---	---	---
1/24	11:20A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/24	11:58A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	3	---	---	---
1/24	12:31P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/24	12:38P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/24	12:43P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/24	3:35P	[REDACTED]	Peak	PlanAllow	Miami FL	Homesbad FL	1	---	---	---
1/24	7:38P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/25	10:54A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/25	11:26A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/25	11:43A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/25	12:13P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	3	---	---	---
1/25	12:41P	[REDACTED]	Peak	PlanAllow	Cutter Rd FL	Incoming CL	2	---	---	---
1/25	12:42P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	2	---	---	---
1/25	1:04P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/25	1:30P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/25	2:49P	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	1	---	---	---
1/25	2:49P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/25	3:43P	[REDACTED]	Peak	IN Allow	Homesbad FL	Incoming CL	2	---	---	---
1/25	5:31P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/25	8:39P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/26	2:20P	[REDACTED]	Off-Peak	NSW	Miami FL	Perrine FL	1	---	---	---

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Detail for [REDACTED]  
Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min	Airtime Charges	Long Dist/ Other Chgs	Total
1/26	4:22P	[REDACTED]	Off-Peak	NSW	Village of FL	Miami FL	1	---	---	---
1/26	4:23P	[REDACTED]	Off-Peak	NSW	Village of FL	Incoming CL	2	---	---	---
1/26	4:39P	[REDACTED]	Off-Peak	NSW	Village of FL	Homestead FL	3	---	---	---
1/26	4:41P	[REDACTED]	Off-Peak	NSW	Village of FL	Miami FL	2	---	---	---
1/28	10:38A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	3	---	---	---
1/28	2:18P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	2	---	---	---
1/28	3:49P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/29	10:23A	[REDACTED]	Peak	IN Allow	Village of FL	Mobile CL	1	---	---	---
1/29	1:34P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/29	2:09P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	2	---	---	---
1/29	4:24P	[REDACTED]	Peak	IN Allow	Village of FL	Mobile CL	2	---	---	---
1/29	4:26P	[REDACTED]	Peak	IN Allow	Miami FL	Mobile CL	1	---	---	---
1/29	4:34P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/29	5:19P	[REDACTED]	Peak	PlanAllow	Village of FL	Toll-Free CL	1	---	---	---
1/30	9:11A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/30	11:03A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/30	1:49P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	3	---	---	---
1/30	4:16P	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	1	---	---	---
1/30	5:49P	[REDACTED]	Peak	IN Allow	Village of FL	Incoming CL	2	---	---	---
1/31	11:27A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	2	---	---	---
1/31	12:30P	[REDACTED]	Peak	IN Allow	Village of FL	Mobile CL	1	---	---	---
1/31	1:09P	[REDACTED]	Peak	IN Allow	Coral Gabl FL	Mobile CL	1	---	---	---
1/31	1:10P	[REDACTED]	Peak	IN Allow	Coral Gabl FL	Incoming CL	1	---	---	---
1/31	2:42P	[REDACTED]	Peak	IN Allow	Village of FL	Incoming CL	4	---	---	---
1/31	4:14P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	2	---	---	---
1/31	4:18P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/31	5:10P	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	2	---	---	---
1/31	5:14P	[REDACTED]	Peak	PlanAllow	Miami FL	Tallahassee FL	3	---	---	---
1/31	5:24P	[REDACTED]	Peak	PlanAllow	Miami FL	Tallahassee FL	2	---	---	---
1/31	5:27P	[REDACTED]	Peak	IN Allow	Homestead FL	Mobile CL	1	---	---	---
1/31	6:37P	[REDACTED]	Peak	PlanAllow	Village of FL	Homestead FL	1	---	---	---
1/31	7:18P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/31	7:25P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	5	---	---	---
1/31	7:57P	[REDACTED]	Peak	IN Allow	Village of FL	Incoming CL	3	---	---	---
2/01	10:49A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
2/01	11:15A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
2/01	11:16A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
2/01	11:44A	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	2	---	---	---
2/01	12:11P	[REDACTED]	Peak	PlanAllow	Miami Beac FL	Incoming CL	2	---	---	---
2/01	1:36P	[REDACTED]	Peak	PlanAllow	Miami Beac FL	Incoming CL	1	---	---	---
2/01	2:06P	[REDACTED]	Peak	IN Allow	Miami Beac FL	Incoming CL	1	---	---	---
2/01	2:07P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
2/01	2:29P	[REDACTED]	Peak	IN Allow	Miami Beac FL	Mobile CL	2	---	---	---
2/01	2:31P	[REDACTED]	Peak	IN Allow	Miami Beac FL	Incoming CL	1	---	---	---
2/01	3:10P	[REDACTED]	Peak	IN Allow	Miami Beac FL	Incoming CL	1	---	---	---

Invoice Number Account Number Date Due Page  
 1389442979 [REDACTED] 03/2/08 22 of 24

Detail for [REDACTED]

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
2/01	4:35P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
2/04	8:52A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
2/04	10:15A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
2/04	3:23P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
2/05	9:57A	[REDACTED]	Peak	PlanAllow	Homestead FL	Homestead FL	1	---	---	---
2/05	10:30A	[REDACTED]	Peak	PlanAllow	Homestead FL	Incoming CL	1	---	---	---
2/05	11:17A	[REDACTED]	Peak	PlanAllow	Homestead FL	Perrine FL	1	---	---	---
2/05	11:26A	[REDACTED]	Peak	PlanAllow	Homestead FL	Perrine FL	1	---	---	---
2/05	11:47A	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
2/05	1:52P	[REDACTED]	Peak	PlanAllow	Homestead FL	Perrine FL	1	---	---	---
2/05	3:11P	[REDACTED]	Peak	PlanAllow	Homestead FL	Incoming CL	4	---	---	---
2/05	3:53P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
2/05	3:53P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
2/05	4:30P	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	1	---	---	---
2/05	4:36P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
2/05	5:41P	[REDACTED]	Peak	PlanAllow,CallVM	Village of FL	Voice Mail CL	3	---	---	---
2/05	6:38P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
2/05	9:55P	[REDACTED]	OT-Peak	IN Allow	Village of FL	Incoming CL	4	---	---	---
2/06	6:28A	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	2	---	---	---
2/06	7:10A	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	2	---	---	---
2/06	7:17A	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
2/06	7:20A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
2/06	9:01A	[REDACTED]	Peak	PlanAllow	Homestead FL	Homestead FL	1	---	---	---
2/06	9:02A	[REDACTED]	Peak	PlanAllow	Homestead FL	Homestead FL	2	---	---	---
2/06	10:56A	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	2	---	---	---
2/06	11:24A	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
2/06	11:42A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
2/06	1:06P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
2/06	1:07P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	3	---	---	---
2/06	2:19P	[REDACTED]	Peak	IN Allow	Village of FL	Mobile CL	2	---	---	---
2/06	2:22P	[REDACTED]	Peak	PlanAllow	Miami FL	Homestead FL	1	---	---	---
2/06	3:03P	[REDACTED]	Peak	PlanAllow	Village of FL	Perrine FL	3	---	---	---
2/06	3:50P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
2/07	11:51P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
2/07	6:18P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	2	---	---	---

Roaming

Date	Time	Number	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
2/01	10:15P	[REDACTED]		Col Fasc/ ZZ	Miami FL	2	4.98	---	4.98
2/01	11:08P	[REDACTED]		Col Fasc/ ZZ	Incoming CL	3	7.47	---	7.47
2/01	11:09P	[REDACTED]		Col Fasc/ ZZ	Incoming CL	2	4.98	---	4.98
2/03	4:10P	[REDACTED]		Col Fasc/ ZZ	Miami FL	2	4.98	---	4.98



**BBB AUTO LINE**

**NOTICE OF HEARING/INSPECTION**

Date: 02/12/08

Case Number: CAD0831837

Customer: [REDACTED]

Business: Cadillac

Mfr Info: 1715 FL 1G6DM57T760 [REDACTED]

Arbitrators: Ms. Vicki L. Croft

Hearing Date, Time, Place: 02/20/08 9:00 AM ET

Better Business Bureau  
14750 NW 77th Ct., Ste 317  
Miami Lakes, FL330160000

Site Phone Number: [REDACTED]

Site Fax Number: [REDACTED]

Customer Represented By:  Self  Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

Customer Will Participate:  in person  by phone  in writing

Manufacturer Will Participate:  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.

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## BBB AUTO LINE

February 12, 2008

LU'ANDREA DUDLEY  
CADILLAC  
P O BOX 33169  
DETROIT MI 48232-5169

Re:m03 CAD0831837: [REDACTED] vs Cadillac Motor Division  
1G6DM57T760203711

Dear Madam/Sir:

Enclosed are:

- \* the *Agreement to Arbitrate*;
- \* Arbitrator Listing Sheet(s);
- \* a map to the hearing site;
- \* Hearing Format Outline;
- \* *Notice of Hearing/Inspection*; and,
- \* a Technical Expert's Report, if it is applicable to your case.

The purpose of the *Agreement to Arbitrate* is to outline the positions of both parties to the dispute. The *Agreement* is not intended to explain your full position -- you will have that opportunity at the hearing. Please read the *Agreement* carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.

In preparation for your case, you may want to consider the following: 1) for each problem listed on the *Agreement to Arbitrate*, how many times has the vehicle been subject to repair, 2) the total number of days the vehicle has been out of service due to repair, 3) the cause of the problem(s) and whether or not the problem(s) continues to exist, 4) whether the use, value, and/or safety of the vehicle is substantially impaired, 5) whether the vehicle is eligible for relief under your state Lemon Law, and 6) any deduction for reasonable use or damage beyond normal wear and tear.

You must bring TWO copies of all information you plan to present at your hearing; one for the arbitrator and one for the opposing party. Also, if this case involves a repurchase request, please bring a copy of the sales agreement to confirm the purchase price.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Rhonda Eakins at Extension 240

**Council of Better Business Bureaus, Inc.**

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## BBB AUTO LINE

### ARBITRATOR SELECTION LIST

Customer: Mr. [REDACTED]

Case Number: CAD0831837

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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:** Vicki Croft

**Arbitrator's Occupation:**

**Arbitrator's Biography:**

Vicki Croft is an attorney who has worked for an insurance company, an HVAC construction/service company, and has spent many years in the banking industry. She has also worked as a consumer loan officer at a bank prior to her legal career.

## Opening Statement

Ensure that you include each of the following points in your opening statement to the parties, and adhere to them throughout the arbitration hearing.

- Confirm the tape recorder is on and explain to the parties the hearing is being recorded.
- Welcome the parties and thank them for using arbitration.
- Administer the *Oaths of Participant*.
- State you will not disclose details of the case to anyone except, possibly the BBB AUTO LINE staff for administrative purposes.
- Review the hearing format, which is included in the hearing packet.
- Explain that you will maintain control of the hearing and that you may curb irrelevant or repetitious testimony.
- Request the parties agree to demonstrate common courtesy and refrain from interrupting each other during the hearing.
- Explain you will keep the hearing focused on issues in the *Agreement to Arbitrate*.
- Explain the decision is conditionally binding, and confirm the parties understand what that means.
- Read aloud and confirm the *Agreement to Arbitrate*.
- Explain that no decision will be divulged today, but a written decision will be sent to the parties.



## BBB AUTO LINE

### Arbitration Hearing Format

#### Arbitrator's Opening Statement

#### Parties' Presentations

- A. Presentation of consumer's testimony, evidence and witness(es)  
[20 minutes]
- B. Presentation of business' testimony, evidence and witness(es)  
[20 minutes]

#### Questioning

- A. Questions, comments and rebuttals by consumer [5 minutes]
- B. Questions, comments and rebuttals by business [5 minutes]
- C. Questions by arbitrator

#### Inspection

- A. Arbitrator instructs parties about inspection/test drive procedures
- B. Inspection (and test drive, if necessary)
- C. Questions or comments about inspection (and test drive) by consumer  
[5 minutes]
- D. Questions or comments about inspection (and test drive) by business  
[5 minutes]
- E. Questions about inspection (and test drive) by arbitrator

**Recess – Arbitrator will take a recess to assess whether more information or evidence may be needed. If a party is participating by telephone, BBB AUTO LINE staff will check to make sure that any faxes from that party have been shared with the other party.**

#### Closing the Hearing

- A. Final questions, testimony or evidence by either party [10 minutes]
- B. Final questions by arbitrator
- C. Closing statement by business [5 minutes]
- D. Closing statement by consumer [5 minutes]

## Location of Better Business Bureau

Miami Lakes Corporate Center

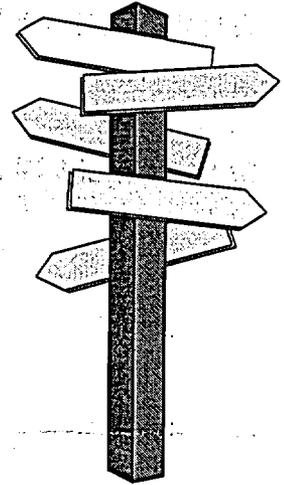
Name of building (if any)

14750 NW 77 Court Ste 317 Miami Lakes, FL 33016

Bureau Address and City

(305)827-5487 Fax (305)827-5850

Bureau Phone Number (Emergencies Only)



## DIRECTIONS

Coral Springs, Ft. Lauderdale, Tamarac, Pompano Beach, Davie, Sunrise, Cooper City, Plantation, Hallandale.

FL 869 S/Sawgrass Expressway, will become I 75 South take the SR-826 North(exit1A), take NW 154th. St/Miami Lakes Dr. Turn left up to NW 77th. Ct, turn left again and end @ 14750 NW 77th Ct Ste 317 Miami Lakes, FL 33016

Cape Coral, Ft Myers, Naples:

I 75 South all the way to 826 North (exit 1A) take NW 154 St/Miami Lakes Dr, turn left up to NW 77 Ct turn left again and end @ 14750 NW 77 Ct Ste 317 Miami Lakes FL. 33016

Florida Keys

US1 North (to Miami) take turnpike North to 826 North ( Exit 1A), take NW 154 St/Miami Lakes Dr., turn left up to NW 77Ct turn left again and end @ 14750 NW 77Ct Ste 317 Miami Lakes FL 33016

Homestead, Miami-Dade, Kendall, Sweetwater, Westchester, Doral,  
826 North (Palmetto expy exit 1A) take NW 154 St/Miami Lakes Dr left turn up to NW 77 Ct turn er left again and end @ 14750 NW 77 Ct Ste 317 Miami Lakes FL 33016.

Aventura

Take I 95 South to 826 West( exit 1A) take NW 154 St/Miami Lakes Dr turn left up to NW 77 Ct turn left again and end @14750 NW 77 Ct Ste 317 Miami Lakes FL 33016.

Miami Beach, North Miami Beach

I 95 North to 826 West (exit 1A) take NW 154 St/Miami Lakes Dr, turn left up to NW 77 Ct, turn left again and end @ 14750 NW 77 Ct Ste 317 Miami Lakes FL. 33016



## BBB AUTO LINE

### AGREEMENT TO ARBITRATE

Date: 02/08/2008

Case Number: CAD0831837

Customer: [REDACTED]

Business: Cadillac

Mfr-Info: 1715 FL 1G6DM57T760 [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:

- 1) the brakes would give out on the vehicle
- 2) ABS brakes electrical malfunction
- 3) passenger side airbag malfunction displayed
- 4) passenger side seat sensors for airbag replaced
- 5) check coolant light comes on even with coolant
- 6) incorrect reading with the fuel tank gauge
- 7) traction control light malfunction
- 8) interior parts of the car coming off (handles)

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 is sought by one of the above parties, the actual amounts sought are:

TO THE LESSEE(consumer): The aggregate deposit and rental payments previously paid to the lessor PLUS

reasonably incurred collateral and incidental charges per the terms of the program summary MINUS a reasonable offset for the lessee's use of the vehicle.

TO THE LESSOR(lienholder): Capitalized cost PLUS rent charges, MINUS the aggregate deposit and rental

payments previously paid to the lessor, PLUS reasonably incurred collateral charges, PLUS any fee paid to

another to obtain the lease, PLUS any insurance or other costs expended by the lessor for the benefit of the lessee, PLUS an amount equal to state and local sales taxes paid by the lessor when the vehicle was initially purchased.

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



**BBB AUTO LINE**

**MANUFACTURER RESPONSE FORM**

Case Number: CAD0831837  
Customer Name: [REDACTED]  
VIN: 1g6dm57t760 [REDACTED]

Start Date: 01/23/08  
State: FL  
Probable Hearing Location: Miami Lakes

This claim is  IN Warranty  OUT of Warranty  
Has the customer contacted you regarding the claim?  YES  NO  
Is the VIN listed above correct?  YES  NO  
If you checked NO, please indicate the correct VIN: \_\_\_\_\_  
Customer Contact Info: \_\_\_\_\_

**SETTLEMENT INFORMATION**

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer?  YES  NO

If you checked YES, please indicate the customer's response below:

- The customer accepted the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_
- The customer rejected the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_
- The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: \_\_\_\_\_

**ARBITRATION INFORMATION**

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

**List the amount of any over allowance/negative equity:** \$ \_\_\_\_\_

I will participate  By phone  In person  In writing

Return this form as soon as possible

To: \_\_\_\_\_ Completed by: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

BBB AUTO LINE Future contact: \_\_\_\_\_

Fax: 703.247.9700 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

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## BBB AUTO LINE

January 23, 2008

MARION LINDSEY  
CADILLAC  
P O BOX 33169  
DETROIT MI 48232-5169

Re:m09 CAD0831837: [REDACTED] vs Cadillac Motor Division  
1g6dm57t760203711

Dear Madam/Sir:

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

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

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

Sincerely,

Rhonda Eakins at Extension 240

**BBB AUTO LINE  
Customer Claim Form**

Case number: CAD0831837  
Contact Date: 01/23/08  
Start Date: 01/23/08

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

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Palmetto Bay	State: FL	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Cadillac	Model: CTS	Year: 2006	Current mileage: 24500
Name(s) that appears on the vehicle title: Fred Paschal			
Selling dealer/city/state: , ,			
Primary Servicing dealer/city/state: proctor &proctor inc.,			
Acquired as <input type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input checked="" type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 05/07/06		Mileage at purchase/lease:	
First repair attempt date: 03/19/07		First repair attempt mileage: 14309	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Transmission type:		Date of accident:	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Because of the numerous electrical problems that have resulted, at many times, in a compromise of the safety of the vehicle; we would like the manufacturer to take this car back. We have made numerous attempt for this car to be repaired, and aside from the headaches, it isn't safe to operate this car.

Please complete the missing information in the box below and on page 2.

<b>VEHICLE IDENTIFICATION NUMBER</b> 1G6DM57T760 [REDACTED]
<b>Lienholder/Leasing Company</b> _____ <b>Phone Number</b> _____
<b>Account Number</b> _____

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b> A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
The brakes would give out on the vehicle		1		no
ABS brakes electrical malfunction		1		no
Passanger side airbag malfunction displayed		1		no
passenger side seat sensors for airbag replaced		1		no
check coolant light comes on even with coolant		1		no
Incorrect reading with the fuel tank gauge		3		yes
traction control light malfunction		1		no
interior parts of the car coming off (handles)		2		no

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_

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

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

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

**BBB AUTO LINE  
Customer Claim Form**

Case number: CAD0831837  
Contact Date: 01/23/08  
Start Date: 01/23/08

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

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Palmetto Bay	State: FL	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Cadillac	Model: CTS	Year: 2006	Current mileage: 24500
Name(s) that appears on the vehicle title: Fred Paschal			
Selling dealer/city/state: , ,			
Primary Servicing dealer/city/state: proctor &proctor inc.,			
Acquired as <input type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input checked="" type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 05/07/06		Mileage at purchase/lease:	
First repair attempt date: 03/19/07		First repair attempt mileage: 14309	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Transmission type:		Date of accident:	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Because of the numerous electrical problems that have resulted, at many times, in a compromise of the safety of the vehicle; we would like the manufacturer to take this car back. We have made numerous attempt for this car to be repaired, and aside from the headaches, it isn't safe to operate this car.

Please complete the missing information in the box below and on page 2.

<b>VEHICLE IDENTIFICATION NUMBER</b> 1G6DM57T760 [REDACTED]
<b>Lienholder/Leasing Company</b> _____ <b>Phone Number</b> _____
<b>Account Number</b> _____

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b> A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
The brakes would give out on the vehicle		1		no
ABS brakes electrical malfunction		1		no
Passanger side airbag malfunction displayed		1		no
passenger side seat sensors for airbag replaced		1		no
check coolant light comes on even with coolant		1		no
Incorrect reading with the fuel tank gauge		3		yes
traction control light malfunction		1		no
interior parts of the car coming off (handles)		2		no

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_

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

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

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



# BBB AUTO LINE PROGRAM SUMMARY

## *General Motors*

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

### **LEMON LAW CLAIMS**

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

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

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

Please note:

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

## **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

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

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

## **CUSTOMER RESPONSIBILITIES**

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

## **CLAIMS THAT WILL NOT BE ARBITRATED**

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

## **OTHER IMPORTANT INFORMATION**

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

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

# **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

## **Time Period for Filing Claims**

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

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

## **Eligible Claims**

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

## **Eligible Vehicles**

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

The customer's vehicle must be:

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

## **Remedies for Warranty Claims**

The arbitrator may award the following remedies:

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

## **Repairs/Reimbursement for Repairs**

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

## Repurchase or Replacement

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

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

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

## Deductions/Exclusions from a Repurchase or Replacement Award

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

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

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

## **STANDARDS OF THE FLORIDA LEMON LAW Motor Vehicle Warranty Enforcement Act**

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

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

### **VEHICLES COVERED**

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

### **CONSUMERS COVERED**

The lemon law covers any of the following:

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

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

### **VEHICLE CONVERTERS**

The lemon law applies to vehicle converters.

### **PROBLEMS COVERED THE FLORIDA LEMON LAW**

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

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

This information is not intended as legal advice. Please direct specific questions to your legal counsel.  
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## **LEMON LAW RIGHTS PERIOD**

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

## **MANUFACTURER'S DUTY TO REPAIR**

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

## **FINAL REPAIR ATTEMPT**

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

### ***After three repair attempts:***

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

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

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

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

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

### ***After 15 days out of service:***

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

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

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

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## **MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE**

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

### **REASONABLE NUMBER OF REPAIR ATTEMPTS**

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

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

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

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

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

## **DISPUTE RESOLUTION**

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

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

## **TIME PERIOD FOR FILING CLAIMS**

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

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

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

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

# REMEDIES UNDER THE FLORIDA LEMON LAW

## REPURCHASE OF OWNED VEHICLE

### Basic Repurchase Amount

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

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

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

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

### Deductions From Amount Paid to Purchaser

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

$$\text{use deduction} = \frac{\text{number of miles attributable to a consumer up to the date of the arbitration hearing}}{120,000*} \times \text{vehicle purchase price}$$

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

## REPURCHASE OF LEASED VEHICLE

### Basic Repurchase Amount

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

*To the lessee:*

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

*To the lessor:*

The *Lease Price* MINUS the *Lessee Cost*.

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

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

### Deductions From Amount Paid to Lessee

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

$$\begin{array}{rcl} \text{use} & & \text{vehicle} \\ \text{deduction} = & \text{number of miles attributable to a consumer} & \text{purchase} \\ & \text{up to the date of the arbitration hearing} & \text{price} \\ & \text{-----} & \\ & 120,000* & \end{array}$$

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

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

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

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

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

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

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



## BBB AUTO LINE

February 25, 2008  
Re:m04 CAD0831837: Paschal vs Cadillac Motor Division  
1G6DM57T760 [REDACTED]

LU'ANDREA DUDLEY  
CADILLAC  
P O BOX 33169  
DETROIT MI 48232-5169

Dear Madam/Sir:

Enclosed is the arbitrator's *Decision* and *Reasons for Decision* for your case.

The customer has been sent an *Acceptance/Rejection Form* and has 14 days to return the form to the BBB AUTO LINE. For good cause the BBB AUTO LINE may extend this time frame. We will notify you as soon as we know whether the customer has accepted or rejected the *Decision*.

If you have any questions about the decision or if I may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,

Rhonda Eakins at Extension 240



ACCEPTANCE OR REJECTION OF DECISION

Date: 02/25/08

Case Number: CAD0831837

Customer: [REDACTED]

State: FL

Business: Cadillac

Mfr-Info: 1715 FL 1G6DM57T760 [REDACTED]

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of our staff and the volunteer arbitrator(s) to be satisfactory. Please call us if you have any questions about the decision.

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

**Note: If this form is not received at the CBBB office within 14 days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.**

Please check one of the following.

\_\_\_\_\_ I ACCEPT THE ARBITRATION DECISION. I understand this means:

- \* the business will be legally bound to abide by this decision; and,
- \* I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

\_\_\_\_\_ I REJECT THE ARBITRATION DECISION. I understand this means:

- \* I may pursue other legal remedies under state or federal law;
- \* depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
- \* the business will not be obligated to perform any part of the decision; and,
- \* this will end Better Business Bureau involvement in my case.

Signature(s) of Titled Owner(s): \_\_\_\_\_

Date: \_\_\_\_\_



## Denial Decision

Submitted Date: 02/24/08

CAD0831837

VIN: 1G6DM57T760: [REDACTED]

Customer: Mr. [REDACTED] Hearing Date: 02/20/08

Arbitrator: Vicki L. Croft

### Question 1

The customer's request (Repair, Replacement, etc - listed below) is denied.

Repurchase

CASE: CAD0831837

Arbitrator: Vicki L. Croft

Customer: Mr. [REDACTED]

Date: 02/24/08



# Lemon Law Reasons for Decision

Submitted Date: 02/24/08

CAD0831837

VIN: 1G6DM57T760 [REDACTED]

Customer: Mr [REDACTED] - Hearing Date: 02/20/08

Arbitrator: Vicki L. Croft

## - Fact Sheet Section -

### Fact Sheet Question 1

For each problem (current and past) listed on the *Agreement to Arbitrate*, indicate the following information. List briefly the relevant evidence in support of each of your conclusions (i.e., repair order numbers, dates, testimony, inspection and/or test drives, technical expert reports, etc.).

**a Problem (as listed on Agreement to Arbitrate):**

- 1 The brakes would give out on the vehicle
- 2 ABS brakes electrical malfunction
- 3 Passenger side airbag malfunction displayed.
- 4 Passenger side seat sensors for airbag replaced.
- 5 Check coolant light comes on even with coolant
- 6 Incorrect reading with the fuel tank gauge.
- 7 Traction control light malfunction.
- 8 Interior parts of the car coming off (handles).

**b Exists Now? (Please Explain)**

- 1 Yes, grinding noise is heard per testimony.
- 2 No, repaired on first attempt.
- 3 No.
- 4 No, this is remedy for prior problem.
- 5 Unknown, the [REDACTED] testified their son said that "lights" continue to come on intermittently but they did not know which ones.
- 6 Yes, per testimony.
- 7 Unknown, per testimony there is a problem with "lights" coming on but they were unable to specify which lights continue to be a problem.
- 8 No, repaired December 2007 per testimony.

**c Number of Repair Attempts**

- 1 1
- 2 1
- 3 1
- 4 1
- 5 1
- 6 2
- 7 1
- 8 3

**d Number of Days Out of Service:**

- 1 3
- 2 3
- 3 5
- 4 5

5 3  
6 7  
7 3  
8 10

**- Reasoning Section -**

**Question 1**

**For each problem listed on the Fact Sheet, please explain whether or not you believe the problem was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty. Please explain how you reached your conclusion.**

The first problem listed on the agreement to arbitrate is posed as "the brakes would give out on the vehicle". The only time the vehicle was taken in for "brake" issues, the description provided was "brake making a grinding noise braking on turns". At the same time the second problem, ABS brake light malfunction was presented for repairs. It was determined that there was an incorrect wire contact on the right front speed sensor which was causing the problem with the light. This was clearly a defect in the workmanship covered by the manufacturer's new vehicle warranty. The repairs to the second problem were assumed to correct the first. However, the [REDACTED] testified that their son continues to hear the grinding sound. The description of the first problem as presented on the repair order seems consistent with the safety recall notice sent by Cadillac regarding a problem with the drive axle differential seal as the grinding noise is heard when the vehicle is turning (and coincidentally braking) and thus when the differential is engaged. As Cadillac has issued a Safety Recall Notice, this is obviously a defect in materials or workmanship covered by the manufacturer's new vehicle warranty.

Problems three and four are related. The passenger side airbag light malfunctioned because the side seat sensors were malfunctioning and did not correct sense when someone was in the seat. These are clearly problems caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty as the vehicle has not been in an accident nor is this a problem which operator negligence would cause to occur.

The check coolant light comes on when the coolant level is not low and the traction control light malfunctions are the fifth and seventh issues listed on the agreement to arbitrate. Again, as the vehicle has not been in an accident nor are these problems consistent with operator negligence they are problems caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty.

The fuel tank gauge does not provide correct readings. This problem is caused by a defect in materials or workmanship covered by the manufacturer's warranty as neither an accident nor operator negligence could create such a problem.

The interior handles on the vehicle were coming off. As the repair orders noted the handles were not attached sufficiently tight, this problem was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty.

## Question 2

**For each problem you decided was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty, please explain whether or not you believe this problem is a substantial impairment of the use, value or safety of the vehicle.**

The first problem, listed as brakes but consistent with the differential recall is a substantial impairment of the safety of the vehicle as described in the potential catastrophic problems if not corrected. The ABS light has been repaired and is therefore not a substantial impairment of the use, value or safety of the vehicle.

The passenger side airbag seat sensors have been replaced which caused the airbag light to come on. As the problem no longer exists, there is no impairment of the use, value or safety of the vehicle.

The check coolant light and traction control lights were malfunctioning. The [REDACTED] testified their son said "lights" were still coming on. However, without more specific information regarding the current issue with "lights" and any driving problems associated therewith, standing alone this statement can not support a finding of a substantial impairment of the use, value or safety of the vehicle.

Interior handles were coming off, however, these have been repaired and are no longer an issue therefore they are not a substantial impairment of the use, value or safety of the vehicle.

The fuel tank registers incorrect reading presumably from the flow over issues between the double tanks. This causes the vehicle to under report the fuel level. While this may be annoying, causing one to head to the gas station a little sooner than one would like, it does not create a substantial impairment of the use, value or safety of the vehicle.

## Question 3

**Please address the following aspects of your state's lemon law below:**

- a **During the applicable time period specified by this state's lemon law, the vehicle has been out of service by reason of repair to vehicle problems for a cumulative total of how many days?**

13

- b **Has the standard for a reasonable number of repair attempts under this state's lemon law been met? (Yes or No)**

No.

- c **Please explain how you reached this conclusion.**

The Florida lemon law presumes that three attempts to repair the same problem combined with an opportunity for the manufacturer to repair the problem is a reasonable number of repair attempts. The only problem which had three repair attempts was the interior parts coming off the vehicle which was repaired on the third attempt. The only issues still existing are the "brakes"/differential and "lights".

The [REDACTED] sent the manufacturer a Motor Vehicle Defect Notice ("MVDN") via Certified Mail which was received on January 10, 2008. Under the Florida lemon law the manufacturer has (1) ten days to contact the consumer to arrange a mutually convenient time for a final repair and (2) a further ten days to repair the vehicle after the consumer makes the vehicle available for the final repair. The manufacturer attempted telephone contact with the Paschals on January 14 & 15 and then mailed Mr. [REDACTED] a letter on January 17

requesting a final repair attempt on January 22. While the manufacturer did not call all the numbers available to them for the [REDACTED] they are not required to do so. They attempted telephone calls on a number provided and when they were unsuccessful at making a telephone connection, they wrote a letter. This satisfies the manufacturer's requirement of responding to the MVDN within ten days of its receipt. Because Mr. [REDACTED] thought there was only one 10 day period for the final repair and that January 22 was beyond said period, he elected not to take the vehicle in for a final repair. However, this is not the case and would be unfair to the manufacturer if, as with the [REDACTED] contact with the consumer absorbed much of the ten days allowing little, if any, time for the manufacturer to affect the necessary repairs. Because the manufacturer was not given a final repair attempt, the standard for a reasonable number of repair attempts has not been met under Florida's lemon law.

- d Is this consumer entitled to a repurchase or replacement under all other provisions of this state's lemon law [i.e., eligible consumer, eligible vehicle, applicable time frames (if any), notice provisions (if any), reasonable number of repair attempts, etc.]? Please explain how you reached this conclusion.**

Mr. [REDACTED] leased this vehicle from Williamson Cadillac in Miami, Florida on May 7, 2006. The vehicle was a new vehicle at the time of the lease and the vehicle has been used by Mr. [REDACTED] son while attending college. This new vehicle was leased by an individual within the state of Florida and has been used by the [REDACTED] family for personal and family purposes satisfying the requirements for an eligible consumer and eligible vehicle under the Florida lemon law. Mr. [REDACTED] mailed, via Certified Mail, the Motor Vehicle Defect Notification to the Manufacturer on December 28, 2007 which the manufacturer received on January 10, 2008. This satisfies the notice provisions of the lemon law and the two year time frame allowance (from the date of the lease) within which to initiate a lemon law claim. However, as discussed in detail above, the standard for a reasonable number of repair attempts has not been satisfied.

**Question 4**

**State your decision (i.e. Repurchase, Replacement, Interim Repair, Denial) and explain why it is appropriate.**

The consumer is denied a repurchase of the vehicle as the standard for a reasonable number of repair attempts has not been met and at the time Mr. Paschal sent the MVDN to the manufacturer there were no existing problems with the vehicle for which the Paschal's had taken the vehicle in for repairs on three or more occasions. It was clear from the testimony of Mr. and Mrs. [REDACTED] that they had discussed vehicle problems with their son on multiple occasions, however, the vehicle had not been taken in for the necessary repair attempts. While the [REDACTED] son was in college and the focus of his time and efforts was obviously on that endeavor, the manufacturer's dealers were not provided the necessary opportunity to repair the vehicle which the Florida lemon law requires.

**Question 5**

**If awarding a repurchase or replacement:**

- a Show the formula you used for making a reasonable use deduction and the amount deducted, or explain why no reasonable use deduction was made.**
- b List any damage to the vehicle beyond normal wear and tear, and explain how you arrived at any amount deducted for the damage.**
- c If you've decided not to award all collateral or incidental charges that were requested on the Agreement to Arbitrate, please indicate your reason for doing so.**

**Question 6**

**The following materials and documents were submitted by the parties as part of this arbitration. Those marked with an asterisk ("\*") were relied upon by the arbitrator(s) in making a decision in the case**

**a Materials/Documents Submitted by Customer**

Safety Recall Notice dated February 2008 regarding the drive axle differential seal.

Cell Phone records.

Invoices from Tire Kingdom, Enterprise Rent-A-Car, XM Satellite Radio.

**b Materials/Documents Submitted by Manufacturer**

**Question 7**

**Please identify the mileage on the vehicle at the time of the hearing/inspection:**

24,500

**CASE: CAD0831837**  
**Arbitrator: Vicki L. Croft**

**Customer: Mr. [REDACTED]**  
**Date: 02/24/08**

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DELIVERY (POSTAL USE ONLY)			
Delivery Attempt	Time	Employee Signature	
Mo. Day	AM PM		
4 12	4:00	[Signature]	
Delivery Attempt	Time	Employee Signature	
Mo. Day	AM PM		
4 14	4:00	[Signature]	

CUSTOMER USE ONLY			
<input type="checkbox"/> Waiver of Signature <input type="checkbox"/> Signature Required <input type="checkbox"/> Signature and Restricted Access <input type="checkbox"/> Signature and Signature Required <input type="checkbox"/> Signature and Signature Required and Restricted Access			
<input type="checkbox"/> No Delivery <input type="checkbox"/> No Delivery - No Hold <input type="checkbox"/> No Delivery - No Signature			

ORIGIN (POSTAL SERVICE USE ONLY)			
PO ZIP Code	Day of Delivery	Postage	
33057	<input type="checkbox"/> Next <input type="checkbox"/> 2nd <input type="checkbox"/> 3rd Out Day	\$10.25	
Date Accepted	Scheduled Date of Delivery	Return Receipt Fee	
4-10-08	4-11	\$	
Mo. Day Year	Month Day		
Scheduled Time of Delivery	COD Fee	Insurance Fee	
1:33 PM	\$	\$	
Time Accepted			
1:33 PM			
Flat Rate <input type="checkbox"/> or Weight	Military <input type="checkbox"/>	Total Postage & Fees	
Flat Rate		\$16.25	
2nd Day <input type="checkbox"/> 3rd Day <input type="checkbox"/>	Int'l Alpha Country Code	Acceptance Emp. Initials	
		[Signature]	

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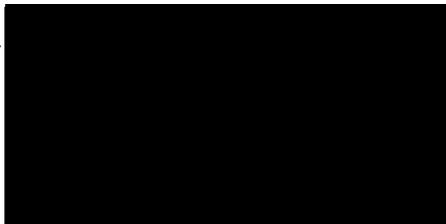
April 10, 2008

General Motors Corporation  
Cadillac Motor Car Division  
Consumer & Relationship Services Group  
Post Office Box 33169  
Detroit, MI 48232-5169

To Whom This May Concern,

I am writing you regarding my request for a new vehicle arbitration hearing, case number 2008-0194/MIA. The 2006 Cadillac CTS is currently in Tallahassee, FL and will not be able to be transported, by our means, to the hearing in Miami, Fl. The vehicle is located in Tallahassee because I attend school at Florida State University. In the past I have had issues with the vehicle's braking system completely failing, airbags malfunctioning, as well as other instrument malfunctions. Currently, the vehicle has a problem with its fuel gauge system that, on numerous attempts, the manufacturer has been unable to resolve. Also, the car is currently on recall for a faulty axle. Attempts that I made to have the vehicle repaired in Tallahassee, Fl have been unresolved. Again, because there is a lack of confidence in the safety and function of the vehicle I am notifying you that the vehicle can not be made present at the hearing by our means. If you have any questions please contact me, Bryan Paschal, at (786) 385-6637 or my father, Fred Paschal, at (305)298-0237.

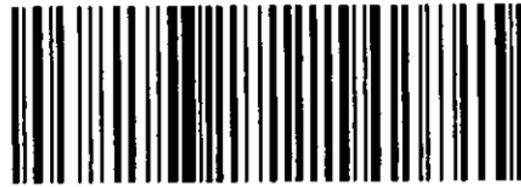
Thank You,



PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT  
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Cherlyn M. Stagner  
GM-Cadillac Motor Car Division  
Post Office Box 33169  
Detroit, MI 48232-5169

JUL 03 2008



482325169 8050



**STATE OF FLORIDA  
OFFICE OF THE ATTORNEY GENERAL  
FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD**

FREDDIE L. PASCHAL,

Consumer,

vs.

CASE NO.: 2008-0194/MIA

GENERAL MOTORS CORPORATION,  
CADILLAC DIVISION,

Manufacturer.

---

DECISION OF THE BOARD

THIS CASE came before the Florida New Motor Vehicle Arbitration Board upon approval of the Consumer's request for arbitration. Appearing before the Board were the following:

For the Consumer:

Freddie L. Paschal  
15328 SW 168 Terrace  
Miami, FL 33187

For the Manufacturer:

Sharon Allen  
11700 Great Oaks Way  
Alpharetta, GA 30022

Upon Notice to the parties, the Board held a hearing in this case on June 10, 2008, in Miami, Florida. Board members present were Chairperson Luis M. Perez, Technical Member Richard A. Gouge, and Member Heyward A. Bradman, Esq. Legal Advisor to the Board was Barbara A. Zappi, Assistant Attorney General, Department of Legal Affairs. Secretary to the Board was Michelle Strosberg, Department of Legal Affairs. The Consumer testified on his own behalf and presented the testimony of Bryan Paschal, his son. The Manufacturer presented the

testimony of Joedy Tidwell, Service Director, University Cadillac, Tallahassee, Florida, and Mark Porthouse, District Service Manager, General Motors Corporation, who both testified via telephone conference call. Charles Delgado was the notary public who swore in Mr. Tidwell and Mr. Porthouse. Consumer exhibits C-1 through C-20, and Manufacturer exhibits M-1 through M-4 were received in evidence. The motor vehicle which is the subject of this case was not inspected by the Board.

#### FINDINGS OF FACT

Based upon the stipulations of the parties, the testimony of the parties and witnesses and the evidence presented, the Board makes the following findings of fact:

1. The Consumer leased a new 2006 Cadillac CTS automobile, Vehicle Identification Number 1G6DM57T760203711, in Miami, Florida, on May 7, 2006. The lease was for more than one year with the Consumer responsible for having the vehicle repaired. The Consumer was provided with General Motors Corporation's written express, limited warranty. Mileage at the time of delivery was 209 miles.
2. The Consumer complains that the fuel gauge does not correctly register the amount of fuel in the gas tank. Bryan Paschal, the primary driver of the vehicle, testified that no matter how much he spends on fuel, which is usually five or ten dollars at a time, the fuel gauge always registers half a tank full. Mr. Paschal acknowledged that he never focused on how many gallons of gas he was putting into the vehicle. He remembered being told the vehicle has a two-tank system and that he needed to fill the tank to get an accurate reading, but that information did not make sense to him. He did not remember when the last time was that he filled the gas tank fully.

He has never run out of fuel.

3. On January 23, 2008, the Consumer filed a claim with the BBB/AUTOLINE, the state-certified informal dispute settlement program sponsored by General Motors Corporation. The program rendered a decision on February 24, 2008, denying the Consumer's claim. The Consumer was not satisfied with that decision and subsequently, on March 24, 2008, requested arbitration by this Board seeking a refund.

4. The Manufacturer contends that the vehicle does not have a defect that substantially impairs its use, value or safety. Joedy Tidwell, Service Director at University Cadillac, testified that, based on the testing they performed on the vehicle, the fuel gauge was working correctly. Mr. Tidwell explained the vehicle is equipped with a single gas tank that has two reservoirs. Each side holds fuel and a module/float level sensor indicates when a pump needs to transfer fuel from one side to the other. The fuel gauge references one reading for both reservoirs.

#### CONCLUSIONS OF LAW

Based upon the foregoing findings of fact, the Board makes the following conclusions:

1. Pursuant to Chapter 681, Florida Statutes (2007), and the evidence presented, the Florida New Motor Vehicle Arbitration Board has jurisdiction of the parties to and the subject matter of this case.

2. Section 681.108(1), Florida Statutes (2007), requires the Consumer to first resort to a manufacturer-sponsored informal dispute settlement program if the program was certified by the State of Florida on or before the date of acquisition of the subject motor vehicle and if the Consumer was informed how and where to file a claim with the program in writing at the time of

vehicle acquisition. If the Consumer submits to such a program and the program fails to render a decision within 40 days of the date the claim is filed, or if the Consumer is dissatisfied with the decision rendered, the Consumer may request arbitration of the dispute by this Board. §681.109, Fla. Stat. (2007). The evidence established that the Consumer was not satisfied with the decision. Accordingly, it is concluded that the prior resort requirement of Section 681.108(1), Florida Statutes (2007), has been satisfied and the Consumer is properly before this Board.

3. Section 681.104(2)(a), Florida Statutes (2007), requires that "if the manufacturer or its authorized service agent, cannot conform the motor vehicle to the warranty by repairing or correcting any nonconformity after a reasonable number of attempts," the manufacturer shall repurchase or replace the vehicle.

4. A nonconformity is defined as a "defect or condition that substantially impairs the use, value or safety of a motor vehicle, but does not include a defect or condition that results from an accident, abuse, neglect, modification or alteration of the motor vehicle by persons other than the manufacturer or its authorized service agent." §681.102(16), Fla. Stat. (2007).

5. Upon consideration of the evidence presented, it is concluded that the Consumer's complaint of the fuel gauge not correctly registering the amount of fuel in the gas tank does not substantially impair the use, value or safety of the vehicle so as to constitute a nonconformity within the meaning of the law. Accordingly, the Consumer is not entitled to relief under the Lemon Law.

DECISION

Based upon the foregoing findings of fact and conclusions, it is ORDERED that the request for relief filed by the Consumer, FREDDIE L. PASCHAL, is denied and this case is hereby DISMISSED. It is further

ORDERED that the Board retains jurisdiction of this case for the purpose of correcting any technical errors or mistakes in this Decision arising from inadvertence, oversight or omission.

RIGHTS OF APPEAL

This Decision shall become final and binding upon the parties unless within **30 days of receipt of this Decision**, either party files an appeal by petition to the Circuit court, pursuant to Section 681.1095(10), Florida Statutes (2007), which states, "The petition shall be filed in the county where the consumer resides, or where the motor vehicle was acquired, or where the arbitration hearing was conducted." Within **seven (7) days** after the petition has been filed, the appealing party must send a copy of the petition to the Department of Legal Affairs, Lemon Law Arbitration Program, The Capitol, Tallahassee, Florida 32399-1050.

Pursuant to Section 681.1095(12), Florida Statutes (2007):

An appeal of a decision by the board to the circuit court by a consumer or a manufacturer shall be by trial de novo. In a written petition to appeal a decision by the board, the appealing party must state the action requested and the grounds relied upon for appeal.

Within **30 days of final disposition** of the appeal, the appealing party shall furnish the Department of Legal Affairs with a copy of the order or judgment of the court.

DONE and ORDERED this 24th day of June, 2008.

FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD

Luis M. Perez, Chairperson  
Richard A. Gouge, Member  
Heyward A. Bradman, Esq., Member

CERTIFICATE OF MAILING

I HEREBY CERTIFY that copies of the foregoing Decision were furnished by U.S. Certified Mail to: Freddie L. Paschal, 15328 SW 168 Terrace, Miami, FL 33187; and to Cherlyn M. Stagner, GM-Cadillac Motor Car Division, P.O. Box 33169, Detroit, MI 48232-5169, on this 27th day of June, 2008.



---

Board Secretary

Additional copies by regular mail to:

Luis M. Perez  
Richard A. Gouge  
Heyward A. Bradman, Esq.

CDI: 4.002

## Service Request Activity

<b>SR No.</b>	71-592194802	<b>Ref No.</b>		<b>Goodwill</b>	No Goodwill Offered	<b>BRC Type</b>	N/A
<b>Account</b>		<b>Site</b>		<b>GW SubType</b>		<b>Bus. Unit</b>	CAC
<b>Last Name</b>	[REDACTED]	<b>First Name</b>	[REDACTED]	<b>Approval</b>	Not Initiated	<b>Area</b>	Legal Correspondence
<b>Daytime #</b>	[REDACTED]	<b>Evening #</b>	[REDACTED]	<b>UCC</b>	Electrical - General	<b>Sub-Area</b>	FRA
<b>Address</b>	[REDACTED]	<b>City</b>	Village Of Palmetto Bay	<b>Involved Dlr</b>	Williamson Cadillac Company	<b>Safety</b>	No
<b>State</b>	FL	<b>Postal Cd</b>	[REDACTED]	<b>Source</b>	White Mail	<b>Updated</b>	1/23/2008 04:05:42 PM
<b>Serial #/VIN</b>	1G6DM57T760 [REDACTED]	<b>Model Year</b>	2006	<b>Priority</b>	Medium	<b>License #</b>	CADILLAC
<b>Make</b>	Cadillac	<b>Warr. Start</b>	05/07/2006	<b>Status</b>	Closed	<b>Opened</b>	1/11/2008 12:24:17 PM
<b>Model</b>	CTS	<b>Mileage</b>	22,748	<b>Sub-Status</b>	Dissatisfied	<b>Closed</b>	1/23/2008 04:05:38 PM
<b>Abstract</b>	FRA-FL						
<b>Customer Description</b>	Legal Corr SR – Refer all calls to Julia Rebollo at 866-790-5600, ext 11118						

### GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
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### Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
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### Certificate Details

Certificate Number	Amount	Expiration Date
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### Pre-Authorization Basics

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

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/23/2008 04:05:38 PM	REBOLLJU	REBOLLJU	SR Closed - Dissatisfied		Done	1/23/2008 04:05:38 PM	Service Request has been Closed Dissatisfied.
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						
Comments							

# Service Request Activity

## Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/23/2008 04:03:06 PM	REBOLLJU	REBOLLJU	Outbound Call Field Rep/Whlsl		Done	1/23/2008 04:05:34 PM	Called DVM and left message FYI on file closing

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

### Comments

DVM Name: Dennis Theroux  
Node/Mailbox: 404082/8027

This is Julia Rebollo calling from the Business Resource Center Legal Corr. in Austin, TX.  
The request number is: 71-592194802  
The Customer's name is: [REDACTED]  
The dealer involved is: WILLIAMSON CADILLAC COMPANY  
Located in: Miami, FL  
The vehicle is a 2006 Cadillac CTS.  
The last 8 digits of the VIN# are: 60203711

I want to make you aware that the cust file was re-opened. The last message I made you aware that a no contact ltr was sent. At this time I asked the cust if he was still seeking the FRA. The cust stated we had exceed the 10 days and was going to pursue with the BBB. At this time I will be closing the file but if anything changes I will notify you.

Julia Rebollo/LegCorr/ATX lv3  
1-866-790-5600 ext.11118

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/23/2008 03:57:10 PM	REBOLLJU	REBOLLJU	Manager Review	Case Assessment	Done	1/23/2008 03:58:14 PM	Closing file

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

### Comments

CRS will be closing file for the fact that at this time the cust is declining the FRA. CRS asked the cust to set up a FRA and cust states that we have exceed the 10 days and will pursue with the BBB.

Julia Rebollo/LegCorr/ATX lv3

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/23/2008 02:27:27 PM	CUNNINDA	REBOLLJU	Notify CRM		Done	1/23/2008 03:57:07 PM	Letter Approved**

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

### Comments

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/22/2008 04:37:41 PM	REBOLLJU	REBOLLJU	Scheduled Follow-up		Done	1/23/2008 03:56:55 PM	Check if ltr aproved
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]		[REDACTED]					
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/22/2008 04:37:33 PM	REBOLLJU	CUNNINDA	Submit for Approval	Letter (Non Goodwill)	Done	1/23/2008 02:27:26 PM	Submission of a non - Goodwill Correspondence for Approval - Template:LEGCOR_LC0031
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]		[REDACTED]					
<b>Comments</b>							
Approved**							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/22/2008 04:05:36 PM	REBOLLJU	REBOLLJU	Outbound Call Customer	Made Contact	Done	1/22/2008 04:32:14 PM	Call cust **unrecorded line***
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]		[REDACTED]			[REDACTED]		
<b>Comments</b>							

CRS sts: Im calling to see if you were still going to seek the FRA?

Cust adv: At this time I spoke to the AG and im going to file with the BBB for the fact that you are lying that you tried to contact me and I received your letter stating you have tried to get a hold of me. You have exceeded your 10 days to have a FRA. At this time im going to pursue with the BBB.

CRS sts: So are you denying a FRA?

Cust adv: You are putting words into my mouth. I never denied anything. You have exceeded the 10 days.

CRS sts: If you wish to pursue this that direction you can do so.

Julia Rebollo/LegCorr/ATX lM3

# Service Request Activity

## Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/22/2008 11:44:00 AM	REBOLLJU	REBOLLJU	Scheduled Outbound Call	Cust	Done	1/22/2008 03:23:07 PM	Call cust

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

### Comments

Action Plan: Call cust and see which way he seeking to do

CRS will call cust on Tues. 1/22/08 btw 2-4 pm est @ [REDACTED]

Julia Rebollo/LegCorr/ATX l3

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/22/2008 11:37:19 AM	REBOLLJU	REBOLLJU	Outbound Call Customer	Made Contact	Done	1/22/2008 11:43:58 AM	Call cust ***Unrecorded Line****

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

### Comments

CRS sts: Im calling to see if you were still seeking the FRA?

Cust adv: At this time the 10 days have expired. Im going to be calling the attorney general to see what I can do because the 10 days have expired.

CRS adv: Sir, that is fine. If you seek to pursue this outside GM you can do so. But I will give you a call back today btw 2-4 pm est to see what you decided.

Julia Rebollo/LegCorr/ATX l3

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/21/2008 02:39:02 PM	REBOLLJU	REBOLLJU	Scheduled Outbound Call	Cust	Done	1/22/2008 11:37:18 AM	Call cust

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

### Comments

Action Plan: Call cust and see if he still seeks to get the FRA

CRS will call cust on Tues. 1/22/08 btw 11am-1pm est @ [REDACTED]

Julia Rebollo/LegCorr/ATX l3

# Service Request Activity

## Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/21/2008 02:37:55 PM	REBOLLJU	REBOLLJU	Outbound Call Customer	Left Message	Done	1/21/2008 02:39:00 PM	Call cust ***unrecorded line***
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]	[REDACTED]						
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**Comments**

CRS was unable to get a hold of the cust. CRS left name, number, SR# and a call back for Tues 1/22/08 btw 11am-1pm est.

Julia Rebollo/LegCorr/ATX lv3

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/21/2008 12:08:15 PM	REBOLLJU	REBOLLJU	Scheduled Outbound Call	Cust	Done	1/21/2008 02:37:45 PM	Call cust
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]	[REDACTED]						
------------	------------	--	--	--	--	--	--

**Comments**

--	--	--	--	--	--	--	--

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/21/2008 11:53:57 AM	REBOLLJU	REBOLLJU	Inbound Call Third Party	Complex Request	Done	1/21/2008 12:08:14 PM	Cust's son Brian Paschal called in
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]	[REDACTED]						
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**Comments**

Cust sts: Im calling on behalf of my father.

CRS adv: That is fine. I wanted to make him aware that we received his MVDN ltr and wanted to gather all the concerns he has had with the electrical.

Cust sts:

- There was a grinding noise in the brakes they told me there was a avm system electrical system fail.
- Passenger side sensor for the air bag was not working.
- Air bag light malfunction wouldnt work for the passenger side
- The coolant light was on and they had to replace something.

Now its having issues with the fuel gauge. It doesnt read the amount of fuel correctly.

CRS sts: I apologize. At this time I wanted to see when would be a good time to get you into the dlr for the FRA?

Cust adv: I dont know let me tell my dad and he will give you a call back.

CRS sts: That is fine and just in case if I cant get to his call I will call him today Mon. 1/21/08 btw 2-4 pm est.

Julia Rebollo/LegCorr/ATX lv3

# Service Request Activity

## Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/21/2008 11:40:09 AM	REBOLLJU	REBOLLJU	Outbound Call Customer	Made Contact	Done	1/21/2008 11:44:16 AM	Call cust ***Unrecorded line*****
Contact Last Name	Contact First Name	Account	BAC Code				

### Comments

CRS sts: This is Julia Rebollo calling from General Motors. I wanted to make you aware that we received your MVDN ltr. At this time I wanted to provide you with my #1-866-790-5600 ext.11118 and your SR#71-592194802. I wanted to gather some info in regards to your concern with the electrical. What exactly is going on?

Cust adv: Well it is alot of different things. Im going to have my son Brian Paschal give you a call because he is more familiar with the veh and drives it more.

CRS sts: I can give him a call?

Cust adv: no, he will give you a call.

Julia Rebollo/LegCorr/ATX lv3

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/21/2008 11:25:24 AM	REBOLLJU	REBOLLJU	Outbound Call Customer	Made Contact	Done	1/21/2008 11:40:08 AM	Call cust
Contact Last Name	Contact First Name	Account	BAC Code				

### Comments

CRS sts: This is Julia Rebollo calling from General Motors do you have a few minutes?

Cust adv: Yes

CRS sts: Before we continue I do want to make you aware that this call may be monitored or recorded for quality assurance. Do I have your agreement to continue?

Cust adv: No, I dont want to be recorded.

CRS sts: I will give you a call on a unrecorded line.

Julia Rebollo/LegCorr/ATX lv3

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/21/2008 11:24:01 AM	REBOLLJU	REBOLLJU	Inbound Call Customer	Voice Mail Received	Done	1/21/2008 11:25:08 AM	Cust called in and left message on Fri. 1/18/08
Contact Last Name	Contact First Name	Account	BAC Code				

### Comments

Cust sts:

This is Freddie Paschal returning your call. If you can give me a call back # [REDACTED]

Julia Rebollo/LegCorr/ATX lv3

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/21/2008 11:23:43 AM	REBOLLJU	REBOLLJU	SR Opened		Done	1/21/2008 11:23:43 AM	SR in Status of Closed has been Re-Opened by REBOLLJU
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/16/2008 12:00:00 PM	REBOLLJU	REBOLLJU	SR Closed - Satisfied		Done	1/16/2008 12:00:00 PM	Service Request has been Closed Satisfied.
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/16/2008 11:58:27 AM	REBOLLJU	REBOLLJU	Manager Review	Case Assessment	Done	1/16/2008 11:59:56 AM	Closing file
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments							

CRS will be closing file for the fact that CRS was unable to get a hold of the cust to set up FRA date. A no contact ltr was sent out to the cust.

Julia Rebollo/legCorr/ATX lv3

# Service Request Activity

## Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/16/2008 11:52:44 AM	REBOLLJU	REBOLLJU	Outbound Call Field Rep/Whlsl		Done	1/16/2008 11:58:23 AM	Message for DVM - FYI no FRA set and closing file

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

### Comments

DVM Name: Dennis Theroux  
Node/Mailbox: 404082/8027

This is Julia Rebollo calling from the Business Resource Center Legal Corr. in Austin, TX.  
The request number is: 71-592194802  
The Customer's name is: Freddie Paschal  
The dealer involved is: WILLIAMSON CADILLAC COMPANY  
Located in: Miami, FL  
The vehicle is a 2006 Cadillac CTS.  
The last 8 digits of the VIN# are: 60203711

At this time the cust was requesting a FRA for electrical concerns. At this time I have not been able to get a hold of the cust and send no contact ltr. At this time I will be closing file until I hear back from the cust is he is still seeking FRA. If anything changes I will notify you.

Julia Rebollo/LegCorr/ATX lvl3  
1-866-790-5600 ext.11118

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/16/2008 11:18:42 AM	HUGGINBA	REBOLLJU	Notify CRM		Done	1/16/2008 11:52:38 AM	Letter Approved :)

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

### Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/15/2008 04:12:36 PM	REBOLLJU	REBOLLJU	Scheduled Follow-up		Done	1/16/2008 11:52:43 AM	Check if ltr aproved

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

### Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/15/2008 12:08:40 PM	REBOLLJU	HUGGINBA	Submit for Approval	Letter (Non Goodwill)	Done	1/16/2008 11:18:41 AM	Submission of a non - Goodwill Correspondence for Approval - Template:LEGCOR_LC0033

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

### Comments

approved

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/15/2008 12:03:30 PM	REBOLLJU	REBOLLJU	Correspondence		Done	1/15/2008 12:03:30 PM	Created:LEGCOR_LC0033. SR#71-
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/15/2008 11:55:36 AM	REBOLLJU	REBOLLJU	Outbound Call Customer	Left Message	Done	1/15/2008 12:02:59 PM	Call cust
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							

CRS was unable to get a hold of the cust. CRS left a message stating:  
 This is Julia Rebollo calling from General Motors. I'm calling to advise you that at this time we have received your MVDN ltr. My #1-866-790-5600 ext.11118. We have created a file for you SR# 71-592194802. CRS left hours that was available.

Julia Rebollo/LegCorr/ATX lvi

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/14/2008 03:06:57 PM	REBOLLJU	REBOLLJU	Outbound Call Dealer	Made Contact	Done	1/15/2008 11:33:19 AM	Call dlr.
Contact Last Name		Contact First Name		Account		BAC Code	WILLIAMSON CADILLAC COMPANY
Comments							

CRS spoke w/Mike Llerandi/SVC MGR/WILLIAMSON CADILLAC COMPANY

CRS sts: This cust has requested a FRA. At this time the cust stated his concern is with the electrical. When was the last time the cust was at the dlr?

Dir. adv: In regards to electrical there can be different concerns. The last time the cust was here was on Dec. 19, 2007 mlg: 22,748. Cust complained that the center arm rest was broken off and right rear handle. The coolant level light was on - We replaced the trim items. The rest arm and the trim handle. There was a bad sensor making the coolant light to come on and that was replaced.

CRS sts: I will give you a call as soon as get a hold of the cust.

Julia Rebollo/LegCorr/ATX lvi3

# Service Request Activity

## Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/14/2008 09:42:02 AM	REBOLLJU	REBOLLJU	Scheduled Outbound Call		Done		Call cust

Contact Last Name	Contact First Name	Account	BAC Code

Action Plan: Call cust for the 2nd time if there is no answer send no contact ltr.

CRS will call cust on Tues. 1/15/08 btw 12-2 pm est. @

Julia Rebollo/LegCorr/ATX l3

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/11/2008 12:29:07 PM	ALVEARMI	REBOLLJU	Ownership Changed		Done		Service Request Ownership has changed FROM: ALVEARMI TO: REBOLLJU

Contact Last Name	Contact First Name	Account	BAC Code
chal			

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/11/2008 12:28:27 PM	ALVEARMI	REBOLLJU	Outbound Email		Done	1/16/2008 11:52:25 AM	copy of email sent to TAC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

\*\*There is not a FRA date for the cust for the fact that CRS was unable to get a hold of the cust.

Julia Rebollo/LegCorr/ATX l3

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/11/2008 12:28:27 PM	ALVEARMI	REBOLLJU	Notify CRM		Done	1/14/2008 09:41:55 AM	FRA assigned

Contact Last Name	Contact First Name	Account	BAC Code

Comments

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/11/2008 12:28:27 PM	ALVEARMI	REBOLLJU	Legal Correspondence	Initial Contact DVM	Done	1/14/2008 09:41:50 AM	Initial Contact DVM
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]

#### Comments

DVM Name: Dennis Theroux  
Node/Mailbox: 404082/8027

This is Julia Rebollo calling from the Business Resource Center Legal Corr. in Austin, TX.  
The request number is: 71-592194802  
The Customer's name is: [REDACTED]  
The dealer involved is: WILLIAMSON CADILLAC COMPANY  
Located in: Miami, FL  
The vehicle is a 2006 Cadillac CTS.  
The last 8 digits of the VIN# are: 60203711

This is to inform you that the cust has requested a FRA in regards to his concern with the electrical. At this time this is a FYI that the cust is requesting the FRA. I have not been able to get a hold of the svc mgr Mike Larandy or the cust to set up that date. I will notify you as soon as I have that date for you.

Julia Rebollo/LegCorr/ATX lv3  
1-866-790-5600 ext.11118

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/11/2008 12:28:27 PM	ALVEARMI	REBOLLJU	Legal Correspondence	Initial Contact Dealer	Done	1/14/2008 09:34:40 AM	Initial Contact Dealer WILLIAMSON CADILLAC COMPANY 7815 SW 104 ST MIAMI, FL 33156-2630 (305) 670-7100
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]

#### Comments

CRS was unable to get a hold of the svc mgr Mike Lanrandy. CRS left name, number, SR#, cust name and that I was seeking to get info. on cust concern with the electrical and has requested FRA.

Julia Rebollo/LegCorr/ATX lv3

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/11/2008 12:28:27 PM	ALVEARMI	REBOLLJU	Legal Correspondence	Initial Contact Cust/Attorney	Done	1/15/2008 12:05:39 PM	Initial Contact Cust/Attorney
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]

#### Comments

CRS was unable to get a hold of the cust. CRS left a message stating:  
This is Julia Rebollo calling from General Motors. I'm calling to advise you that at this time we have received your MVDN ltr. My #1-866-790-5600 ext.11118. We have created a file for you SR# 71-592194802. CRS left hours that was available.

Julia Rebollo/LegCorr/ATX lv3

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/11/2008 12:28:26 PM	ALVEARMI	REBOLLJU	Legal Correspondence	Acknowledgement Cust/Attorney	Done	1/14/2008 09:29:18 AM	Acknowledgement Cust/Attorney

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

#### Comments

CRS was unable to get a hold of the cust CRS tried to contact cust and was advised he was not in. CRS attempted to leave message but they disconnected the line.

Julia Rebollo/LegCorr/ATX lv3

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/11/2008 12:28:26 PM	ALVEARMI	REBOLLJU	Legal Correspondence	Assigned FRA	Done	1/11/2008 12:30:29 PM	FRA-FL

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

#### Comments

VIN scan done.  
 Closed CAC files:  
 1-427524780  
 71-487123746  
 71-545266923

miguel alvear/atx/brc/legal corr

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/11/2008 12:25:38 PM	SADMIN	REBOLLJU	Inbound White Mail		Done	1/14/2008 08:17:52 AM	FINAL REPAIR Scanned: 2008-01-10-13.33.29.000000, MSXDocNum: 0801000408

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

#### Comments

January 10, 2008

Electrical

Julia Rebollo/LegCorr/ATX lv3

### UCC Codes

UCC Code	UCC Symptom	UCC Description
N01	No Symptom Indicated	Electrical - General



STATE OF FLORIDA  
OFFICE OF THE ATTORNEY GENERAL  
FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD  
Lemon Law Arbitration Program  
[www.myfloridalegal.com/lemonlaw/](http://www.myfloridalegal.com/lemonlaw/)  
110 Southeast Sixth Street, Tenth Floor  
Fort Lauderdale, Florida 33301  
(954) 712-4600; FAX (954) 712-4656

FREDDIE L. PASCHAL,

Consumer,

vs.

CASE NO.: 2008-0194/MIA

GENERAL MOTORS CORPORATION,  
CADILLAC DIVISION,

Manufacturer.

**NOTICE OF HEARING**

TO: Freddie L. Paschal  
16360 SW 87th Court  
Palmetto Bay, FL 33157

Lisa Bernarduci  
GM - Cadillac Motor Car Division  
PO Box 33169  
Detroit MI 48232-5169

A hearing will be held for this case in **Suite 636, Rivergate Plaza, Office of the Attorney General, 444 Brickell Avenue, Miami, Florida 33130, on June 10, 2008, at 10:00 AM**, (*IMPORTANT-time is subject to change. See \*NOTE below*), or as soon thereafter as can be heard, before the **FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD**.

**Luis M. Perez, Chairperson**  
**Richard A. Gouge, Technical Member**  
**Heyward A. Bradman, Member**

\*PLEASE NOTE: Several hearings are scheduled for the same time. Your case may not be heard at the time indicated above. It is your responsibility to contact this office one business day before the hearing to be given a more precise time for your hearing.

HEARINGS ARE CONDUCTED IN ENGLISH. If you do not speak or understand English, please bring an interpreter to the hearing. See p. 2, "*Hearings Before the Florida New Motor Vehicle Arbitration Board*," for more information regarding interpreters.

**PURPOSE OF HEARING:** To determine whether the Consumer is entitled to relief under Chapter 681, Florida Statutes.

**AUTHORITY:** This hearing is held pursuant to Section 681.1095, Florida Statutes, together with other applicable laws.

**NON APPEARANCE:** Failure of a party to attend may result in dismissal of the case or a decision in favor of the opposing party.

**TO THE CONSUMER:** Bring your vehicle and current proof of vehicle insurance to the hearing. If your vehicle is not available or not currently insured, notify the Board Attorney immediately. Please write down the mileage on your vehicle's odometer before driving to the hearing site, and bring this with you to the hearing. (NOTE: The hearing could last up to 4 hours. We suggest appropriate arrangements be made for young children.)

**IMPORTANT:** See the publication "*Hearings Before the Florida New Motor Vehicle Arbitration Board*," previously sent to you for further information and instructions about the hearing.

All Motions, request for subpoenas or other correspondence concerning the hearing should be directed to the Board Attorney at the letterhead address above.

NOTE: In accordance with the Americans with Disabilities Act of 1990, persons needing a special accommodation to participate in this hearing should contact the Board Attorney at the telephone number given at the top of this notice no later than seven (7) days prior to the hearing. If hearing impaired, contact the Board Attorney via Florida Relay Service by dialing 711.

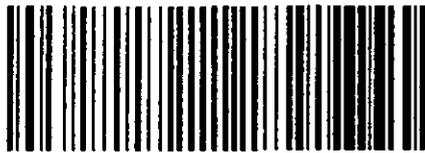
This is to certify that this Notice of Hearing was sent to the last known address of each interested party on May 21, 2008.

By:   
Barbara Zappi, Board Attorney

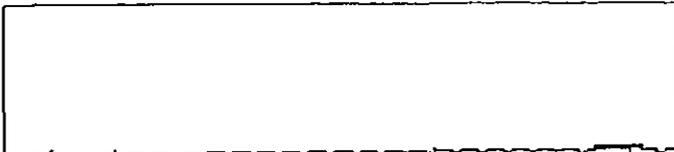
cc: Luis M. Perez  
Richard A. Gouge  
Heyward A. Bradman

(DLA/LL-008a) (2-1-2006)

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OFFICE OF THE ATTORNEY GENERAL  
LEMON LAW ARBITRATION PROGRAM  
110 SOUTHEAST 6th STREET, 10th FLOOR  
FORT LAUDERDALE, FLORIDA 33301

TO:

Cherlyn M. Stagner  
GM-Cadillac Motor Car Division  
Post Office Box 33169  
Detroit, MI 48232-5169



STATE OF FLORIDA  
OFFICE OF THE ATTORNEY GENERAL  
FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD

Lemon Law Arbitration Program  
<http://myfloridalegal.com/lemonlaw>

NOTICE OF ARBITRATION

  
Palmetto Bay, FL

Consumer,

vs.

Case No.: 2008-0194/MIA

Date Approved: 04/02/2008

General Motors Corporation  
Cadillac Motor Car Division  
Customer & Relationship Services Group  
Post Office Box 33169  
Detroit, MI 48232-5169,

Manufacturer.

YOU ARE HEREBY NOTIFIED that the Request for Arbitration filed by the above-named consumer has been approved for arbitration before the Florida New Motor Vehicle Arbitration Board. A hearing shall be scheduled within 40 calendar days of the date of approval indicated above. A Notice of Hearing stating the date, time and location of the hearing will be mailed to you at a later date. The case has been assigned to the Board's **Miami** region. The case number is **2008-0194/MIA** and it shall be stated on all communications concerning this case. **Please read carefully all information enclosed with this Notice.** It will help you prepare and present your case to the Board. Any further questions or correspondence regarding your case, or any change of address, should be directed to **Ms. Barbara Zappi**, Board Attorney(s), at **(954)712-4600; FAX (954)712-4656, Office of the Attorney General, Lemon Law Arbitration Program, 110 Southeast Sixth Street, Tenth Floor Fort Lauderdale, Florida 33301.**

***PLEASE READ "HEARINGS BEFORE THE FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD" AND ALL FORMS ENCLOSED WITH THIS NOTICE.***

**IMPORTANT:** You should retain and bring to the hearing copies of all forms and documents you have submitted. If you have not done so and are in need of additional copies, you should contact your Board Attorney at **(954)712-4600; FAX (954)712-4656**, and request copies far enough in advance of the hearing to allow for receipt prior to the hearing date. The Consumer should plan to bring the motor vehicle to the hearing. If this is not possible, notify the Board Attorney immediately.

**PREHEARING SETTLEMENTS:** The Manufacturer may attempt to resolve a dispute with the Consumer before the hearing. This is called a **settlement**. The parties are free to negotiate and agree to any settlement that is satisfactory to them. The Manufacturer can indicate its intent to offer a settlement by completing the appropriate portion of the Manufacturer's Answer form. The Manufacturer must send a written offer of settlement to the Consumer with the Manufacturer's Answer form, or within 10 days of the date of the Manufacturer's Answer form. The Manufacturer or its attorney may also communicate an offer of settlement directly to the Consumer or their attorney by other means, in which case, the Manufacturer should follow-up with a settlement offer in writing. A settlement agreement should include the time for completion of the settlement. If an offer is made by the Manufacturer and the Consumer would like to know how the offer compares with what the arbitration board might award during a hearing, the Consumer may contact the board attorney assigned to their case and request this information. If the Manufacturer communicates an intent to offer a settlement in the Manufacturer's Answer form, upon filing of the form with the Office of the Attorney General, any scheduled hearing will be postponed. See paragraph (32), *Hearings Before the Florida New Motor Vehicle Arbitration Board*, for additional information. **Settlement agreements are NOT confidential and the parties will be requested to verify the settlement terms to the Office of the Attorney General.**

**DISCOVERY (the exchange of information between the parties):** The Manufacturer can inspect the Consumer's vehicle before the arbitration hearing according to the procedure explained at paragraphs (13) through (17) of the publication, *Hearings Before the Florida New Motor Vehicle Arbitration Board*, enclosed with this Notice, and the parties may obtain copies of documents from each other as explained at paragraph (22) of the publication. **No other discovery can be conducted unless permitted by the Board.**

**PREHEARING INFORMATION SHEET:** Both parties must complete the enclosed Prehearing Information Sheet as instructed on the Sheet. It is the responsibility of the consumer and each manufacturer to complete the Prehearing Information Sheet and mail it so as to insure that the original Sheet and all attachments are received by the Board at the address specified on the Sheet, with a copy to be received by the opposing party, or their attorney if they have an attorney, no later than **5 days** before the date of the hearing. (You will receive a Notice of Hearing giving the hearing date.) Keep a copy of your Prehearing Sheet and any attachments and bring them to your hearing along with any copies you receive from the other party. Any amended prehearing information sheets will be deemed to supersede all previously submitted prehearing information sheets.

**SUBPOENAS:** Subpoenas for witnesses or documents, if required, may be issued by the Board Attorney upon written request to the Board. You must send your written request for subpoena to the Board Attorney far enough in advance of the hearing to allow for service before the hearing. You do not have to know when your hearing is scheduled to request a subpoena. Upon receipt of the request, a subpoena will be issued to you at the time the hearing is scheduled. See paragraphs (19)-(21) of *Hearings Before the Florida New Motor Vehicle Arbitration Board*, for further details regarding subpoena requests.

**FILING VIA FACSIMILE:** The filing of papers via facsimile (fax machine) is permitted. **Facsimiles of more than 10 pages will not be accepted.** Facsimiles received after 5:00 p.m. Eastern Time will be considered filed the next business day.

**TO THE CONSUMER:** You must submit current proof of insurance on the vehicle which is the subject of this case to the Board Attorney at the address given above before the date of your hearing, or bring such proof with you to the hearing. If you leased or financed your vehicle, please also submit with your Prehearing Information Sheet verification of the number and amount of payments (principal and interest) made to the lessor or lienholder. *Please read all of the information contained in this Notice and all enclosures.*

**Arbitration hearings are open to the public. If you want to observe a hearing before attending your own, call the Board Attorney at the number above to find out whether any hearings are scheduled.** For more information about the Lemon Law, please refer to the publication entitled "Consumer Guide to the Florida Lemon Law," which was given to you at the time you purchased/leased your vehicle, or visit the Attorney General's web site at <http://myfloridalegal.com/lemonlaw>.

You are not required to be represented by an attorney in order to participate in the arbitration hearing; however, you may hire an attorney to represent you, at your expense. Whether or not to hire an attorney is your decision. Be advised that the New Motor Vehicle Arbitration Board does not have the authority to make the Manufacturer pay your attorney fees. See paragraph (4), *Hearings Before the Florida New Motor Vehicle Arbitration Board*, for more information.

**TRADE-IN ALLOWANCE NOTE:** If you traded in a vehicle to purchase or lease the vehicle which is the subject of this claim, please read the *Important Note About Trade-In Allowances* and complete the *Consumer Trade-In Allowance Form* which is included with this notice.

**TO THE MANUFACTURER:** Enclosed with your copy of this Notice is a copy of the consumer's Request for Arbitration form and supporting documents, and a Manufacturer's Answer to be completed and filed with the Board at the address given on the Answer form within **20 days** of your receipt of this Notice. An Answer filed by mail or courier service will be considered to be filed when postmarked by the United States Postal Service or when the courier's shipping date is affixed. An Answer filed by Facsimile will be considered filed on the date the fax is received, unless received after 5:00 p.m. Eastern Time, in which case it will be considered filed the next business day. **No other form is permitted.**

The Board Attorney will send a copy of the Manufacturer's Answer to the Consumer upon receipt of the completed form. If more than one Manufacturer is named in this Notice, then each Manufacturer must serve a copy of the Manufacturer's Answer upon the other. Any amendments to the Answer must be served upon the Consumer and any other Manufacturer, if applicable, by the Manufacturer whose Answer is amended.

**Pre-hearing Vehicle Inspections: Please read paragraphs (13) through (17) of Hearings Before the Florida New Motor Vehicle Arbitration Board. Failure to comply with those provisions may result in denial of a prehearing inspection, or evidence gathered may not be considered.** If the Manufacturer elects to inspect the Consumer's vehicle before the hearing, **the Manufacturer or its attorney (not the dealer) must contact the Consumer or his/her attorney to schedule the inspection.** It is not the Consumer's responsibility to contact the Manufacturer or the dealer to schedule a prehearing inspection. The Consumer must be present during the inspection, unless the Consumer expressly waives, in writing, the right to be present. The Consumer and Manufacturer should cooperate with each other in arranging a vehicle inspection, as a failure to do so could delay the scheduling of the hearing.

(02/06)

STATE OF FLORIDA  
OFFICE OF THE ATTORNEY GENERAL  
FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD  
Lemon Law Arbitration Program  
<http://myfloridalegal.com/lemonlaw>  
110 Southeast Sixth Street, Tenth Floor  
Fort Lauderdale, Florida 33301  
(954)712-4600; FAX (954)712-4656

FREDDIE L. PASCHAL,

Consumer,

vs.

CASE NO.: 2008-0194/MIA

GENERAL MOTORS CORPORATION,

Manufacturer.

MANUFACTURER'S PREHEARING INFORMATION SHEET

**IMPORTANT:** This form is to be completed by you and **must be received**, with all attachments, by the Board at the address at the top of this form, and by the consumer (or their attorney) and all manufacturers (or attorneys) no later than **five (5) days before the date of your hearing**. (A Notice of Hearing giving the hearing date will be mailed to you under separate cover). Any witnesses not included on this form **must** be made known in writing to the Board and the consumer (or attorney) no-later than **five (5) days** before the hearing or they may not be allowed to testify. Documents not attached to this form must be received by the Board and the consumer (or attorney) at least **five (5) days** before the hearing or they will not be considered by the Board, unless the Board finds that you have good cause for not submitting them on time.

*Please check all that apply:*

1. \_\_\_\_\_ The Manufacturer's representative will bring an interpreter to the hearing. (*All hearings are conducted in English. Please see p. 2 of "Hearings Before the Florida New Motor Vehicle Arbitration Board" for further instructions about the use of interpreters.*)

2. \_\_\_\_\_ The Manufacturer will be represented at the hearing by the attorney identified below:

Name: \_\_\_\_\_

Firm Name: \_\_\_\_\_

Mailing  
Address: \_\_\_\_\_

City: \_\_\_\_\_, State: \_\_\_\_\_, Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_, Fax: \_\_\_\_\_

Email address: \_\_\_\_\_, Fla. Bar No.: \_\_\_\_\_

3. \_\_\_\_\_ On behalf of the Manufacturer, I hereby request that the Board inspect or ride in the consumer's motor vehicle at the hearing.

4. **Attach copies** of records, documents, affidavits, and papers you want the Board to consider. **DO NOT** include copies previously sent to the Board, or previously received by the manufacturer with the consumer's Request for Arbitration, unless such documents are submitted in support of defenses asserted in the Manufacturer's Answer.

5. The Manufacturer's representative/attorney intends to call the following witnesses to testify at the hearing:

<u>NAME AND TITLE</u>	<u>ADDRESS</u>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**PLEASE NOTE:** Listing witnesses on this form **does not** constitute a request for the issuance of a subpoena. If a subpoena is necessary to compel the attendance of a witness listed on this form, a separate, **written** request for a subpoena must be sent to the Board Attorney at the address at the top of this form. *Please refer to paragraphs (19)-(21) of "Hearings before the Florida New Motor Vehicle Arbitration Board" for more information regarding subpoenas.*

I have sent the original and all attachments to the Board, and provided a copy of this completed form, including all attachments, to the consumer (or their attorney) and to any other Manufacturers listed on page one by U.S. Mail on \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
(Company Name)

By: \_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Name - please print)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Address)

\_\_\_\_\_

\_\_\_\_\_  
(Telephone)

\_\_\_\_\_  
(Fax)

\_\_\_\_\_  
(E-mail)

DLA/LL-007a (2-1-2006)

For Office Use:

FILED: \_\_\_\_\_

NOA Recd. \_\_\_\_\_

**STATE OF FLORIDA  
OFFICE OF THE ATTORNEY GENERAL  
FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD**

**Lemon Law Arbitration Program  
<http://myfloridalegal.com/lemonlaw>  
110 Southeast Sixth Street, Tenth Floor  
Fort Lauderdale, Florida 33301  
(954)712-4600; FAX (954)712-4656**

**Freddie L. Paschal  
16360 SW 87th Court  
Palmetto Bay, FL 33157,**

**Consumer,**

vs.

**CASE NO.: 2008-0194/MIA**

**General Motors Corporation  
Cadillac Motor Car Division  
Customer & Relationship Services Group  
Post Office Box 33169  
Detroit, MI 48232-5169,**

**Manufacturer.**

**MANUFACTURER'S ANSWER**

I, representative of Manufacturer, acknowledge receipt of the Consumer's Request for Arbitration.

**I. INTENT TO OFFER SETTLEMENT**

I assert no defense and hereby offer to provide: (check one) \_\_\_\_\_ a refund pursuant to 681.104(2); \_\_\_\_\_ a replacement motor vehicle acceptable to the consumer as defined in 681.102(22), Florida Statutes, less the offset provided by law. A written offer of settlement will be communicated to the Consumer or their attorney with this Answer or within 10 days of the date of this Answer. *(Please complete the signature portion of this form and mail to the address above).*

## II. ASSERTION OF AFFIRMATIVE AND OTHER DEFENSES

I acknowledge that I have reviewed the Request for Arbitration and all included supporting documents submitted by the Consumer. I further acknowledge that the defenses asserted in this Answer are made upon good faith belief that they are applicable to this claim and intended to be proven at the arbitration hearing. All documents supporting the assertions made in this Answer are attached to the Answer, or will be submitted with the Manufacturer's Prehearing Information Sheet.

The Consumer is not entitled to relief for the following reasons: (check all that apply and give a brief statement of the facts supporting the assertion(s). An additional sheet may be used, if necessary)

The Request for Arbitration was not filed within 60 days after the expiration of the Lemon Law rights period, or 30 days after the final action of a certified procedure (if applicable), whichever date occurred later.

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The Consumer did not submit the claim to the manufacturer's state-certified informal dispute settlement procedure prior to filing the Request for Arbitration.

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The alleged nonconformity does not substantially impair the use, value or safety of the motor vehicle.

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The alleged nonconformity was the result of  an accident,  abuse,  neglect or  unauthorized modifications or alterations of the motor vehicle by persons other than the manufacturer or its authorized service agent. (Check all that apply).

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The claim by the consumer is not filed in good faith.

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Other Defenses (See attached). (Attach a written statement of any other defenses asserted that **have not been checked**, giving a brief statement of the grounds for each defense. **Do Not**

use abbreviations (eg. "no 3+1"; "no FRA" etc.).

\_\_\_\_\_ I hereby request the right to view the consumer's motor vehicle. See, "Hearings Before The Florida New Motor Vehicle Arbitration Board," pp. 6-7.

\_\_\_\_\_ In the event the Board should decide in favor of the consumer and award a refund, the net trade-in allowance as reflected in the purchase/lease agreement (if applicable) is **not** acceptable to the Manufacturer and the Manufacturer will provide a copy of the applicable sections of the NADA Official Used Car Guide (Southeastern Edition) in effect at the time of the trade-in to the Board and to the Consumer (unless the Consumer requests a copy beforehand via the "Consumer's Trade-in Allowance Form") with its Prehearing Information Sheet.

The Manufacturer's agent or attorney whose name appears below should be the person to whom notices of hearing, correspondence or communication in regard to this case should be addressed:

NAME: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

\_\_\_\_\_

TELEPHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

EMAIL (Optional) \_\_\_\_\_

I HEREBY CERTIFY that the assertions made in the foregoing Answer are true and correct to the best of my knowledge and belief and that the Answer has been sent to the Board and to all other Manufacturers named in this case by U.S. Mail on \_\_\_\_\_, 20\_\_.

By: \_\_\_\_\_  
Manufacturer Agent/Attorney Signature

\_\_\_\_\_  
(Type name)

\_\_\_\_\_  
(Title)

**IMPORTANT:** This form **must** be filed with the Board Administrator at the address given at the top of this form no later than **20 days** from the date of receipt of the Notice of Arbitration. Failure to use this form will result in the answer being considered untimely filed. If filed by mail, the United States Postal Service postmark will be the filing date; or, if filed by facsimile, the date the facsimile is received in the office of the Board Administrator before 5:00 p.m. will be the filing date; or, if a courier service is used, the shipping date of the courier service will be the filing date.

***Affirmative defenses not timely raised in this form, an attachment to it, or in a timely filed amended Answer cannot be raised at the hearing unless permitted by the Board.***

**NOTE:** Any amendments to this Answer must be filed with the Board Administrator and served upon the Consumer or their attorney and any other named Manufacturers in this case by no later than **5 days** before the hearing.

**For Office Use:**  
**Copy mailed to Consumer**  
on: \_\_\_\_\_ (date)  
By: \_\_\_\_\_ (initials)

**CHAPTER 2-30 FLORIDA ADMINISTRATIVE CODE  
FLORIDA LEMON LAW**

**2-30.001 Written Statement Explaining Consumer Rights Under Chapter 681,  
Florida Statutes; Hearings Before Florida New Motor Vehicle Arbitration Board.**

(1) The following documents are incorporated into these rules by reference:

(a) The form entitled "**Manufacturer's Answer**," DLA/LL-006 (rev. 2/06), effective 2-1-06.

(b) The forms entitled "**Consumer's Prehearing Information Sheet and Manufacturer's Prehearing Information Sheet**," DLA/LL-007 and DLA/LL-007a (rev. 2/06), effective 2-1-06.

(c) The forms entitled "**Notice of Hearing**," DLA/LL-008 (rev. 2/06) and DLA/LL-008a, effective 2-1-06.

(d) The publication entitled "**Hearings Before the Florida New Motor Vehicle Arbitration Board**," DLA/LL-010 (rev. 2/06), effective 2-1-06.

(e) The publication entitled "**Consumer Guide to the Florida Lemon Law**," DLA/LL-011 (rev. 2/06), effective 2-1-06.

(f) The form entitled "**Notice of Hearing via Telephone Conference**," DLA/LL-008b (rev. 2/06), effective 2-1-06.

(g) The form entitled "**Request for Arbitration**," DLA/LL-005 (rev. 2/06), effective 2-1-06.

(2) For purposes of this rule chapter and the application of Chapter 681, F.S., the following definitions shall apply:

(a) **Condition** – A general problem (e.g., vehicle fails to start, vehicle runs hot, etc.) that may be attributable to a defect in more than one part.

(b) **Repair attempt** – The replacement of a component, or some adjustment made, to correct a nonconformity. An examination of a reported nonconformity, without a subsequent adjustment or component replacement, may constitute a repair attempt if it is later shown that repair work was justified. Examination or repair performed by anyone other than the manufacturer or its authorized service agent will not be considered a repair attempt.

(c) **Out-of-service day** – Any day, including weekends and holidays, when the motor vehicle is left at an authorized service agent or manufacturer’s designated repair facility for an examination or repair of one or more nonconformities. The number of out-of-service days for each visit commences the day the vehicle is brought into the repair facility for that repair work and ends the day the work is completed. If the vehicle is left at an authorized service agent for the performance of routine maintenance, repairs of minor defects, or repairs of defects first reported after the expiration of the Lemon Law Rights period, such days will not be considered out-of-service days.

(d) **Gross vehicle weight** – means the net, curb or actual weight of the truck, plus the weight of the load normally carried in it, including normal occupant(s), fuel and cargo.

(e) To calculate the reasonable offset for use defined in Section 681.102(20), F.S., “**miles attributable to a consumer**” shall not include the following:

1. Miles driven by the manufacturer or its authorized service agent during the course of an examination or repair of the nonconformity or nonconformities;
2. Reasonable miles driven by a consumer, or miles driven by a manufacturer or authorized service agent, to and from a manufacturer’s authorized service agent or designated repair facility for examination or repair of a nonconformity;
3. A pre-mediation or pre-arbitration test drive or inspection conducted by a manufacturer, its authorized service agent or an independent inspector appointed by a procedure;
4. Miles driven to an arbitration hearing or mediation conference conducted by a procedure, program or the board;
5. A test drive or inspection during a mediation conference or an arbitration hearing by or at the direction of a mediator or arbitrator of a procedure, program or the board.

(3) When a manufacturer responds to the written notification of a final repair opportunity set forth in Section 681.014(1)(a), F.S., the consumer must receive such response within 10 days from the date the manufacturer received the written notification from the consumer.

(4) Each manufacturer of motor vehicles sold in Florida must provide in writing the name, address, telephone number and facsimile number of the person designated to receive notices on behalf of the manufacturer under Chapter 681, F.S. An Email address may be included. (*Note: Dealers cannot be designated.*) This written notice must be sent to the Office of the Attorney General, Lemon Law Arbitration Program, PL-01, The Capitol, Tallahassee, Florida 32399-1050. This information will be presumed correct unless it is updated in writing by the manufacturer. Failure to update the information will result in notices under Chapter 681, Florida Statutes (the “Lemon Law”), being mailed to the manufacturer’s last known address.

*Specific Authority 681.103(3), 681.109(5), 681.109(8), 681.1097, 681.118 FS. Law Implemented 681.102, 681.103, 681.104, 681.109, 681.1095, 681.1097 FS. History–New 1-25-89, Amended 3-4-93, 6-25-96, 9-15-98, 2-1-06.*



**OFFICE OF THE  
ATTORNEY GENERAL**

**Request for Arbitration by the  
Florida New Motor Vehicle  
Arbitration Board**

FOR OFFICE USE ONLY

Indicate Date:

Filed (DCS)

3/24/08

DCS Case#

0803-09867/F.H.

Rejected

Withdrawn

Referred to AG

APR 01 2008

Approved

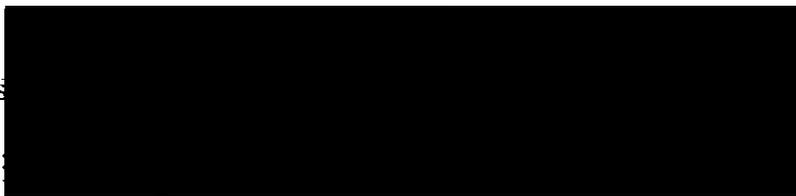
APR 02 2008

AG Case#

2008-0194/nuo

I DO NOT WISH TO RECEIVE SOLICITATION MATERIALS FROM ATTORNEYS

1. Purchaser/Lessor



2. Street Address:

City: PALMETTO BAY

State: FLORIDA

Zip Code:

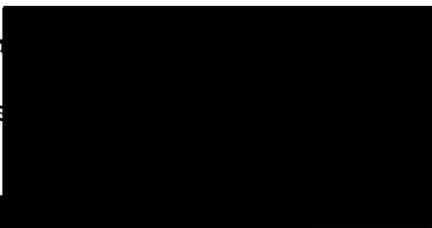
Mailing Address (if different):

City:

State:

Zip Code:

3. Home Phone:



Best Time to Call:

ANY TIME

Work Phone:

For Whom?

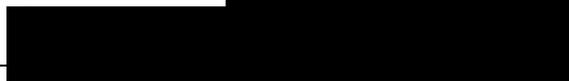


Cell Phone:

For Whom?

Fax:

E-Mail:



**Attorney Information (complete only if you are represented by an attorney):**

Name:

Mailing Address:

City:

State:

Zip Code:

Telephone: ( )

Fax: ( )

E-Mail:

**II. Selling Dealer, Financing, and Leasing Information**

4. Dealer Name:

WILLIAMSON CADILLAC CO.

Address:

7815 SW 104<sup>TH</sup> STREET

City:

MIAMI

State:

FLORIDA

Zip Code:

33156

RECEIVED

MAR 24 2008

DIVISION OF CONSUMER SERVICES

## II. Selling Dealer, Financing, and Leasing Information (continued)

Lessor, bank, or lending institution to which loan or lease payments are made:

Name: GMAC  
Address: P.O. Box 380902  
City: BLOOMINGTON State: MINNESOTA Zip Code: 55438-0902

## III. Relief Requested (Check one only)

5. If successful, I prefer to receive:  A refund or  
 A replacement vehicle

## IV. Vehicle Information

6. Vehicle Type: Car  Truck \_\_\_\_\_ Van \_\_\_\_\_ Sport Utility \_\_\_\_\_ Low Speed Vehicle \_\_\_\_\_
7. If a truck, is the gross vehicle weight 10,000 pounds or less? Yes \_\_\_\_\_ No \_\_\_\_\_
8. Manufacturer: CADILLAC CUSTOMER ASSISTANCE  
(GM, Ford, Chrysler, Toyota, etc.)
9. Make: CADILLAC Model: CTS Year: 2006  
(Dodge, Mercury, etc.) (Mustang, Accord, etc.)
10. Vehicle Identification Number (VIN): 1G6DM57T760 XXXXXXXXXX  
(This is a 17-character identifier usually consisting of letters and numerals that is listed on your vehicle registration.)
11. If a conversion vehicle, give the name of the company that performed the conversion, if known:

(Explorer Vans, Sherrod, etc. Attach a copy of the warranty.)

- a. Was the conversion work performed prior to your purchase? Yes \_\_\_\_\_ No \_\_\_\_\_
- b. If after your purchase, was the conversion work performed by or through the dealership as an option, referral or part of the sale? Yes \_\_\_\_\_ No \_\_\_\_\_

#### IV. Vehicle Information (continued)

12. Date you took delivery of the vehicle? 05/07/2006

Mileage on the odometer on the date of delivery: 209

13. Was the vehicle (check one): Purchased \_\_\_\_\_ Leased

In Florida? Yes  No \_\_\_\_\_

As (check one): New  Demonstrator \_\_\_\_\_ Used \_\_\_\_\_

14. If leased, for a term of one year or more? Yes  No \_\_\_\_\_

15. Do you still own or possess the vehicle? Yes  No \_\_\_\_\_

16. If purchased used, was the vehicle transferred to you by the original owner within 24 months after the date of original delivery? Yes \_\_\_\_\_ No \_\_\_\_\_

a. If yes, complete the following:

Original owner's name: \_\_\_\_\_

State where vehicle was originally purchased: \_\_\_\_\_

Actual date of delivery to original owner: \_\_\_\_\_

#### V. Information Regarding Problem(s) with Vehicle

17. List each problem (other than routine maintenance and minor warranty repairs), that was first reported to the authorized service agent (dealer) within 24 months after the date of delivery, and that you claim **substantially impairs** the use, value or safety of the vehicle. Give the dates of at least three repair attempts that took place before the date written notification was sent to the manufacturer. If a substantial problem had less than three repairs before notification, list it and the repair date(s). Attach a separate sheet if necessary. Do not list the same problem more than once. **Please attach copies of repair orders for all repairs to the listed defects, even if there were more than three repairs.**

Problem	Date 1	Date 2	Date 3
1. BRAKE MAKING A GRINDING NOISE BRAKING ON FLANS	03/05/07		
2. INCORRECT WHEEL SPEED READING	03/05/07		
3. POOR WIRE CONTACT AT SPEED SENSOR	03/05/07		
4. REPAIRED WIRE CONTACT AT RIGHT FRONT SPEED SENSOR	03/05/07		
5. A.B.S LIGHT ON SOME TIMES	03/05/07		
6. TRACTION CONTROL LIGHTS ON SOMETIMES	03/05/07		

#### IV. Vehicle Information (continued)

12. Date you took delivery of the vehicle? 05/07/2006

Mileage on the odometer on the date of delivery: 209

13. Was the vehicle (check one): Purchased \_\_\_\_\_ Leased X

In Florida? Yes X No \_\_\_\_\_

As (check one): New X Demonstrator \_\_\_\_\_ Used \_\_\_\_\_

14. If leased, for a term of one year or more? Yes X No \_\_\_\_\_

15. Do you still own or possess the vehicle? Yes X No \_\_\_\_\_

16. If purchased used, was the vehicle transferred to you by the original owner within 24 months after the date of original delivery? Yes \_\_\_\_\_ No \_\_\_\_\_

a. If yes, complete the following:

Original owner's name: \_\_\_\_\_

State where vehicle was originally purchased: \_\_\_\_\_

Actual date of delivery to original owner: \_\_\_\_\_

#### V. Information Regarding Problem(s) with Vehicle

17. List each problem (other than routine maintenance and minor warranty repairs), that was first reported to the authorized service agent (dealer) within 24 months after the date of delivery, and that you claim **substantially impairs** the use, value or safety of the vehicle. Give the dates of at least three repair attempts that took place before the date written notification was sent to the manufacturer. If a substantial problem had less than three repairs before notification, list it and the repair date(s). Attach a separate sheet if necessary. Do not list the same problem more than once. **Please attach copies of repair orders for all repairs to the listed defects, even if there were more than three repairs.**

Problem	Date 1	Date 2	Date 3
1. <u>BODY ELECTRICAL AIR BAG LIGHT ON</u>	<u>03/19/07</u>	_____	_____
2. <u>PASSENGER PRESENCE SYSTEM MODULE FAILURE</u>	<u>03/19/07</u>	_____	_____
3. <u>REPLACE PASSENGER PRESENCE SYSTEM MODULE ASM AND CLEAR CODE</u>	<u>03/19/07</u>	_____	_____
4. <u>BODY ELECTRICAL FUEL GAUGE FLUCTUATES ON FUEL LEVEL WILL SHOW 1/2 TANK THEN 3/4 TANK BACK AND FORTH</u>	<u>03/19/07</u>	<u>08/06/07</u>	_____
5. <u>PER DIAG FUEL SENDER IN RT SIDE OF FUEL TANK FAILURE GAUGE READING WRONG</u>	<u>03/19/07</u>	_____	_____
6. <u>REMOVE FUEL TANK AND REPLACE RT SIDE FUEL SENDER FUEL LEVEL SENSOR</u>	<u>03/19/07</u>	_____	_____

**IV. Vehicle Information (continued)**

12. Date you took delivery of the vehicle? 05/07/2006

Mileage on the odometer on the date of delivery: 209

13. Was the vehicle (check one): Purchased \_\_\_\_\_ Leased X

In Florida? Yes X No \_\_\_\_\_

As (check one): New X Demonstrator \_\_\_\_\_ Used \_\_\_\_\_

14. If leased, for a term of one year or more? Yes X No \_\_\_\_\_

15. Do you still own or possess the vehicle? Yes X No \_\_\_\_\_

16. If purchased used, was the vehicle transferred to you by the original owner within 24 months after the date of original delivery? Yes \_\_\_\_\_ No \_\_\_\_\_

a. If yes, complete the following:

Original owner's name: \_\_\_\_\_

State where vehicle was originally purchased: \_\_\_\_\_

Actual date of delivery to original owner: \_\_\_\_\_

**V. Information Regarding Problem(s) with Vehicle**

17. List each problem (other than routine maintenance and minor warranty repairs), that was first reported to the authorized service agent (dealer) within 24 months after the date of delivery, and that you claim **substantially impairs** the use, value or safety of the vehicle. Give the dates of at least three repair attempts that took place before the date written notification was sent to the manufacturer. If a substantial problem had less than three repairs before notification, list it and the repair date(s). Attach a separate sheet if necessary. Do not list the same problem more than once. **Please attach copies of repair orders for all repairs to the listed defects, even if there were more than three repairs.**

Problem	Date 1	Date 2	Date 3
1. COOLANT LIGHT COME ON FROM TIME TO TIME	12/19/07		
2. PRESSURE TEST COOLING SYSTEM AND REPLACED COOLANT JAR	12/19/07		
3.			
4.			
5.			
6.			

V. Information Regarding Problem(s) with Vehicle (continued)

18. Did you notify the manufacturer (not the dealer) identified in Question 8 in writing after three or more repair attempts for the problem(s)?

Yes

No

If yes, date the manufacturer received notification: Aug 8, 2007 & Jan. 10, 2008

a. (Answer only if applicable.) Did you notify the conversion company identified in Question 11 in writing after three or more repair attempts?

Yes

No

If yes, date the conversion company received the notification: \_\_\_\_\_

(Attach a copy of the motor vehicle defect notification form or other written notification and postal receipt indicating when the manufacturer and/or conversion company received the notification.)

19. Following receipt of the notification, did the manufacturer and/or conversion company make a final attempt to correct the problem(s)?

\* Yes

No

*NOT WITHIN THE 10 DAY PERIOD.*

If yes, on what date(s)? SEE LETTER FROM GM DATED JAN. 24 FOR REPAIRS TO BE DONE JAN 22, 2008.  
(Attach copies of all repair orders related to any final repair attempt).

SEE LETTER FAXED ON FEB 1, 08 FROM GM.

If no, explain why there was no final repair attempt: AFTER READING THE RECALL NOTICE, WE DO NOT WANT OUR SON DRIVING THE CAR BACK TO MIAMI. MORE IMPORTANTLY, GM LIED TO US TOO MANY TIMES REGARDING THE SAFETY OF THE CAR.

20. How many cumulative calendar days do you contend the vehicle was out of service for repair of one or more of the problems described in Question 17?

13

a. Did you notify the manufacturer (not the dealer) identified in Question 8 and, if applicable, the conversion company identified in Question 11 in writing after 15 or more days out of service?

Yes

No

If yes, date(s) the manufacturer and/or conversion company received notification:

Manufacturer: Aug. 8, 2007 & 01/10/2008

Conversion Company: \_\_\_\_\_

If no, explain why: \_\_\_\_\_

21. Following receipt of the notification, did the manufacturer, conversion company or authorized service agent (the dealer) have the opportunity to inspect or repair the vehicle?

Yes

No

If no, explain why: \_\_\_\_\_

22. Is the problem(s) about which you are complaining the result of an accident, abuse, neglect, modification or alteration by someone other than the manufacturer, conversion company or an authorized service agent (the dealer)?

Yes

No

**VI. Participation in Certified Manufacturer Procedure**

23. Did you participate in a state-certified manufacturer's informal dispute settlement procedure? Yes  No

If yes, what was the name of the procedure? BBB Auto Line  
(BBB/AUTOLINE, NCDS, etc.)

Date the procedure received your claim: Jan 23, 2008

Date of your hearing (if applicable): Feb. 20, 2008 Mileage: 24,580

Did that procedure render a decision? Yes  No

If no, explain why: \_\_\_\_\_

If yes, were you satisfied with the decision of the procedure? Yes  No

Date of final decision or action of the procedure? Feb 24, 2008

**You must attach copies of: your claim, postal receipt or letter from the program acknowledging receipt, and the decision of the program, if applicable.**

**VII. Previous Arbitration (by State Board Only)**

24. Is this your first request for arbitration by the Florida New Motor Vehicle Arbitration Board for this vehicle? Yes  No

If no, was previous application: Withdrawn by you  Rejected by screening agency

If neither withdrawn nor rejected, what happened? \_\_\_\_\_

Did you have a hearing? Yes  No  Case Number: \_\_\_\_\_

If you had a hearing and lost, explain how you believe your circumstances have significantly changed since your hearing to now qualify your vehicle for a refund or replacement (add a separate sheet of paper if necessary). \_\_\_\_\_

### VIII. Price Information

**IMPORTANT!!!** Please attach a copy of your Vehicle Invoice, Bill of Sale, Finance or Retail Installment (loan) Agreement or Lease Agreement, along with copies of any invoices, canceled checks, etc. evidencing amounts paid by you in connection with your purchase or lease of the vehicle [including government fees and taxes (not financed), window tinting, extended service agreement, vehicle add-ons, etc.]. Include verification of periodic payments made.

Did you incur any reasonable expenses (e.g., towing, rental car, repair bills, postage, etc.) as a **direct** result of the defect(s) for which you were not reimbursed?

Yes X No       

**If yes, please attach copies of receipts, invoices, etc., to show how much you paid.**

### IX. Verification

False official statements: Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in ss. 775.082, 775.083, and 775.084, Florida Statutes.

I hereby request arbitration of my case by the Florida New Motor Vehicle Arbitration Board. I certify that all statements made in connection with this request for arbitration are true and correct to the best of my knowledge. I understand that this document and its attachments are public records. NOTE: This form must be signed by the Consumer(s).

  
Signature (First Consumer)

Signature (Second Consumer)

Date

Mileage

2011 and 2008 25,900

**SERVICE INVOICE**

DADE COUNTY REGISTRATION NO.  
MVR-94101407

FLORIDA REGISTRATION NO.  
MV-09462



7815 SW 104<sup>th</sup> Street, Miami, FL 33156  
Telephone: (305) 670-7100 • Fax: (305) 670-7329  
www.williamsoncadillac.com

**SERVICE DEPT.**  
MON-FRI: 7:30 A.M. - 7:00 P.M.  
SATURDAY: 8:00 A.M. - 2:00 P.M.  
SUNDAY: CLOSED

**BODY SHOP**  
19300 SW 108<sup>th</sup> Avenue, Miami FL 33157  
(305) 238-8801

CUSTOMER NO. <b>151716</b>	ADVISOR <b>MERIDO E. RANGEL</b>	TAG NO. <b>466 6983</b>	INVOICE DATE <b>03/07/07</b>	INVOICE NO. <b>CDCS371481</b>
PALMETTO BAY, FL	LABOR RATE	LICENSE NO.	MILEAGE <b>13,451</b>	COLOR <b>BLACK RAVEN</b>
	YEAR / MAKE / MODEL <b>06/CADILLAC/CTS/4DR CTS SDN</b>			STOCK NO. <b>2037116D</b>
	VEHICLE I.D. NO. <b>1 G 6 D M 5 7 T 7 6 0</b>			DELIVERY DATE <b>05/07/06</b>
	F.T.E. NO.			DELIVERY MILES <b>209</b>
		P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE <b>03/05/07</b>	
COMMENTS				

**LABOR & PARTS**

J# 1: 01CDZ01 GENERAL SHOP HOURS: 0:50 TECH(S): 543 WARRANTY  
BRAKE MAKING A GRINDING NOISE BRAKING ON TURNS  
CODE C0041 INCORRECT WHEEL SPEED READING  
POOR WIRE CONTACT AT SPEED SENSOR  
REPAIRED WIRE CONTACT AT RIGHT FRONT SPEED SENSOR  
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2: 01CDZ01 GENERAL SHOP HOURS: 0:50 TECH(S): 543 WARRANTY  
A-B-S LIGHT ON SOMETIMES  
SEE LINE 1  
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3: 01CDZ02 GENERAL SHOP HOURS: 0:50 TECH(S): 543 WARRANTY  
TRACTION CONTROL LIGHTS ON SOMETIMES  
SEE LINE 1  
JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4: 15CDZ01 SUBLET HOURS: 0:00 TECH(S): 123 WARRANTY  
GOLD KEY RENTAL  
JOB # 4 TOTAL LABOR & PARTS 0.00

**TOTALS**

THE WILLIAMSON AUTOMOTIVE GROUP APPRECIATES YOUR BUSINESS.  
IF YOU ARE NOT COMPLETELY SATISFIED, CALL YOUR SERVICE  
ADVISOR AT 670-7100.

PART NUMBERS WITH AN ASTERISK (\*) ON THE RIGHT HAND SIDE ARE  
LIFETIME GUARANTY PARTS WHEN PURCHASED AND INSTALLED RETAIL  
IN OUR SERVICE DEPARTMENT. ASK YOUR SERVICE ADVISOR FOR  
FURTHER DETAILS ABOUT THE GOODWRENCH SERVICE PLUS PROGRAM.

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

When you receive  
the GM Survey,  
please take the time  
to fill it out.  
If you can not answer  
"Completely Satisfied",  
Let us know  
305-670-7200

# HONDA

2373 W. Tennessee Street  
Tallahassee, FL 32304  
850-576-5165

# PROCTOR

THE PROCTOR DEALERSHIPS  
P.O. Box 230 Tallahassee, FL 32302

# ACURA

3523 W. Tennessee Street  
Tallahassee, FL 32304  
850-574-6600

# PONTIAC · GMC · BUICK

3122 Mahan Drive Tallahassee, FL 32308  
850-878-3171

# HUMMER

1707 Capital Circle NE Tallahassee, FL 32308  
850-878-3172

# Cadillac

1711 Capital Circle NE Tallahassee, FL 32308  
850-878-3173

CUSTOMER NO <b>108002</b>	ADVISOR <b>JIM LUTZ</b>	TAG NO. <b>1114</b>	1638	INVOICE DATE <b>03/23/07</b>	INVOICE NO. <b>CDCS615027</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>14,309</b>	COLOR <b>BLACK/</b>	STOCK NO.
<b>TALLHASSEE, FL</b>	YEAR / MAKE / MODEL <b>06 / CADILLAC / CTS / 4 DOOR SEDAN</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1G6DM57T760</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.I.L. NO.	P.O. NO.	<b>03/19/07</b>		

RESERVED PHONE <b>850-585-6637</b>	BUSINESS PHONE	COMMENTS	MO: <b>14312</b>
---------------------------------------	----------------	----------	------------------

LABOR & PARTS	DESCRIPTION	UNIT PRICE	WARRANTY
J# 1 40CDZ1	<p>TECH(S):9</p> <p>BODY ELECTRICAL</p> <p>C/S SERVICE AIR BAG LIGHT IS ON PER DIAG CODE 80092 PASSENGER PRESENCE SYSTEM MODULE FAILURE</p> <p>REPLACE PASSENGER PRESENCE SYSTEM MODULE ASM AND CLEAR CODE</p> <p>C8870-0.7-WK/6G</p>	0.00	0.00
JOB # 1	MODULE KI 14.865	0.00	0.00
J# 2 40CDZ2		0.00	0.00
JOB # 2	<p>TECH(S):9</p> <p>BODY ELECTRICAL</p> <p>C/S FUEL GAUGE FLUCTUATES ON FUEL LEVEL. WILL SHOW 1/2 TANK THEN 3/4 TANK BACK AND FORTH PER DIAG FUEL SENDER IN RT SIDE OF FUEL TANK FAILURE GAUGE READING WRONG</p> <p>REMOVE FUEL TANK AND REPLACE RT SIDE FUEL SENDER</p> <p>FUEL LEVEL SENSOR</p> <p>L1197-3.0-AV/6C</p>	0.00	0.00
JOB # 2	SEN KIT 3.107	0.00	0.00
J# 3 40CDZINTMISC		0.00	0.00
JOB # 3	<p>TECH(S):9</p> <p>INTERIOR MISC</p> <p>C/S PASS REAR UPPER GRAB HANDLE COMING DOWN</p> <p>BOLTS LOOSE IN PASS REAR TOP HANDLE</p> <p>NECESSARY TO TIGHTEN UP LOOSE BOLTS IN RT REAR TOP HANDLE</p> <p>C3900-0.2-ON/2W</p>	0.00	0.00
JOB # 3		0.00	0.00
J# 4 98CDZENTERPRISE		0.00	0.00
JOB # 4	<p>TECH(S):176</p> <p>ENTERPRISE RENTAL</p> <p>CUSTOMER REQUEST LOANER VEHICLE WHILE THEIR VEHICLE IS BEING REPAIRED</p> <p>CUSTOMER PROVIDED WITH VEHICLE FROM ENTERPRISE RENT-A-CAR.</p> <p>3 DAYS RENTAL--SEE COMMENTS</p> <p>Z7903-MJ/98</p>	0.00	0.00
JOB # 4		0.00	0.00

**DISCLAIMER OF WARRANTIES**

Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

\* General Motors warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

Honda warrants each customer pay part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

Acura warrants each customer pay part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

Some General Motors replacement parts have a lifetime warranty. An "\*" denotes a part covered by a lifetime warranty.

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

**Store hours:**

**Mon thru Fri**  
7:30 am - 6:00 pm  
and  
**Saturday**  
Honda and Acura  
9:00 am - 1:00 pm  
GM Service Express  
8:00 am - 4:00 pm

Brenda and Beverly, ERMITAGE, SCOTTIE JAYS

# HONDA

2373 W. Tennessee Street  
Tallahassee, FL 32304  
850-576-5165

# PROCTOR

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850-878-3171

**HUMMER**  
1707 Capital Circle NE Tallahassee, FL 32308  
850-878-3172

*Cadillac*  
1711 Capital Circle NE Tallahassee, FL 32308  
850-878-3173

CUSTOMER NO <b>108002</b>	ADVISOR <b>JIM LUTZ</b>	TAX NO. <b>1114</b>	INVOICE DATE <b>03/23/07</b>	INVOICE NO. <b>CDC5615027</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>14,309</b>	COLOR <b>BLACK/</b>
	YEAR / MAKE / MODEL <b>06/CADILLAC/CTS/4 DOOR SEDAN</b>		DELIVERY DATE	DELIVERY MILES
<b>TALLAHASSEE, FL</b>	VEHICLE ID. NO. <b>1G6DM57T760</b>		SELLING DEALER NO.	PRODUCTION DATE
	ET E NO.	F.O. NO.	DATE <b>03/19/07</b>	
	BUSINESS PHONE	COMMENTS	<b>MO: 14312</b>	

**LABOR & PARTS**  
**J# 5 0ICDZ01SYN** L.O.F SYNTHETIC N/STAR TECH(S):9 11.80  
 CUSTOMER REQUEST SYNTHETIC OIL AND FILTER CHANGE  
 PERFORMED TO ENHANCE THE LIFE OF THE ENGINE  
 CHANGED OIL AND FILTER & LUBED CHASSIC AS NEEDED.  
 INSPECTED TIRES FOR WEAR, DAMAGE AND TIRE PRESSURE.....N/C  
 INSPECTED ALL FLUID LEVELS AND TOPPED OFF AS NECESSARY.....N/C  
 INSPECTED BELTS AND HOSES FOR WEAR AND/OR DAMAGE.....N/C  
 INSPECTED ALL FILTERS FOR NEEDED REPLACEMENT.....N/C  
 INSPECTED POWERTRAIN AND COOLANT SYSTEM FOR LEAKS.....N/C  
 INSPECTED BATTERY AND CABLES FOR LEAKS OR CORROSION.....N/C  
 INSPECTED WIPER BLADES FOR WEAR OR DAMAGE.....N/C

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	6	12345285	OIL 5W30S 8.800	9.18	55.08
JOB # 5	1	25177917	FILTER 1.836	7.40	7.40
JOB # 5 TOTAL PARTS					62.48
JOB # 5 TOTAL LABOR & PARTS					74.28

**J# 6 00CDZINSPECT** MULTI-PT INSPECT TECH(S):9 INTERNAL  
 PERFORM A MULTI-POINT INSPECTION ON CUSTOMERS VEHICLE  
 PERFORMED TO HELP THE CUSTOMER OBSERVE THE VEHICLE CONDITION  
 PERFORMED MULTI-POINT INSPECTION PER INSTRUCTIONS. ALL LINES  
 ARE PROPERLY NOTED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6 TOTAL PARTS					0.00
JOB # 6 TOTAL LABOR & PARTS					0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 4	141875			RENTAL	
TOTAL - SUBLET					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		0.71
TOTAL - MISC				0.71

**COMMENTS**  
 GH WILL ONLY PAY 3 DAYS RENTAL

MV-01879 MV-01888 MV-01890  
**DISCLAIMER OF WARRANTIES**  
 Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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 Mon thru Fri  
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 and  
 Saturday  
 Honda and Acura  
 9:00 am - 1:00 pm  
 GM Service Express  
 8:00 am - 4:00 pm

Revised and Updated 02/28/10 JK29







**SERVICE INVOICE**

**WILLIAMSON**

DATE COUNTY REGISTRATION NO.  
MVR-94101407

FLORIDA REGISTRATION NO.  
MV-09462



*Cadillac* **HUMMER**

**SERVICE DEPT.**  
MON-FRI: 7:30 A.M. - 7:00 P.M.  
SATURDAY: 8:00 A.M. - 2:00 P.M.  
SUNDAY: CLOSED

7815 SW 104<sup>th</sup> Street, Miami, FL 33156  
Telephone: (305) 670-7100 • Fax: (305) 670-7329  
www.williamsoncadillac.com

**BODY SHOP**  
19300 SW 108<sup>th</sup> Avenue, Miami FL 33157  
(305) 238-8801

CUSTOMER NO <b>151716</b>	ADVISOR <b>MIKE SUTHERLAND</b>	TAG NO. <b>575 1689</b>	INVOICE DATE <b>12/21/07</b>	INVOICE NO. <b>CDCS402042</b>
	LABOR RATE <b>22,748</b>	MILEAGE <b>22,748</b>	COLOR <b>BLACK RAVEN</b>	STOCK NO. <b>2037116D</b>
YEAR / MAKE / MODEL <b>06/CADILLAC/CTS/4DR SDN 3.6</b>	VEHICLE I.D. NO. <b>1G6DM57T760</b>	DELIVERY DATE <b>05/07/06</b>	DELIVERY MILES <b>209</b>	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE <b>12/19/07</b>		
COMMENTS				

**LABOR & PARTS**

J# 1: 03CDZ TRIM HOURS: 0:20 TECH(S): 145 WARRANTY  
CUSTOMER STATES THAT THE CENTER ARM REST HINGE COVER CAME OFF PART ON REAR FLOOR BROKEN R/R ARMREST

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	10384166	COMPARTME 10#OVN-L			
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2: 03CDZ01 TRIM HOURS: 1:10 TECH(S): 145 WARRANTY  
CUSTOMER STATES THAT THE RIGHT REAR GRAB HANDLE CAME OFF PART ON REAR FLOOR STRIPPED ROOF PARTIALLY R/R HEADLINER AND REPAIRED ROOF

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

J# 3: 01GDZ GENERAL SHOP HOURS: 1:30 TECH(S): 106 WARRANTY  
CUSTOMER STATES THAT THE CHECK COOLANT LIGHT COMES ON FROM TIME TO TIME PRESSURE TESTED COOLING SYSTEM AND REPLACED COOLANT JAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3	1	25769371	TANK 1.240			
JOB # 3	2	12346290	COOLANT 8.800			
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4: 15CDZ01 SUBLET HOURS: TECH(S): 123 WARRANTY  
GOLD KEY RENTAL

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

J# 5: 15CDZ03 SUBLET HOURS: TECH(S): 123 WARRANTY  
FREIGHT CHARGES- WARRANTY PARTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 5	1	2	OVN FREIGHT			
				JOB # 5 TOTAL PARTS		0.00
				JOB # 5 TOTAL LABOR & PARTS		0.00

When you receive the GM Survey, please take the time to fill it out. If you can not answer "Completely Satisfied", Let us know 305-670-7200

DSI SVR-010

**SERVICE INVOICE**

**WILLIAMSON**

DADE COUNTY REGISTRATION NO.  
MVR-94101407



*Cadillac* **HUMMER**

FLORIDA REGISTRATION NO.  
MV-09462

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SERVICE DEPT.  
MON-FRI: 7:30 A.M. - 7:00 P.M.  
SATURDAY: 8:00 A.M. - 2:00 P.M.  
SUNDAY: CLOSED

**BODY SHOP**  
19300 SW 108<sup>th</sup> Avenue, Miami FL 33157  
(305) 238-8801

CUSTOMER NO <b>151716</b>	ADVISOR <b>MIKE SUTHERLAND</b>	TAG NO. <b>575</b>	INVOICE DATE <b>12/21/07</b>	INVOICE NO. <b>CDC5402042</b>
	LABOR RATE <b>1689</b>	MILEAGE <b>22,748</b>	COCOR <b>BLACK RAVEN</b>	STOCK NO. <b>2037116D</b>
	LICENSE NO.	YEAR / MAKE / MODEL <b>06 / CADILLAC / CTS / 4DR SDN 3.6</b>	DELIVERY DATE <b>05/07/06</b>	DELIVERY MILES <b>209</b>
PALMETTO BAY, FL	VEHICLE I.D. NO. <b>1G6DM57T760</b>	F.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.	R.O. DATE <b>12/19/07</b>		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

G.O.G. & SUPPLIES.....  
JOB # 5                      FREIGHT (PARTS)                      TOTAL - GOG                      WARRANTY                      0.00

TECHNICIAN CERTIFICATION.....  
145                      FRANCISCO G CASTANO                      C9503355  
106                      FREDERICK S BOGGESS                      C9504833

TOTALS.....  
THE WILLIAMSON AUTOMOTIVE GROUP APPRECIATES YOUR BUSINESS. IF YOU ARE NOT COMPLETELY SATISFIED, CALL YOUR SERVICE ADVISOR AT 670-7100.  
PART NUMBERS WITH AN ASTERISK (\*) ON THE RIGHT HAND SIDE ARE LIFETIME GUARANTY PARTS WHEN PURCHASED AND INSTALLED RETAIL IN OUR SERVICE DEPARTMENT. ASK YOUR SERVICE ADVISOR FOR FURTHER DETAILS ABOUT THE GOODWRENCH SERVICE PLUS PROGRAM.

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

REPAIR ORDER

WILLIAMSON

DADE COUNTY REGISTRATION NO.  
MVR-94101407



Cadillac HUMMER

SERVICE DEPT.  
MON-FRI: 7:30 A.M. - 7:00 P.M.  
SATURDAY: 8:00 A.M. - 2:00 P.M.  
SUNDAY: CLOSED

FLORIDA REGISTRATION NO.  
1V-09462

7815 SW 104th Street, Miami, FL 33156  
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www.williamsoncadillac.com

**BODY SHOP.**  
19300 SW 108th Avenue, Miami, FL 33157  
(305) 238-8801

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATOR	OPERATION DESCRIPTION
03/05/07	371481	13451	466	543	W	01CDZ	GENERAL SHOP
				543	W	01CDZ01	GENERAL SHOP
				543	W	01CDZ02	GENERAL SHOP
				123	W	15CDZ01	SUBLET
05/07/06	339857	12	643	883	I	07CDZ	DETAIL
05/05/06	339674	12	643	897	I	03CDZ	TRIM

SALESPERSON NO. 820 OKUNADE O. OJENGBEDE SERVICE STATE REG# MV09462

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/> CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO SAVE PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO LABOR RATES <input type="checkbox"/> HOURLY <input type="checkbox"/> RATE <input type="checkbox"/> BOTH APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	VEHICLE I.D. NO. <b>1G6DM57T760</b>	YEAR/MAKE/MODEL <b>06/CADILLAC/CTS/4DR SDN 3.6</b>	PRODUCTION DATE <b>2037116D</b>	STOCK NO. <b>402042</b>	LICENSE NO.	R.O. NO. <b>402042</b>	
	CUSTOMER NO. <b>151716</b>	SERVICE CONTRACT	DELIVERY DATE <b>05/07/06</b>	DELIVERY MILES <b>209</b>	SELLING DEALER NO.	R.O. DATE <b>2/19/07</b>	
	COLOR <b>BLACK RAVEN/EBONY</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>1689</b>		
	TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE <b>22,748</b>	
						ADVISOR NO. <b>575</b>	
						ADVISOR <b>MIKE SUTHERLAND</b>	
	DISCLAIMER OF WARRANTIES THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER, THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.						
	TIME RECEIVED <b>02:22pm</b>	DATE/TIME PROMISED <b>12/21/07 05:00pm</b>	PRIORITY <b>60</b>	ORIGINAL ESTIMATE \$			DATE
	LABOR RATE			ADDITIONAL AUTHORIZED PERSON	CHARGE ESTIMATION AMOUNT	DATE	TIME
	ADD. REPAIR AUTH. BY	AUTH. REC. BY	NAME AND NO. OTHER PERSON TO AUTH.	DESCRIPTION OF ADD. WORK AUTH.		CHARGE FOR ESTIMATE	

JOB	OPERATION	OPERATION DESCRIPTION
1	W 03CDZ	TRIM CUSTOMER STATES THAT THE CENTER ARM REST HINGE COVER CAME OFF...PART ON REAR FLOOR
2	W 03CDZ01	TRIM CUSTOMER STATES THAT THE RIGHT REAR GRAB HANDLE CAME OFF PART ON REAR FLOOR
3	W 01CDZ	GENERAL SHOP CUSTOMER STATES THAT THE CHECK COOLANT LIGHT COMES ON FROM TIME TO TIME
4	W 15CDZ01	SUBLET GOLD KEY RENTAL

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

I REQUEST A WRITTEN ESTIMATE.  
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  
 I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: \_\_\_\_\_ DATE: 12/19/07

This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. [s.558.904(4)] It is based on 8% of total repair bill or \$19.00, whichever is less.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

NO STORAGE CHARGES SHALL ACCRUE OR BE DUE AND PAYABLE FOR A PERIOD OF 3 WORKING DAYS FROM THE DATE YOU ARE NOTIFIED, THAT THE WORK ON YOUR VEHICLE HAS BEEN COMPLETED. AFTER THAT DATE THE DAILY CHARGE FOR STORAGE OF YOUR VEHICLE WILL BE \$20.00.

WE WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

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

X \_\_\_\_\_

This estimate has been prepared based on the use of crash parts supplied by a source other than the manufacturer of your motor vehicle. The aftermarket crash parts used in the preparation for this estimate are warranted by the manufacturer or distributor of such parts rather than the manufacturer of your vehicle.

Parts and labor are guaranteed for 12 months, 12,000 miles unless otherwise specified above.

402042

DSI, MIAMI, FL DSI SVR-008



# SAFETY RECALL NOTICE

February 2008

[REDACTED]  
Village Of Palmetto Bay, FL [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2006 model year Cadillac CTS vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your 2006 model year Cadillac CTS, VIN 1G6DM57T760203711, is involved in safety recall 07204.
- Schedule an appointment with your Cadillac dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The drive axle differential seal (two on all-wheel drive vehicles) may leak because it does not meet GM's specifications. If a seal is leaking, there will be fluid on the ground where the vehicle is parked. If enough fluid leaks, the differential will become noisier because of reduced lubrication. After about two-thirds of the differential fluid is lost, the bearings may no longer be lubricated and may start to overheat. Damage to the bearings and other differential components could then occur. Damaged bearings will create noise that may be heard by the vehicle occupants. If the vehicle is not repaired and damage progresses, three conditions can occur: (1) When the vehicle is stopped and shifted to reverse, the differential may jam and prevent vehicle movement; (2) the damage can cause drag that will feel like the brake is applied; or (3) the differential could jam and lock the drive wheels while the vehicle is in motion. If (3) occurs, the driver may not be able to control the vehicle and a crash could occur without warning.

### What will we do?

Your Cadillac dealer will install a new drive axle differential seal (two on all-wheel drive vehicles). This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 1 hour and 20 minutes to 2 hours and 50 minutes.

If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on courtesy transportation.

**What should you do?**

You should contact your Cadillac dealer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

**Did you already pay for this repair?**

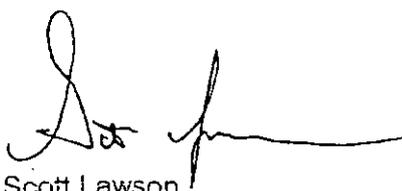
The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Cadillac Customer Assistance Center at 1.866.982.2339 (TTY 1.800.833.2622). More information about this recall can be found at the Owner Center at MyGMLink, <http://www.gm.com/recall>.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Scott Lawson  
General Director,  
Customer and Relationship Services

Enclosure  
07204



# Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) : ELECTRICAL

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make CADILLAC CTS Model CTS Year 2006

VIN 1G161D1M1517111716101 [REDACTED] Date of Delivery 07 MAY 2006

Name and City/State of selling dealer or leasing company (if applicable) WILLIAMSON CADILLAC CO.

7815 SW 104 STREET MIAMI, FLORIDA 33156

Name and City/State of authorized service agent(s) attempting previous repairs PROCTOR & PROCTOR INC. CADILLAC

3122 MAHAN DRIVE / TALLAHASSEE, FLORIDA 32308, 1711 CAPITAL CIRCLE NE

TALLAHASSEE, FLORIDA 32308, WILLIAMSON CADILLAC 7815 SW 104<sup>TH</sup> STREET MIAMI, FLORIDA 33156

Consumer [REDACTED] Home phone [REDACTED]

Address [REDACTED] Work phone [REDACTED]

PALMETTO BAY, FLORIDA [REDACTED] Signature [REDACTED]

Date Mailed \_\_\_\_\_

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink—Attorney General's copy, send by regular mail.

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:  
 CADILLAC CUSTOMER ASSISTANCE  
 CENTER  
 P.O. Box 33169  
 DETROIT, MI 48232-5169

2. Article Number  
 (Transfer from service label)

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature  
*Michael Shaver*  Agent  
 Address

B. Received by (Printed Name) *Michael Shaver* C. Date of Delivery *JAN 10 2008*

D. Is delivery address different from item 1?  Yes  
 If YES, enter delivery address below:  No

3. Service Type  
 Certified Mail  Express Mail  
 Registered  Return Receipt for Merchandise  
 Insured Mail  C.O.D.

4. Restricted Delivery? (Extra Fee)  Yes

7006 3450 0003 7214 4130

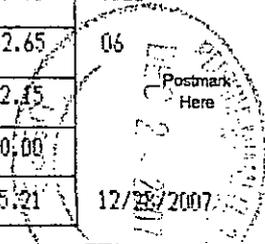
7006 3450 0003 7214 4130

**US Postal Service**  
**CERTIFIED MAIL RECEIPT**  
*(Domestic Mail Only, No Insurance Coverage Provided)*

For delivery information visit our website at [www.usps.com](http://www.usps.com)

DETROIT MI 48232  
**OFFICIAL USE**

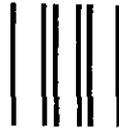
Postage	\$ 0.41	0128
Certified Fee	\$2.65	06
Return Receipt Fee (Endorsement Required)	\$2.15	
Restricted Delivery Fee (Endorsement Required)	\$0.00	
<b>Total Postage &amp; Fees</b>	<b>\$ 5.21</b>	12/28/2007



Sent To  
**CADILLAC CUSTOMER ASSISTANCE CENTER**  
 Street, Apt. No.,  
 or PO Box No. **P.O. Box 33169**  
 City, State, ZIP+4  
**DETROIT MI 48232-5169**

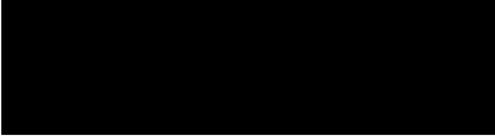
PS Form 3800, August 2006 See Reverse for Instructions

UNITED STATES POSTAL SERVICE

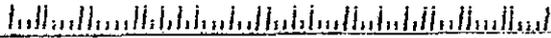


First-Class Mail  
Postage & Fees Paid  
USPS  
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •



PALMETTO BAY, FLORIDA





Home | Help | Sign In

Track & Confirm    FAQs

# Track & Confirm

## Search Results

Label/Receipt Number: 7006 3450 0003 7214 4130  
Status: Delivered

Your item was delivered at 11:36 AM on January 10, 2008 in DETROIT, MI 48232.

Track & Confirm

Enter Label/Receipt Number.

[Additional Details >](#)    [Return to USPS.com Home >](#)

[Go >](#)

## Notification Options

### Track & Confirm by email

Get current event information or updates for your item sent to you or others by email. [Go >](#)

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# Track & Confirm

## Search Results

Label/Receipt Number: 7006 3450 0003 7214 4130

Detailed Results:

- Delivered, January 10, 2008, 11:36 am, DETROIT, MI 48232
- Arrival at Unit, January 10, 2008, 9:53 am, DETROIT, MI 48233
- Missent, January 05, 2008, 11:39 am
- Acceptance, December 28, 2007, 10:11 am, MIAMI, FL 33257

### Track & Confirm

Enter Label/Receipt Number.

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## Notification Options

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Track & Confirm

FAQs

# Track & Confirm

## Search Results

Label/Receipt Number: 7006 3450 0003 7214 4130  
Status: **Missent**

Your item was misrouted. The error has been corrected and every effort is being made to deliver it as soon as possible. Information, if available, is updated every evening. Please check again later.

Track & Confirm

Enter Label/Receipt Number.

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[Additional Details >](#)

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No FEAR Act EEO Data

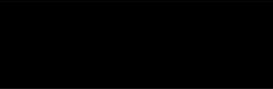
FOIA





Customer Assistance Center

January 24, 2008



Village Of Palmetto Bay, FL [REDACTED]

Service request: 71-592194802  
Customer Relationship Specialist: Julia Rebollo

Dear Mr. [REDACTED]

Thank you for your recent 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.

On January 22, 2008, we attempted to schedule a repair at Williamson Cadillac Company. At that time, you advised me that you are declining the final repair and have decided to pursue this matter differently with the Better Business Bureau.

If you have further questions, please contact me at 1-866-790-5600 ext.11118 Monday through Friday between 8:00 a.m. and 4:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Cadillac Customer Assistance Center



ACCEPTANCE OR REJECTION OF DECISION

Date: 02/25/08

Case Number: CAD0831837

Customer: [REDACTED]

State: FL

Business: Cadillac

Mfr-Info: 1715 FL 1G6DM57T760 [REDACTED]

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of our staff and the volunteer arbitrator(s) to be satisfactory. Please call us if you have any questions about the decision.

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

**Note: If this form is not received at the CBBB office within 14 days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.**

Please check one of the following.

I ACCEPT THE ARBITRATION DECISION. I understand this means:

- \* the business will be legally bound to abide by this decision; and,
- \* I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

I REJECT THE ARBITRATION DECISION. I understand this means:

- \* I may pursue other legal remedies under state or federal law;
- \* depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
- \* the business will not be obligated to perform any part of the decision; and,
- \* this will end Better Business Bureau involvement in my case.

Signature(s) of Titled Owner(s): [REDACTED]

Date: 01 March 2008



## BBB AUTO LINE

February 25, 2008

Re: flc07 CAD0831837: [REDACTED] vs Cadillac Motor Division  
1G6DM57T760 [REDACTED]

[REDACTED]  
PALMETTO BAY FL [REDACTED]

Dear Mr [REDACTED]:

Enclosed is the arbitrator's *Decision and Reasons for Decision* for your case.

Please read the instructions on the *Acceptance/Rejection Form*, complete it and return it to us no later than 14 days from the date of this letter.

We thank you for giving us the opportunity to help with the resolution of your dispute, and hope that you are satisfied with the manner in which your claim was handled in BBB AUTO LINE.

The enclosed *Decision* is not binding on the consumer. **You may reject this decision and, if eligible, may pursue arbitration with the Florida New Motor Vehicle Arbitration Board administered by the office of the Attorney General. To obtain information about eligibility for the state-run program, the consumer should contact the Division of Consumer Services' Lemon Law Hotline at 800.321.5366. PLEASE BE ADVISED that section 681.109(4), F.S., provides that the consumer must file the request for arbitration no later than 60 days after the expiration of the lemon law rights period, or within 30 days after the final action of a certified dispute-settlement procedure, whichever date occurs later.** The address of the Division of Consumer Services, Lemon Law Section, is 2005 Apalachee Parkway, Tallahassee, Florida, 32399-6500.

Please complete and send the enclosed *Acceptance/Rejection form* to 4200 Wilson Blvd., Suite 800, Arlington, VA 22203 or you may fax it to 1.703.247.9700.

If you have any questions about the decision or if I may be of help to you, please feel free to call me at 800.955.5100.

Sincerely,

Rhonda Eakins at Extension 240

*Council of Better Business Bureaus, Inc.*

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



## Denial Decision

Submitted Date: 02/24/08

CAD0831837

VIN: 1G6DM57T760 [REDACTED]

Customer: Mr [REDACTED] - Hearing Date: 02/20/08

Arbitrator: Vicki L. Croft

### Question 1

The customer's request (Repair, Replacement, etc - listed below) is denied.  
Repurchase

CASE: CAD0831837

Arbitrator: Vicki L. Croft

Customer: Mr [REDACTED]

Date: 02/24/08



# Lemon Law Reasons for Decision

Submitted Date: 02/24/08

CAD0831837

VIN: 1G6DM57T760 [REDACTED]

Customer: Mr [REDACTED] - Hearing Date: 02/20/08

Arbitrator: Vicki L. Croft

## - Fact Sheet Section -

### Fact Sheet Question 1

For each problem (current and past) listed on the *Agreement to Arbitrate*, indicate the following information. List briefly the relevant evidence in support of each of your conclusions (i.e., repair order numbers, dates, testimony, inspection and/or test drives, technical expert reports, etc.).

#### a Problem (as listed on *Agreement to Arbitrate*):

- 1 The brakes would give out on the vehicle
- 2 ABS brakes electrical malfunction
- 3 Passenger side airbag malfunction displayed.
- 4 Passenger side seat sensors for airbag replaced.
- 5 Check coolant light comes on even with coolant
- 6 Incorrect reading with the fuel tank gauge.
- 7 Traction control light malfunction.
- 8 Interior parts of the car coming off (handles).

#### b Exists Now? (Please Explain)

- 1 Yes, grinding noise is heard per testimony.
- 2 No, repaired on first attempt.
- 3 No.
- 4 No, this is remedy for prior problem.
- 5 Unknown, the [REDACTED] testified their son said that "lights" continue to come on intermittently but they did not know which ones.
- 6 Yes, per testimony.
- 7 Unknown, per testimony there is a problem with "lights" coming on but they were unable to specify which lights continue to be a problem.
- 8 No, repaired December 2007 per testimony.

#### c Number of Repair Attempts

- 1 1
- 2 1
- 3 1
- 4 1
- 5 1
- 6 2
- 7 1
- 8 3

#### d Number of Days Out of Service:

- 1 3
- 2 3
- 3 5
- 4 5

5 3  
6 7  
7 3  
8 10

- Reasoning Section -

Question 1

For each problem listed on the Fact Sheet, please explain whether or not you believe the problem was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty. Please explain how you reached your conclusion.

The first problem listed on the agreement to arbitrate is posed as "the brakes would give out on the vehicle". The only time the vehicle was taken in for ~~"brake" issues, the description provided was "brake making a grinding noise~~ braking on turns". At the same time the second problem, ABS brake light malfunction was presented for repairs. It was determined that there was an incorrect wire contact on the right front speed sensor which was causing the problem with the light. This was clearly a defect in the workmanship covered by the manufacturer's new vehicle warranty. The repairs to the second problem were assumed to correct the first. However, the [REDACTED] testified that their son continues to hear the grinding sound. The description of the first problem as presented on the repair order seems consistent with the safety recall notice sent by Cadillac regarding a problem with the drive axle differential seal as the grinding noise is heard when the vehicle is turning (and coincidentally braking) and thus when the differential is engaged. As Cadillac has issued a Safety Recall Notice, this is obviously a defect in materials or workmanship covered by the manufacturer's new vehicle warranty.

Problems three and four are related. The passenger side airbag light malfunctioned because the side seat sensors were malfunctioning and did not correct sense when someone was in the seat. These are clearly problems caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty as the vehicle has not been in an accident nor is this a problem which operator negligence would cause to occur.

The check coolant light comes on when the coolant level is not low and the traction control light malfunctions are the fifth and seventh issues listed on the agreement to arbitrate. Again, as the vehicle has not been in an accident nor are these problems consistent with operator negligence they are problems caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty.

The fuel tank gauge does not provide correct readings. This problem is caused by a defect in materials or workmanship covered by the manufacturer's warranty as neither an accident nor operator negligence could create such a problem.

The interior handles on the vehicle were coming off. As the repair orders noted the handles were not attached sufficiently tight, this problem was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty.

### Question 2

For each problem you decided was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty, please explain whether or not you believe this problem is a substantial impairment of the use, value or safety of the vehicle.

The first problem, listed as brakes but consistent with the differential recall is a substantial impairment of the safety of the vehicle as described in the potential catastrophic problems if not corrected. The ABS light has been repaired and is therefore not a substantial impairment of the use, value or safety of the vehicle.

The passenger side airbag seat sensors have been replaced which caused the airbag light to come on. As the problem no longer exists, there is no impairment of the use, value or safety of the vehicle.

~~The check coolant light and traction control lights were malfunctioning. The~~ [redacted] testified their son said "lights" were still coming on. However, without more specific information regarding the current issue with "lights" and any driving problems associated therewith, standing alone this statement can not support a finding of a substantial impairment of the use, value or safety of the vehicle.

Interior handles were coming off, however, these have been repaired and are no longer an issue therefore they are not a substantial impairment of the use, value or safety of the vehicle.

The fuel tank registers incorrect reading presumably from the flow over issues between the double tanks. This causes the vehicle to under report the fuel level. While this may be annoying, causing one to head to the gas station a little sooner than one would like, it does not create a substantial impairment of the use, value or safety of the vehicle.

### Question 3

Please address the following aspects of your state's lemon law below:

a During the applicable time period specified by this state's lemon law, the vehicle has been out of service by reason of repair to vehicle problems for a cumulative total of how many days?

13

b Has the standard for a reasonable number of repair attempts under this state's lemon law been met? (Yes or No)

No.

c Please explain how you reached this conclusion.

The Florida lemon law presumes that three attempts to repair the same problem combined with an opportunity for the manufacturer to repair the problem is a reasonable number of repair attempts. The only problem which had three repair attempts was the interior parts coming off the vehicle which was repaired on the third attempt. The only issues still existing are the "brakes"/differential and "lights".

The [redacted] sent the manufacturer a Motor Vehicle Defect Notice ("MVDN") via Certified Mail which was received on January 10, 2008. Under the Florida lemon law the manufacturer has (1) ten days to contact the consumer to arrange a mutually convenient time for a final repair and (2) a further ten days to repair the vehicle after the consumer makes the vehicle available for the final repair. The manufacturer attempted telephone contact with the Paschals on January 14 & 15 and then mailed Mr. Paschal a letter on January 17

requesting a final repair attempt on January 22. While the manufacturer did not call all the numbers available to them for the [REDACTED] they are not required to do so. They attempted telephone calls on a number provided and when they were unsuccessful at making a telephone connection, they wrote a letter. This satisfies the manufacturer's requirement of responding to the MVDN within ten days of its receipt. Because Mr. [REDACTED] thought there was only one 10 day period for the final repair and that January 22 was beyond said period, he elected not to take the vehicle in for a final repair. However, this is not the case and would be unfair to the manufacturer if, as with the [REDACTED] contact with the consumer absorbed much of the ten days allowing little, if any, time for the manufacturer to affect the necessary repairs. Because the manufacturer was not given a final repair attempt, the standard for a reasonable number of repair attempts has not been met under Florida's lemon law.

- d **Is this consumer entitled to a repurchase or replacement under all other provisions of this state's lemon law [i.e., eligible consumer, eligible vehicle, applicable time frames (if any), notice provisions (if any), reasonable number of repair attempts, etc.]? Please explain how you reached this conclusion.**

Mr. [REDACTED] leased this vehicle from Williamson Cadillac in Miami, Florida on May 7, 2006. The vehicle was a new vehicle at the time of the lease and the vehicle has been used by Mr. [REDACTED] son while attending college. This new vehicle was leased by an individual within the state of Florida and has been used by the [REDACTED] family for personal and family purposes satisfying the requirements for an eligible consumer and eligible vehicle under the Florida lemon law. Mr. [REDACTED] mailed, via Certified Mail, the Motor Vehicle Defect Notification to the Manufacturer on December 28, 2007 which the manufacturer received on January 10, 2008. This satisfies the notice provisions of the lemon law and the two year time frame allowance (from the date of the lease) within which to initiate a lemon law claim. However, as discussed in detail above, the standard for a reasonable number of repair attempts has not been satisfied.

#### Question 4

**State your decision (i.e. Repurchase, Replacement, Interim Repair, Denial) and explain why it is appropriate.**

The consumer is denied a repurchase of the vehicle as the standard for a reasonable number of repair attempts has not been met and at the time Mr. [REDACTED] sent the MVDN to the manufacturer there were no existing problems with the vehicle for which the Paschal's had taken the vehicle in for repairs on three or more occasions. It was clear from the testimony of Mr. and Mrs. [REDACTED] that they had discussed vehicle problems with their son on multiple occasions, however, the vehicle had not been taken in for the necessary repair attempts. While the [REDACTED] son was in college and the focus of his time and efforts was obviously on that endeavor, the manufacturer's dealers were not provided the necessary opportunity to repair the vehicle which the Florida lemon law requires.

**Question 5**

If awarding a repurchase or replacement:

- a Show the formula you used for making a reasonable use deduction and the amount deducted, or explain why no reasonable use deduction was made.
  
- b List any damage to the vehicle beyond normal wear and tear, and explain how you arrived at any amount deducted for the damage.
  
- c If you've decided not to award all collateral or incidental charges that were requested on the Agreement to Arbitrate, please indicate your reason for doing so.

**Question 6**

The following materials and documents were submitted by the parties as part of this arbitration. Those marked with an asterisk ("\*") were relied upon by the arbitrator(s) in making a decision in the case

- a **Materials/Documents Submitted by Customer**
  - Safety Recall Notice dated February 2008 regarding the drive axle differential seal.
  - Cell Phone records.
  - Invoices from Tire Kingdom, Enterprise Rent-A-Car, XM Satellite Radio.
- b **Materials/Documents Submitted by Manufacturer**

**Question 7**

Please identify the mileage on the vehicle at the time of the hearing/inspection:

24,500

**CASE: CAD0831837**  
**Arbitrator: Vicki L. Croft**

**Customer: Mr [REDACTED]**  
**Date: 02/24/08**

- For Consumers
  - For Businesses
  - For Charities And Donors
  - About Us
  - News Center
- Dispute Resolution

**CLAIM INTAKE**

Step: Review

Up Next:

- FINISHED!

## Information Summary



**Claim Information**

Please review the information below for accuracy. If there is a problem, use the back buttons to navigate and correct.

**Personal Information**

Name: [REDACTED] Street: [REDACTED]  
 Primary Phone: [REDACTED] City: palmetto bay  
 Evening Phone: [REDACTED] State: Florida  
 Cell Phone: [REDACTED] Zip: [REDACTED]  
 Email: [REDACTED]  
 Previously Filed Complaint: Yes

**Vehicle Information**

Make:	Cadillac	Original Miles:	209
Model:	CTS	Owned or Leased:	Leased
Year:	2006	First Repair Date:	3/19/2007
Purchase / Lease date:	5/7/2006	Mileage at first repair:	14309
In your possession?	Yes	Are you the titled owner?	Yes
Miles or Kms:	24500	Titled owner?	Fred Paschal
Titled to a Business?	No	Number of vehicles owned/leased:	
% Used for Business:	0	Purchased as:	New
Titled to:	Individual		

**Dealer Information**

This was a private sale/td>

**Lienholder Information**

Company name:	GMAC	State:	Minnesota
Address:	p.o. box 380902	Zip:	55438-0902
City:	bloomington		

**Vehicle Issues**

# Issue	Still Exist?	Repair Attempts	# Issue	Still Exist?	Repair Attempts
1 The brakes would give out on the vehicle	No	1	6 Incorrect reading with the fuel tank gauge	Yes	3
2 ABS brakes electrical malfunction	No	1	7 traction control light malfunction	No	1
3 Passanger side airbag malfunction displayed	No	1	8 interior parts of the car coming off (handles)	No	2
4 passenger side seat sensors for airbag replaced	No	1	9		
5 check coolant light comes on even with coolant	No	1	10		

**Arbitration Preferences**

Desired outcome: Because of the numerous electrical problems that have resulted, at many times, in a compromise of the safety of the vehicle; we would like the manufacturer to take this car back. We have made numerous attempt for this car to be repaired, and aside from the headaches, it isn't safe to operate thiscar



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Dispute Resolution

**CLAIM INTAKE**

Step: Submitted

Up Next

- FINISHED!

## Case Successfully Submitted

Congratulations! Your case has been submitted. Click here to return to the **BBB website**

In the next few days you will be receiving a packet of information (including a Customer Claim Form with the information you provided to us) in the mail. Please gather the following items and return them to us with the signed (by all titled owners) Customer Claim Form:

1. copies of your repair orders;
2. copies of your current vehicle registration;
3. a copy of your sales/lease agreement (not the finance agreement); and
4. any other letters, correspondence, etc. related to your claim.

A copy of your complaint will be shared with the automobile company. A company representative may contact you to discuss your claim and offer a solution.

A dispute resolution specialist from the BBB will contact you upon receipt and review of your Customer Claim Form and support documentation. Our role will be to:

1. determine the eligibility of your claim for the BBB AUTO LINE program;
2. explain the BBB AUTO LINE process;
3. facilitate settlement discussions between you and the company;
4. prepare eligible cases that are not resolved for an arbitration hearing; and
5. process the arbitrator's decision to you and the company at the conclusion of the arbitration hearing.

Our goal is to resolve all disputes within 40 days from the date the case is opened in the BBB AUTO LINE program.

For more information on the process, program eligibility or your state lemon law, please return to ( [www.lemonlaw.bbb.org](http://www.lemonlaw.bbb.org)) and review the information applicable to you.

Thank you for sharing your complaint with your Better Business Bureau System.

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**BBB AUTO LINE  
Customer Claim Form**

Case number: CAD0831837  
Contact Date: 01/23/08  
Start Date: 01/23/08

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

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Palmetto Bay	State: FL	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Cadillac	Model: CTS	Year: 2006	Current mileage: 24500
Name(s) that appears on the vehicle title: Fred Paschal			
Selling dealer/city/state: , ,			
Primary Servicing dealer/city/state: proctor & proctor inc.,			
Acquired as <input type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input checked="" type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 05/07/06		Mileage at purchase/lease:	
First repair attempt date: 03/19/07		First repair attempt mileage: 14309	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Because of the numerous electrical problems that have resulted, at many times, in a compromise of the safety of the vehicle; we would like the manufacturer to take this car back. We have made numerous attempt for this car to be repaired, and aside from the headaches, it isn't safe to operate this car.

Please complete the missing information in the box below and on page 2.

<b>VEHICLE IDENTIFICATION NUMBER</b> 1G6DM57T760 [REDACTED]
Lienholder/Leasing Company _____ Phone Number _____
Account Number _____

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b> A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
The brakes would give out on the vehicle		1		no
ABS brakes electrical malfunction		1		no
Passanger side airbag malfunction displayed		1		no
passenger side seat sensors for airbag replaced		1		no
check coolant light comes on even with coolant		1		no
Incorrect reading with the fuel tank gauge		3		yes
traction control light malfunction		1		no
interior parts of the car coming off (handles)		2		no

Total days out of service for all problems: \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_  
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

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

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



Track & Confirm

FAQs

# Track & Confirm

## Search Results

Label/Receipt Number: **EB73 5389 599U S**  
Status: **Delivered**

Your item was delivered at 11:32 AM on February 1, 2008 in ARLINGTON, VA 22203. The item was signed for by L MASSEYY.

### Track & Confirm

Enter Label/Receipt Number.

[Go >](#)

[Additional Details >](#)

[Return to USPS.com Home >](#)

## Notification Options

### Track & Confirm by email

Get current event information or updates for your item sent to you or others by email. [Go >](#)

### Proof of Delivery

Verify who signed for your item by email, fax, or mail. [Go >](#)



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CLAIM INTAKE

# Customer Information

Step: 3 of 5

Up Next

- Title Info

- Vehicle Info

- Dealer Info

**Please note, fields preceded by an asterisk (\*) are required.**

Titled Owner or Business Principal Information:

\* First Name:

Middle Initial

\* Last Name:

Prefix

\* Primary Phone:

\* Evening Phone:

Cell Phone



Vehicle Used for Business?

No

\* Are you the ONLY titled owner?

Yes

\* Have you previously filed a complaint?

Yes

\* Email Address:  
For AUTO LINE case communication only



\* Street Address:

\* City:

PALMETTO BAY

\* State:

Florida

\* Zip (5 digit):



\* Purchase Type:

Leased

\* Vehicle Titled To?

Individual

\* Are you being represented by an attorney?

No

\* Have you previously contacted the manufacturer's customer assistance center about this issue?

Yes



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## CLAIM INTAKE

Step: 4 of 5

Up Next:

- Vehicle Issues

- Desired Outcome

## Claim Intake Details

**Vehicle Title Information**This vehicle is **NOT** used for business.

\* Titled Owner: [REDACTED]  
 Original Mileage at time of purchase: 24500  
 \* Purchased/Leased as: New  
 \* Purchase/Lease Date (mm/dd/yyyy): 05/07/2006

**Lien Information**

Please tell us some details of your lease arrangement. \*\*If there is no lien holder, type "None".

\* Lien Holder: GMAC  
 Lien Holder Address: PO BOX 380902  
 Lien Holder City: BLOOMINGTON  
 State: Minnesota  
 Zip Code: 55438-0902

**Insurance Information**

Insurance Provider: ALLSTATE

Policy Number: [REDACTED]

**Automobile Information**

If you wish to change the make of the vehicle, you will need to use the "Back" buttons at the bottom of each screen, to return to the starting screen. If you do not use this method, the data that you have entered may be lost.

\* Make: Cadillac  
 \* Model: CTS  
 \* Year: 2006  
 \* Vehicle In Your Possession? Yes  
 \* Vehicle ever in an accident? No  
 \* Current Mileage: 24500  
 \* First Repair Date (MM/DD/YYYY): 03/19/2007  
 First Repair Mileage: 14309

**Dealership Information**

Selling Dealership Info

\* Was this a private sale? No  
 \* Selling dealership state: Florida

\* Selling dealership: WILLIAMSON CADILLAC CO.  
Selling dealership Street: 7815 SW 104TH STREET  
\* Selling dealership city: MIAMI  
Same as Servicing Dealership? No

Last Servicing Dealership Info

\* Servicing dealership state: Florida  
\* Servicing dealership name: PROCTOR  
Servicing dealership Street: 1711 CAPITAL CIRCLE NE  
\* Servicing dealership city: TALLAHASSEE



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CLAIM INTAKE

## Claim Intake Details

Step: 5 of 5

### Vehicle Identification Number

Please tell the VIN for the 2006 Cadillac CTS.

Up Next

\* Vehicle Identification Number: 1G6DM571760 [REDACTED]

0 characters left

- Info Review

### Problems With the Vehicle

Please briefly list the issues with 2006 Cadillac CTS, and tell us if each problem currently exists and list the number of repair attempts by using the selection boxes next to each line. (Max 50 Characters per item)

Please list the primary problem first.

#	Issue	Exists Now?	Repair Attempts
* 1:	ELECTRICAL/AIR BAG LIGHT	Yes <input type="checkbox"/>	1 <input type="text"/>
2:	ELECTRICAL/FUEL SENSOR	Yes <input type="checkbox"/>	1 <input type="text"/>
3:	ELECTRICAL/WIRE CONTACT/SPEED SENSOR	Yes <input type="checkbox"/>	1 <input type="text"/>
4:	ELECTRICAL/COOLANT LIGHT	Yes <input type="checkbox"/>	1 <input type="text"/>
5:		<input type="checkbox"/>	<input type="text"/>
6:		<input type="checkbox"/>	<input type="text"/>
7:		<input type="checkbox"/>	<input type="text"/>
8:		<input type="checkbox"/>	<input type="text"/>
9:		<input type="checkbox"/>	<input type="text"/>
10:		<input type="checkbox"/>	<input type="text"/>

26 characters left for current issue

### Arbitration Preferences

Please tell us your desired outcome. Limit of 300 characters.

\* Desired outcome: STILL HAVING ELECTRICAL PROBLEMS.

267 characters left



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Dispute Resolution

**CLAIM INTAKE**

Step: Submitted

Up Next

- FINISHED!

## Case Successfully Submitted

**Congratulations! Your case has been submitted. Click here to return to the BBB website**

In the next few days you will be receiving a packet of information (including a Customer Claim Form with the information you provided to us) in the mail. Please gather the following items and return them to us with the signed (by all titled owners) Customer Claim Form:

1. copies of your repair orders;
2. copies of your current vehicle registration;
3. a copy of your sales/lease agreement (not the finance agreement); and
4. any other letters, correspondence, etc. related to your claim.

A copy of your complaint will be shared with the automobile company. A company representative may contact you to discuss your claim and offer a solution.

A dispute resolution specialist from the BBB will contact you upon receipt and review of your Customer Claim Form and support documentation. Our role will be to:

1. determine the eligibility of your claim for the BBB AUTO LINE program;
2. explain the BBB AUTO LINE process;
3. facilitate settlement discussions between you and the company;
4. prepare eligible cases that are not resolved for an arbitration hearing; and
5. process the arbitrator's decision to you and the company at the conclusion of the arbitration hearing.

Our goal is to resolve all disputes within 40 days from the date the case is opened in the BBB AUTO LINE program.

For more information on the process, program eligibility or your state lemon law, please return to ( [www.lemonlaw.bbb.org](http://www.lemonlaw.bbb.org)) and review the information applicable to you.

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BBB Military Line ®

BBBOnLine®

Dispute Resolution Services

Children's Food and Beverage Advertising Initiative

Find a BBB

# BBB AUTO LINE ®

Founded in 1978, BBB AUTO LINE is the nation's oldest and most respected auto warranty dispute resolution program. Information about BBB AUTO LINE rules, procedures and participating manufacturers is included on this site to help you understand the process.

BBB AUTO LINE proceedings are informal. In fact, most cases can be resolved through telephone discussions facilitated by BBB staff. Disputes not resolved by agreement may proceed to arbitration.

Arbitration is an informal hearing at which the consumer and manufacturer's representative present their views of a dispute to a neutral third party, the arbitrator, who will decide how the dispute will be resolved.

For complete information about the program rules and procedures, click on the appropriate option below. If you have questions regarding information you have read on this page, please email us at [contactdr@council.bbb.org](mailto:contactdr@council.bbb.org)



- File BBB AUTO LINE Complaint**
- List of Companies in BBB AUTO LINE Program**
- Learn More About Program Eligibility**
- Learn More About Lemon Laws**
- BBB AUTO LINE Process in ALL States except California**
- BBB AUTO LINE Process in California**
- FTC AUDIT**
- Federal Trade Commission Informal Dispute Settlement Rule 16 CRF 703**
- Feedback and Testimonials**

**GMC****HUMMER**

1-23-08

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 1, 2008

BBB Auto Line Mediation Specialist Rhonda Eakins  
1-800-955-5100, Ext. #240  
Florida

Re: Mr. [REDACTED]  
BBB case # CAD0831837  
2006 Cadillac CTS  
VIN # 1G6DM57T760 [REDACTED]

To Whom It May Concern:

Manufacturer's Position:

General Motors regrets that Mr. [REDACTED] is dissatisfied with his 2006 Cadillac CTS. We have and will continue to address all concerns per the terms of the warranty.

All of the concerns that Mr. [REDACTED] has brought to the attention of the dealer have been corrected. The last time the vehicle was in a General Motors dealer all concerns were addressed and when released the vehicle was operating 100% as designed. If there are any current concerns on the vehicle we request that Mr. [REDACTED] make the vehicle available for repairs per the terms of the warranty. Mr. [REDACTED] sent a certified letter of notice to General Motors for the Final Repair Attempt that was received on January 11, 2008. General Motors tried repeatedly to contact Mr. [REDACTED] to schedule the repair attempt at a General Motors dealer but customer declined to do so.

We do not believe this vehicle meets the presumption of the Lemon Law or the Program Summary as there have been no more than two repairs to any one concern. As of the last time the vehicle was in a GM dealer the vehicle was operating as designed when released. There has been no significant loss of use, value or safety of the vehicle.

General Motors is requesting that the customer provide the manufacturer a final repair attempt as per the Florida Lemon Law program. We ask that the customer's request for repurchase be denied and that the customer continue to work with General Motors per the terms of the warranty.

Sincerely,

Marion Lindsey  
Customer Relationship Specialist  
For: General Motors Business Resource Center  
Alternative Dispute Resolution  
Phone # 1-866-790-5700, Ext. #21259  
Fax # 1-866-278-1779  
e-mail- [lindscym@gmexpert.com](mailto:lindscym@gmexpert.com)



EB 735392686 US



Customer Cop  
Label 11-B, March 20

UNITED STATES POSTAL SERVICE®

Post Office To Address

ORIGIN (POSTAL SERVICE USE ONLY)			
PO ZIP Code 33757	Day of Delivery <input type="checkbox"/> Next <input type="checkbox"/> 2nd <input type="checkbox"/> 2nd Cal. Day	Postage \$ 16.75	
Date Accepted 3 30 8 Mo. Day Year	Scheduled Date of Delivery Month 3 Day 4	Return Receipt Fee \$	
Time Accepted 9:37 <input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Scheduled Time of Delivery <input checked="" type="checkbox"/> Noon <input type="checkbox"/> 3 PM	COD Fee \$	Insurance Fee \$
Flat Rate <input type="checkbox"/> or Weight 4 lbs. 0 oz.	Military <input type="checkbox"/> 2nd Day <input type="checkbox"/> 3rd Day	Total Postage & Fees \$ 16.75	
	Int'l Alpha Country Code	Acceptance Emp. Initials LDA	

DELIVERY (POSTAL USE ONLY)		
Delivery Attempt	Time	Employee Signature
Mo. Day	<input type="checkbox"/> AM <input type="checkbox"/> PM	2 0006
Delivery Attempt	Time	Employee Signature
Mo. Day	<input type="checkbox"/> AM <input type="checkbox"/> PM	
Delivery Date	Time	Employee Signature
Mo. Day	<input type="checkbox"/> AM <input type="checkbox"/> PM	

CUSTOMER USE ONLY	
PAYMENT BY ACCOUNT Express Mail Corporate Acct. No.	<input type="checkbox"/> WAIVER OF SIGNATURE (Domestic Mail Only) Additional merchandise insurance is void if customer requests waiver of signature.
Federal Agency Acct. No. or Postal Service Acct. No.	I wish delivery to be made without obtaining signature of addressee or addressee's agent (if delivery employee judges that article can be left in secure location) and I authorize that delivery employee's signature constitutes valid proof of delivery.
<input type="checkbox"/> NO DELIVERY Weekend <input type="checkbox"/> Holiday <input type="checkbox"/> Mailer Signature	

[Redacted]

PALMETTO BAY, FLORIDA [Redacted]

\* ATTENTION: [Redacted]

TO: (PLEASE PRINT) PHONE ( )

COUNCIL OF BETTER BUSINESS BUREAUS, INC.  
4200 WILSON BOULEVARD  
SUITE # 800  
ARLINGTON, VA

ZIP + 4 (U.S. ADDRESSES ONLY. DO NOT USE FOR FOREIGN POSTAL CODES.)

2 2 2 0 3 + 1 8 3 A

FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW.

**FOR PICKUP OR TRACKING**

Visit [www.usps.com](http://www.usps.com)

Call 1-800-222-1811



# Track & Confirm

## Search Results

Label/Receipt Number: EB73 5392 686U S  
Status: Delivered

Your item was delivered at 12:52 PM on March 4, 2008 in ARLINGTON, VA 22203. The item was signed for by J T.

### Track & Confirm

Enter Label/Receipt Number.

[Additional Details >](#)

[Return to USPS.com Home >](#)

[Go >](#)

## Notification Options

### Track & Confirm by email

Get current event information or updates for your item sent to you or others by email. [Go >](#)

### Proof of Delivery

Verify who signed for your item by email, fax, or mail. [Go >](#)

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No FEAR Act EEO Data

FOIA



Small text block



Small text block

[REDACTED]  
PALMETTO BAY FL

Subject Cadillac Customer Assistance  
 From assist@cadillac.com  
 Date Wednesday, August 8, 2007 9:41 am  
 To [REDACTED]

Service Request: 71-545266923  
 Customer Relationship Specialist: Meghan MacLennan

Dear Mr. [REDACTED],

Thank you for contacting the Cadillac Customer Assistance Center. We appreciate you taking the time to write us in regards to your 2007 Cadillac CTS and your unsatisfactory experience at [REDACTED]

I recognize that this situation has caused you a great level of frustration, and I hope that you can accept my sincerest apology on behalf of General Motors and Cadillac.

Thank you for sharing your concerns with us regarding [REDACTED]. When one of our customers has an unpleasant experience with a Cadillac Dealer, it is of great concern to us. We highly recommend you stay with [REDACTED] so you can foster maintain and/or build your service relationship. However, you also have a choice in going to another Cadillac Dealership.

We at the Cadillac Customer Assistance Center are unable to recommend any one dealer in your area. You can locate a dealer of your choice by visiting our website at <http://www.gm.com> and selecting "Vehicle Shopping" and then "Dealer Locator" or by simply clicking on the following URL: [http://www.gm.com/automotive/vehicle\\_shopping/dealer\\_locator/](http://www.gm.com/automotive/vehicle_shopping/dealer_locator/). You will then enter in the appropriate information to locate the dealer nearest to you.

Cadillac supports Buckle Up America. We encourage you, your family and your friends to always Buckle Up.

If you should need to contact us in the future, simply reply to this message or call our Cadillac Customer Assistance Center at 1-800-458-8006. Customer Relationship Specialists are available 24 hours a day, 7 days a week.

For more information regarding the maintenance and care of your vehicle, please visit [www.mygm.com](http://www.mygm.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific Cadillac.

Again, thank you for contacting Cadillac.

Sincerely,

The Cadillac Consumer Support Team

[THREAD ID:1-9051BJ]

-----Original Message-----

From: [REDACTED]  
 Sent: 8/7/2007 06:13:25 PM  
 To: assist@cadillac.com  
 Subject: Cadillac CTS Owner Assistance

What is the Nature  
 of your concern? : VehicleConcern

Message : My 06 Cadillac CTS has provided  
 me with a multitude of problems,

<https://webmail.campus.fsu.edu/print.html>

1/20/2008

some that have created huge safety concerns. To begin with, a few months ago my car brakes would simply go out while I was driving. The dealership repaired the saying that it was an electrical issue. Less than a month later I had another electrical problem with the car. The Passenger airbag was defective and would not activate, it had to be replaced.

Now the problem is with the fuel tank gauge. If I am on empty and put as little as eight dollars in the tank, my fuel gauge jumps right up to half a tank. If I put twenty dollars in the tank while i'm on empty it still goes to half a tank! I took it to the dealership and they replaced the sensors in the gas tank. Less than a few weeks later

the same problem is re-occurring again, but now the dealership is telling me that the car would only give me a accurate reading if I fill it up to a full tank every time. I have owned a BMW, Infiniti, and Honda prior to this Cadillac and I have never heard that a gas tank should should give the same reading if I put in twenty dollars or eight dollars in the tank. This car is becoming a headache because it is constantly in the shop and in need of repairs. The service that I have recieved from Cadillac has been sub-par at best and the explanation for my faulty gas tank is ridiculous. Is there way I can get the gast tank gauge repaired and not recieve a half-baked answer from the dealership?

VIN : 1G6DM57T760 [REDACTED]

Vehicle : 2006 CTS

Preferred Dealer : [REDACTED]

Is this a GM Authorized Dealer : yes

Name of your contact at the dealership : Gordon

When was your last visit to the dealership : 8/7/2007

Current Mileage : 18000

Name : [REDACTED]  
Email Address : [REDACTED]  
Address : [REDACTED]  
: tallahassee, FL [REDACTED]

Depending on the

nature of your  
concern, to assist  
you in a timelier  
manner, may we  
contact you  
via Phone

: yes

What is the  
best time of  
day to reach you

: after 4

Daytime Phone Number : () -

ex.

Evening Phone Number :

ex.

---

Email Address



# WILLIAMSON CADILLAC COMPANY

7811 104th STREET, MIAMI, FLORIDA 33156  
TELEPHONE (305) 670-7100  
FAX (305) 670-7397

## VEHICLE INVOICE

INVOICE NO. **A 33325**

DEAL #: 55209  
F&I #: 685

CUSTOMER NO. 1716

STOCK NO. 20371168

YEAR-MAKE-MODEL **2006 CADILLACCTS**

SERIAL NO. **1G6DM57T760**

SALESMAN **OKUNADE O. OJENGBEDE**

SOLD TO [REDACTED]  
ADDRESS [REDACTED]  
CITY-STATE **PALMETTO BAY FL**  
OFFICE [REDACTED] HOME [REDACTED]

DATE **05/07/06** NEW OR USED **N** ENGINE NO. **06035 / 06035**

INSURANCE COVERAGE INCLUDES  
FIRE & THEFT  PUBLIC LIABILITY-AMT.   
COLLISION-AMT.  DEDUCTIBLE  PROPERTY DAMAGE-AMT.

GROUP	DESCRIPTION	PRICE
	MILEAGE: 209	
	[REDACTED]	
	PALMETTO BAY FL [REDACTED]	
	IN-SERV DATE: TERM: /A	
	MILES:	
	EXP DATE:	
	EXP MILES:	
	DEDUCTIBLE: N/A	

**NO LIABILITY INSURANCE INCLUDED**

YEAR	MAKE	MODEL	SERIAL NO.	ENGINE NO.

DESCRIPTION	ACCT. NO.	KEY	SALE	KEY
	402		25556.53	
SURCHARGE	324B		60.00	
BATTERY FEE	324B		1.50	
TIRE FEE	324C		5.00	
FLEET	419	-		
NEW CAR INV.	231	-		
LO JACK				
USED CAR RETAIL	446	-		
USED CAR WHLSE.	448	-		
RECONDITIONING	647	+		
USED CAR INV.	240	-		
PROCESSING FEE	905A	-	2.00	
DEALER BUS. LIC. TAX	301	-		
DEALER RESERVE	262	-		
FINN. COMM. EARNED N/C	806	+		
INS. COMM. EARNED N/C	807	-		
FINN. COMM. EARNED U/C	808	+		
INS. COMM. EARNED U/C	809	-		
SALES TAX-EXT. WARR.	324	-	N/A	
SALES TAX-VEH.	324	-	222.75	
LUXURY TAX	324A	-	N/A	
LICENSE & TITLE	905	-	250.00	
EXT. WARR.	300	-	N/A	
FINANCING			N/A	
INSURANCE CR. LIFE A & H	300	-	N/A	
<b>TOTAL PRICE</b>			<b>30497.73</b>	

SETTLEMENT	ACCT. NO.	KEY
DEPOSIT	220A	+
CASH ON DELIVERY	220A	+
REDATE		+

<b>TOTAL USED VEHICLE ALLOWANCE</b>		
FINANCING	39 MONTHS @	393.97 PER MONTH

TOTAL SETTLEMENT		
PAYOFF BALANCE ON USED VEHICLE TRADE IN	300	-
CONTRACT IN TRANSIT	205	+
OVERALLOWANCE/DEPOSIT	220A	+
INVENTORY VALUE OF TRADE IN-USED VEHICLE	240	+

USED VEHICLE TRADED		
USED VEHICLE STOCK NO.		STK
YR. & MAKE OF TRADE IN		YMK
INVENTORY VALUE OF TRADE IN-USED VEHICLE	240	+
USED VEHICLE STOCK NO.		STK
YR. & MAKE OF TRADE IN		YMK

OPTIONAL EQUIPMENT AND ACCESSORIES

03  
32  
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**Cadillac**  
**HUMMER**

Williamson Cadillac-Hummer Company  
7815 SW 104 Street, Miami, Florida 33156  
Telephone (305) 670-7100  
Fax (305) 670-7329

OKUNADE O. OJENGBEDE

ORDER FOR A MOTOR VEHICLE

05/07/06

DATE

BUYER / CO-BUYER

PALMETTO HAY FL

ADDRESS

RES PHONE

BUS PHONE

SALESPERSON

CELL PHONE

E-MAIL

DRIVER LICENSE

05/06/57

DRIVER'S LICENSE

DOB

PLEASE ENTER MY ORDER FOR THE FOLLOWING:

DEAL # : 33209 LUST # :

NEW  
 LEASE  
 USED

YR 2006

MAKE CADILLAC

MILES 209

SERIES CTS

ADR CTS

COLORED

COLOR BLACK RAVEN

TOP

TRIM EBNY

TO BE DELIVERED ON OR ABOUT

I.D. # 16GDM57T760

STK. NO. 20371160

LEASING AGREEMENT

VAULT, NON (FOR GMAC OR COLT REG U)

LEASING COMPANY

39

393.97

INC. TAX

TERM 12000

MILES PER YEAR

ORIGINATION FEES

FIRST MONTH'S PAYMENT

\$ 368.20

FLORIDA SALES TAX

\$ 25.77

REFUNDABLE DEPOSIT

\$ N/A

ACQUISITION FEE

\$ N/A

FEDERAL EXCISE TAX

\$ N/A

DOWN PAYMENT/INCENTIVES & SALES TAX

\$ 222.70

TRADE IN

\$ N/A

WASTE LEAD ACID BATTERY & WASTE TIRES FEES & MVWIF

\$ 8.50

FLORIDA RENTAL VEHICLE SURCHARGE

\$ 60.00

TAG & TITLE FEES

INCLUDED IN PMT

\$ 250.00

DEALER SERVICE FEE

\$ 489.00

TOTAL DUE ON DELIVERY FROM CUSTOMER

\$ 4050.00

FACTORY INCENTIVES

\$ 1800.00

TOTAL DUE AT INCEPTION

\$ 2250.00

DELIVERED PRICE OF UNIT

\$

TOTAL COST INCLUDING ACCESSORIES

\$

(-) USED CAR ALLOWANCE AND/OR CREDIT

(=) CASH DIFFERENCE

WASTE TIRES & LEAD ACID BATTERY FEE

This charge represents costs and profit to the seller/dealer for items such as inspecting, cleaning and adjusting new and used vehicles and preparing documents related to the sale.

489 00

(=) TOTAL TAXABLE AMOUNT

(+) LOCAL TAXES

(+) COUNTY TAX

(+) TAG & TITLE / 2.00 LEMON LAW (NEW CAR)

(+) EXTENDED SERVICE PLAN

(+) BALANCE OWED ON TRADE (IF APPLICABLE)

TOTAL ABOVE ITEMS

(-) FACTORY INCENTIVES

(-) DEPOSIT (MINIMUM 10%)

(=) BALANCE DUE ON DEL. (CASH)

(=) BALANCE DUE (FINANCE)

IMPORTANT INFORMATION

1. TITLE TO TRADE - IF APPLICABLE

2. REGISTRATION IF TRANSFERRING TAG

3. PROOF OF LIABILITY INS. FORM

4. PHYSICAL DAMAGE INS. FORM (IF APPLICABLE)

NOTICE:  
CREDIT TRANSACTIONS ARE NOT ACCEPTED NOR CONSUMMATED UNTIL APPROVAL BY A RESPONSIBLE BANK OR FINANCE COMPANY AND ALL DISCLOSURES REQUIRED BY THE FEDERAL CONSUMER CREDIT PROTECTION ACT (TRUTH IN LENDING ACT) HAVE BEEN GIVEN AND THE PURCHASER AND DEALER HAVE SIGNED AN INSTALLMENT SALES CONTRACT. IF FINANCING CANNOT BE OBTAINED AND PURCHASER HAS POSSESSION OF THE MOTOR VEHICLE, THEN UPON NOTICE TO THE PURCHASER THAT A RESPONSIBLE BANK OR FINANCE COMPANY HAS NOT APPROVED PURCHASER'S FINANCING, PURCHASER AGREES TO RETURN VEHICLE WITHIN 24 HOURS OF THIS NOTICE.

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. Any equipment not issued, supplied or marketed by General Motors Corp. that has been installed on this vehicle, is not warranted by General Motors Corp. Customer represents that the trade-in vehicle has not sustained structural damage unless customer identifies such accident or structural damage in writing to dealer.

FREDDIE L PASCHAL

PURCHASER'S SIGNATURE DATE 05/07/06

ACCEPTED BY: 05/07/06 DATE

ADDITIONAL TERMS AND CONDITIONS

1. If this transaction involves a factory order, the customer requests that Seller order the motor vehicle described on the face of this Order. If the vehicle has already been ordered, but not yet received, or is already in inventory, the customer requests that Seller identify this vehicle by order number and description. When this vehicle is serviced and the Seller offers to make delivery, it is agreed that the Purchaser shall take delivery within one week of this notification, unless otherwise stated on this buyer's order.
2. Purchaser agrees to pay Seller the balance due on delivery set forth therein at the time Seller offers to make delivery of the motor vehicle.
3. As used in this Order the terms (a) "Dealer" or "Seller" shall mean the authorized Cadillac Dealer to whom this Order is addressed and who shall become a party hereto by its acceptance hereof, (b) "Purchaser" shall mean the party executing this Order as such on the face hereof, and (c) "Manufacturer" shall mean Cadillac Motor Car Division — General Motors Corporation, it being understood by Purchaser and Dealer that Dealer is in no respect the agent of Manufacturer, that Dealer and Purchaser are the sole parties to this Order and that reference to Manufacturer herein is solely for the purpose of explaining generally certain contractual relationships existing between Dealer and Manufacturer with respect to new Cadillac motor vehicles.
4. Manufacturer has reserved the right to change the price to Dealer of new Cadillac motor vehicles without notice. In the event the price to Dealer of new motor vehicles of the series and body type ordered hereunder is changed by Manufacturer prior to delivery of the new motor vehicle ordered hereunder to Purchaser, Dealer reserves the right to change the cash delivered price of such motor vehicle to Purchaser accordingly. If such cash delivered price is increased by Dealer, Purchaser may, if dissatisfied therewith, cancel this Order, in which event if a used motor vehicle has been traded in as a part of the consideration for such new motor vehicle, such used motor vehicle shall be returned to Purchaser upon payment of a reasonable charge for storage and repairs (if any) or, if such used motor vehicle has been previously sold by Dealer, the amount received therefor, less a selling commission of 15% and any expense incurred in storing, insuring, conditioning or advertising said used motor vehicle for sale, shall be returned to Purchaser.
5. If the used motor vehicle which has been traded in as a part of the consideration for the motor vehicle ordered hereunder is not to be delivered to Dealer until delivery to Purchaser of such motor vehicle, the used motor vehicle shall be reappraised at that time and such reappraised value shall determine the allowance made for such used motor vehicle. If such reappraised value is lower than the original allowance therefor shown on the front of this Order, Purchaser may, if dissatisfied therewith, cancel this Order, provided, however, that such right to cancel is exercised prior to the delivery of the motor vehicle ordered hereunder to the Purchaser and surrender of the used motor vehicle to Dealer.
6. Purchaser agrees to deliver to Dealer satisfactory evidence of title to any used motor vehicle traded in as a part of the consideration for the motor vehicle ordered hereunder at the time of delivery of such used motor vehicle to Dealer. Purchaser warrants any such used motor vehicle to be his property free and clear of all liens and encumbrances except as otherwise noted herein.
7. Unless this Order shall have been canceled by Purchaser under and in accordance with the provisions of paragraphs 4 and 5 above, Dealer shall have the right, upon failure or refusal of Purchaser to accept delivery of the motor vehicle ordered hereunder within 72 hours of Dealer's Notice and to comply with the terms of this Order, to retain as liquidated damages any cash deposit made by Purchaser, and, in the event a used motor vehicle has been traded in as a part of the consideration for the motor vehicle ordered hereunder, to sell such used motor vehicle and reimburse himself out of the proceeds of such sale for the expenses specified in paragraph 4 above and for such other expenses and losses as Dealer may incur or suffer as a result of such failure or refusal by Purchaser.
8. Manufacturer has reserved the right to change the design of any new motor vehicle, chassis, accessories or parts thereof previously purchased by or shipped to Dealer or being manufactured or sold in accordance with Dealer's orders. Correspondingly, in the event of any such change by Manufacturer, Dealer shall have no obligation to Purchaser to make the same or any similar change in any motor vehicle, chassis, accessories or parts thereof covered by this Order either before or subsequent to delivery thereof to Purchaser.
9. Dealer shall not be liable for failure to deliver or delay in delivering the motor vehicle covered by this Order where such failure or delay is due, in whole or in part, to any cause beyond the control or without the fault or negligence of Dealer.
10. The price for the motor vehicle specified on the face of this Order includes reimbursement for Federal Excise taxes, but does not include sales taxes, use taxes or occupational taxes based on sales volume, (Federal, State or Local) unless expressly so stated. Purchaser assumes and agrees to pay, unless prohibited by law, any such sales, use or occupational taxes imposed on or applicable to the transaction covered by this Order, regardless of which party may have primary tax liability thereof.
11. "As-Is"—Any warranties on the vehicle sold are those made by the manufacturer. The seller expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages. Purchaser hereby acknowledges that the seller has made available "warranty pre-sale information" as disclosed in the warranty binders pursuant to the Magnuson-Moss Warranty Act.
12. Any used motor vehicle sold to Purchaser by Dealer under this Order is sold at the time of delivery by Seller without any guarantee or warranty, expressed or implied, as to its condition or the condition of any part thereof except as may be otherwise specifically provided in writing on the face of this Order or in a separate writing furnished to Purchaser by Seller.
13. The Purchaser, before or at the time of delivery of the motor vehicle covered by this Order will execute such other forms of agreement or documents as may be required by the terms and conditions of payment indicated on the front of this Order.
14. Purchaser grants to Dealer a security interest in the vehicle described in this order to secure payment in full therefor and to secure Purchaser's warranty of title to any trade-in. Without limiting the effect and generality of the foregoing, if any check tendered as part or full payment is not paid on presentation or if it appears Purchaser did not have clear title to any trade-in, Dealer may enter into any premises for the purpose of repossessing the vehicle.
15. Purchaser agrees to execute such documents or perform such actions as Seller may request or to realize any of Seller's rights hereunder.
16. It is mutually and expressly agreed that the terms "New", "New Car", "New Trucks", and "New Motor Vehicles" are herein defined as being an automobile or truck which has never been titled in the name of anyone by the office of the Department of Highway Safety and Motor Vehicles.
17. It is mutually and expressly agreed that the terms "Demo" and "Demonstrator" are herein defined as being an automobile or truck that has been used by a person or persons designated by the Dealer, and that such automobile or truck has never been titled in the name of anyone by the office of the Department of Highway Safety and Motor Vehicles.
18. If legal action is necessary to enforce any of the terms of this agreement, Dealer shall be entitled to collect reasonable attorney's fees incurred in the bringing of the action, in addition to any damages otherwise recoverable, including appellate fees.

**GMAC SMART LEASE AGREEMENT — Monthly Payment**

LESSEE (and CO-LESSEE) ("You") name and address, including county

**[REDACTED]**  
**CO: DADE**  
**PALMETTO BAY FL**

Garaging address (if different)

N/A

Principal driver (if business use)

LESSOR (Retailer)

**WILLIAMSON CADILLAC CO.**  
**7015 SW 104TH STREET**  
**MIAMI FL 33156**

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back.

- We, "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).
- If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
- If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.
- If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to \_\_\_\_\_.
- If this box is checked, Lessor (Retailer) intends not to assign this lease.

**THE VEHICLE YOU ARE LEASING**

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2006	CADILLAC CTS	4DR CTS	1G6DN571760	2000	<input type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> Public Conveyance

Dealer installed Options: \_\_\_\_\_ GVW (if truck) \_\_\_\_\_

**FEDERAL CONSUMER LEASING ACT DISCLOSURES**

1. Amount Due at Lease Signing or Delivery (Itemized Below)	2. Monthly Payments	3. Other Charges (not part of your monthly payment)	4. Total of Payments (The amount you will have paid by the end of the lease.)
\$ 4050.00	Your first monthly payment of \$ 393.97 is due on 03/11/08, followed by 38 payments of \$ 393.97 due on the 15th of each month. The total of your monthly payments is \$ 15364.88	Disposition fee (if you do not purchase the vehicle) \$ N/A Total \$ N/A	\$ 19970.00

**5. Amount Due at Lease Signing or Delivery:**

- a. Capitalized cost reduction ..... \$ 3114.83
- b. First monthly payment ..... \$ 393.97
- c. Refundable security deposit ..... \$ N/A
- d. Title fees ..... \$ 250.00
- e. Registration fees ..... \$ 222.70
- f. Sales/use tax ..... \$ N/A
- g. RENTAL SURCHARGE/WAIVER/BATTERY FEE/TIRE FEE ..... \$ 66.50
- h. N/A ..... \$ N/A
- i. Total ..... \$ 4050.00

**Itemization of Amount Due at Lease Signing or Delivery**

- 6. How the Amount Due at Lease Signing or Delivery will be paid:**
- a. Net trade-in allowance ..... \$ 1899.00
  - b. Rebates and noncash credits ..... \$ 2250.00
  - c. Amount to be paid in cash ..... \$
  - d. Total ..... \$ 4050.00

**7. Your monthly payment is determined as shown below:**

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ \_\_\_\_\_) and any items you pay for over the lease term (such as service contracts, \_\_\_\_\_) ..... \$ 31040.53

ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

6. How the Amount Due at Lease Signing or Delivery will be paid:	
a. Net trade-in allowance	\$ 1,200.00
b. Rebates and noncash credits	\$ 2,250.00
c. Amount to be paid in cash	\$
d. Total	\$ 4,050.00

5. Amount Due at Lease Signing or Delivery:	
a. Capitalized cost reduction	\$ 3,114.83
b. First monthly payment	\$ 292.97
c. Refundable security deposit	\$ N/A
d. Title fees	\$ N/A
e. Registration fees	\$ 250.00
f. Sales/use tax	\$ 222.70
g. RENTAL SURCHARGE/INSTR/BATTERY FEE/FIRE FEE	\$ 60.70
h. N/A	\$ N/A
i. Total	\$ 4,550.00

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 31,000.53 ) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ 31,000.53
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	\$ 3,114.83
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ 27,885.70
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	\$ 1,520.70
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	\$ 1,399.00
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ 2,361.00
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	\$ 4,459.80
h. Lease payments. The number of payments in your lease	\$ 30
i. Base monthly payment	\$ 148.66
j. Monthly sales/use tax (estimated)	\$ 25.77
k. Total monthly payment	\$ 174.43

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

- 8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of \_\_\_\_\_ miles per year at the rate of \$ \_\_\_\_\_ per mile.
- 9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ \_\_\_\_\_ plus official fees and taxes.
- 10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	\$ 29,956.53
b. GMAC administrative fee	\$ 595.00
c. License/registration/title fees	\$ N/A
d. Sales tax	\$ N/A
e. Other tax (describe)	\$ N/A
f. Optional service contract	\$ N/A
g. Optional maintenance contract	\$ N/A

For trucks of 10,000 lbs. GVW or more and public conveyance vehicles, liability insurance must instead (a) provide primary coverage of at least \$50,000 for property damage, \$100,000 for bodily injuries to any one person, and \$300,000 for bodily injuries for any one accident, and umbrella coverage of at least \$1,000,000 or (b) have a combined single limit of at least \$1,000,000 for bodily injuries and property damage for any one accident.

Physical damage insurance must have deductibles of no more than \$1,000 for collision and upset loss and \$1,000 for comprehensive fire and theft loss.

If you move to a new state, we will require coverage amounts in keeping with our requirements for the new state. We now estimate that those amounts will be the same as those in this lease.

9. Optional maintenance contract..... \$ N/A  
 h. Optional life insurance..... \$ N/A  
 i. Optional disability insurance..... \$ N/A  
 j. HEATER DEF. FEE..... \$ 489.00  
 k. H/A..... \$ N/A  
 l. m. Gross Capitalized Cost..... \$ 31046.53  
 = \$ N/A

12. THE VEHICLE YOU ARE TRADING.  
 (year) (make) (model) H/A  
 Gross trade-in value \$ N/A  
 Payoff \$ N/A  
 Net trade-in value = \$ N/A

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.  
 TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE..... \$ 1227.73  
 The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.  
 a. Title/lien fees..... \$ N/A  
 b. Registration fees/taxes..... \$ 812.50  
 c. License fees/taxes..... \$ 1227.73  
 d. Sales/use taxes (including tax on capitalized cost reduction)..... \$ N/A  
 e. Excise taxes..... \$ N/A  
 f. Property taxes..... \$ 69.00  
 g. Other (describe) RENTAL SURCHARGE..... \$ 8.50  
 h. Other (describe) WMT/BATTERY/FIRE FEES..... \$ N/A  
 i. Other (describe)..... \$ N/A

14. MILEAGE.  
 Base Mileage Allowance.  15,000 miles/year.  Low mileage: 12,000 miles/year.  
 Medium-duty truck (gasoline): 25,000 miles/year  
 Medium-duty truck (diesel): 35,000 miles/year  
 Extra Miles. You are buying N/A extra miles at \$ N/A per/mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.  
 Total Allowed Mileage on the Odometer at Lease End is 33209 miles.

Starting odometer mileage..... 39000 miles  
 Base mileage allowance..... N/A miles  
 Purchased extra miles..... 207 miles

Excess Mileage Charge. The excess mileage charge is \$ 207 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value, minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

15. LATE CHARGE. If you do not pay a monthly payment 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.

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$200.  
 17. SCHEDULED LEASE END DATE. This lease is scheduled to end 06/06/2009 (month) (day) (year)  
 You are scheduled to return the vehicle on this date. 28.00 (month) (day) (year)

18. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.  
 Insurer name: H/A  
 Address: H/A  
 Life insurance  Lessee  Co-Lessee  Both  
 Disability insurance (Lessee only)  
 LESSEE'S SIGNATURE: X Age N/A  
 CO-LESSEE'S SIGNATURE: X Age N/A

19. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.  
 Standard manufacturer's warranty  
 Warranty papers that are separate from this lease state any coverage limits.

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.  
 Insurer name: H/A  
 Address: H/A  
 Life insurance  Lessee  Co-Lessee  Both  
 Disability insurance (Lessee only)  
 LESSEE'S SIGNATURE: X Age N/A  
 CO-LESSEE'S SIGNATURE: X Age N/A

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.  
 Standard manufacturer's warranty  
 Warranty papers that are separate from this lease state any coverage limits.

22. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:  
 Insurance company name: STATE FARM INSURANCE CO  
 Insurance agency name: STEVE HYLER'S INS AGENCY INC  
 Insurance agency number: 3093253-5800  
 Agency address: 152 SI LAMIEL 33157  
 Agency phone no.: N/A  
 Agent's name: 12091-59 A  
 Policy no.: 500 00  
 Deductibles: Collision \$ N/A Comprehensive \$ N/A  
 Insurance company name: H/A  
 Insurance agency name: H/A  
 Agency address: N/A  
 Agency phone no.: N/A  
 Agent's name: N/A  
 Policy no.: N/A  
 Deductibles: Collision \$ N/A Comprehensive \$ N/A

23. INSURANCE NOTICE  
 The valid and collectible insurance and personal injury protection insurance of any authorized rental or leasing driver is primary for the limits of liability and personal injury protection coverage required by sections 324.021(7) and 627.736, Florida Statutes.  
 YOU AGREE THAT YOUR OWN LIABILITY AND PERSONAL INJURY PROTECTION INSURANCE WILL PROVIDE PRIMARY INSURANCE COVERAGE UP TO ITS FULL POLICY LIMITS UNDER THE AGREEMENT.  
 (NAME OF LESSEE'S INSURANCE COMPANY)

Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at \$ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ 39209 per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 200 miles.  
Starting odometer mileage 39000 miles  
Base mileage allowance N/A miles  
Purchased extra miles 20 miles

Excess Mileage Charge. The excess mileage charge is \$ 20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

15. LATE CHARGE. If you do not pay a monthly payment 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.

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20 per month.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 08/06/2009 (month) (day) (year) You are scheduled to return the vehicle on this date. 28.00 (month) (day) (year)

18. LEASE END DAILY EXTENSION CHARGE. \$ 28.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

19. REQUIRED VEHICLE INSURANCE. You must insure the vehicle through liability and physical damage policies acceptable to us. The policies must not exclude or restrict coverage if you were to drive the vehicle, or when the driver is someone you allow to drive the vehicle or who is likely to drive the vehicle. The policies must show any additional insureds and loss payees that we require. If this lease is assigned to GMAC or Central Originating Lease Trust, the initial additional insured and loss payee is "GMAC and its successors and assigns", P.O. Box 650100, Hunt Valley, MD 21065-0100. You must give us proof of insurance when we ask. We require no other insurance.

Liability insurance must (a) cover at least \$50,000 for property damage, \$100,000 for bodily injuries to any one person, and \$300,000 for bodily injuries for any one accident, or (b) have a combined single limit of at least \$500,000 for bodily injuries and property damage for any one accident.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by both you and us. No oral changes are binding.

LESSEE: [REDACTED] BY: X [REDACTED] CO-LESSEE: X

We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT. 05 07 2005 (city) (state) (month) (day) (year)

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT [REDACTED] (city) (state) (month) (day) (year)

LESSEE: [REDACTED] X CO-LESSEE: X

LESSOR: WILLIAMSON CAPITAL CO. SIGNATURE AND TITLE: X

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee under the Dealer Agreement.

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A  
Address: N/A

Life insurance  Lessee  Co-Lessee  Both Coverage limit \$ N/A  
 Disability insurance (Lessee only) Premium \$ N/A  
Monthly coverage limit \$ N/A

LESSEE'S SIGNATURE: X [REDACTED] Age: N/A  
CO-LESSEE'S SIGNATURE: X [REDACTED] Age: N/A

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

Signify manufacturer's warranty  
Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease.

THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS. N/A  
Name N/A Term N/A months, N/A miles  
Name N/A Term N/A months, N/A miles

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

You are not required to buy a service or maintenance contract as part of this lease. Your choice of providers for any service or maintenance contract you buy will not affect our decision to lease to you.

THIS IS THE ENTIRE AGREEMENT between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by both you and us. No oral changes are binding.

LESSEE: [REDACTED] BY: X [REDACTED] CO-LESSEE: X

We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT. 05 07 2005 (city) (state) (month) (day) (year)

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT [REDACTED] (city) (state) (month) (day) (year)

LESSEE: [REDACTED] X CO-LESSEE: X

LESSOR: WILLIAMSON CAPITAL CO. SIGNATURE AND TITLE: X

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee under the Dealer Agreement.

# TIRE KINGDOM<sup>®</sup>

**SERVICE • BRAKES • BATTERIES • MORE**

COMMERCIAL | Tire Kingdom, INC.

CUSTOMERS | PO Box 406010

REMIT TO: | ATLANTA, GA 30384-6010



2006 CADILLAC CTS  
 License: [REDACTED] FL  
 Mileage: 17256  
 Lug Torque 100  
 Tire Infl F/R 30 30

\*\*\* INVOICE REPRINT \*\*\*

Cert# MV-47119

Invoice# 99382846 - RI  
 Order Num 74658103 - WI  
 Page - 1  
 Opening Salesperson 02871896  
 Date/Time In..... 06/25/07 12:28:25  
 Date/Time Out..... 06/25/07 13:32:46  
 Ship To:

POS SALES TK221  
 OCALA CORNERS STORE  
 800 OCALA ROAD  
 850 576-3570  
 Customer: [REDACTED]

TALLAHASSEE FL [REDACTED]

Home# [REDACTED] Work# [REDACTED]  
 Addl Repairs may be authorized by  
 VIN#; PO#;

Item Number	Item Description	Qty	Price Each	Extended
RTR	TIRE ROTATION STANDARD 12933744 GREEN JR, SYDNEY	1	19.99	19.99

passenger front tire needs air				
RECALIGN	RECOMMEND WHEEL ALIGNMENT	1		
RECTIRE	RECOMMEND TIRE REPLACEMENT	1		
RECBRF	RECOMMEND BRAKE FLUID FLUSH	1		
CASH	Cash Payment			23.64-

IF YOU HAVE A QUESTION OR CONCERN PLEASE TALK TO  
 OUR STORE MANAGER, SHARON Y. LANGSTON  
 AT (850) 576-3570 \*\*NEW TIRE FEE FS:403.718

**PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN:**  
 I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.  
 I REQUEST A WRITTEN ESTIMATE.  
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_  
 THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  
 I DO NOT REQUEST A WRITTEN ESTIMATE

SIGNED \_\_\_\_\_ DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

Special Credit:	
Total Charges..	19.99
Total Credits..	.00
Sub-Total.....	19.99
New Tire Fees**	.00
Shop Fees(*)	2.00
All Taxes.....	1.65
Payments.....	23.64-

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK PER THE TERMS AND CONDITIONS ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. TIRE KINGDOM USES BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.  
 I DO \_\_\_\_\_ DO NOT \_\_\_\_\_ WANT MY PARTS RETURNED

Net Amount..... .00  
 PLEASE PAY ABOVE AMOUNT.  
 THANK YOU! Closer:02871896

PROPOSED METHOD OF PAYMENT, CASH \_\_\_\_\_ CHECK \_\_\_\_\_ CREDIT CARD \_\_\_\_\_  
 CHARGES REPRESENT COST/PROFIT TO THE VEHICLE REPAIR FACILITY. MISC. SHOP SUPPLY OR WASTE DISPOSAL  
 PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION

**CUSTOMER COPY**



**SERVICE • BRAKES • BATTERIES • MORE**

COMMERCIAL | Tire Kingdom, INC.  
CUSTOMERS | PO Box 406010  
REMIT TO: | ATLANTA, GA30384-6010

2006 CADILLAC CTS  
License: BLKCTS FL  
Mileage: 1  
Lug Torque 100  
Tire Infl F/R 30 30

\*\*\* INVOICE REPRINT \*\*\*

Cert# MV-47119

POS SALES TK221  
OCALA CORNERS STORE  
800 OCALA ROAD  
850 576-3570

TALLAHASSEE FL

Home#

Work#

786-385-6637

Addl Repairs may be authorized by

VIN#:

PO#:

Invoice# 14592035 - RI  
Order Num 77133086 - WI  
Page - 1  
Opening Salesperson 02871896  
Date/Time In..... 09/27/07 19:08:10  
Date/Time Out..... 09/27/07 19:10:31  
Ship To:

Item Number	Item Description	Qty	Price Each	Extended
FD00722556W	Fulda Quantum Elite	1	99.99	99.99
353414114	225/55ZR16 95W,353414114 WORKMANSHIP			
loose rim				
BTS	BASIC TIRE SERVICE	1	11.25	11.25
VSR	RUBBER VALVE STEM WHEN NEEDED	1		
SBS	STANDARD WHEEL BAL	1		
KMTSL	FREE MOUNT AND INSTALL	1		
DEBIT	DEBIT CARD			121.87-
	CARD NUMBER 3439 APPR 000000			

IF YOU HAVE A QUESTION OR CONCERN PLEASE TALK TO  
OUR STORE MANAGER, SHARON Y. LANGSTON  
AT (850) 576-3570 \*\*NEW TIRE FEE FS:403.718

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS  
BELOW AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A  
WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE  
REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_

THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY  
WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE

SIGNED \_\_\_\_\_ DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

Special Credit:	
Total Charges..	111.24
Total Credits..	.00
Sub-Total.....	111.24
New Tire Fees**	1.00
Shop Fees(*)	1.13
All Taxes.....	8.50
Payments.....	121.87-

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK PER THE TERMS  
AND CONDITIONS ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. TIRE KINGDOM  
USES BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.  
I DO \_\_\_\_\_ DO NOT \_\_\_\_\_ WANT MY PARTS RETURNED

Net Amount..... .00  
PLEASE PAY ABOVE AMOUNT.  
THANK YOU! Closer:02871896

PROPOSED METHOD OF PAYMENT, CASH \_\_\_\_\_ CHECK \_\_\_\_\_ CREDIT CARD \_\_\_\_\_  
CHARGES REPRESENT COST/PROFIT TO THE VEHICLE REPAIR FACILITY. MISC. SHOP SUPPLY OR WASTE DISPOSAL  
PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION

**CUSTOMER COPY**

# TIRE KINGDOM<sup>®</sup>

**SERVICE • BRAKES • BATTERIES • MORE**

COMMERCIAL | Tire Kingdom, INC.  
 CUSTOMERS | PO Box 406010  
 REMIT TO: | ATLANTA, GA30384-6010

2006 CADILLAC CTS  
 License: BLKCTS FL  
 Mileage: 22225  
 Lug Torque 100  
 Tire Infl F/R 30 30

\*\*\* INVOICE REPRINT \*\*\*

Cert# MV-47119

POS SALES TK221  
 OCALA CORNERS STORE  
 800 OCALA ROAD  
 850 576-3570

Invoice# 16569046 - RI  
 Order Num 79115151 - WI  
 Page 1  
 Opening Salesperson 12907209  
 Date/Time In..... 12/15/07 13:05:52  
 Date/Time Out..... 12/15/07 18:19:24  
 Ship To:

TALLAHASSEE FL

Home# [REDACTED] Work# 786-385-6637

Addl Repairs may be authorized by

VIN#: 1G6DM57T760 [REDACTED] PO#:

Item Number	Item Description	Qty	Price Each	Extended
QC	VISUAL MAINTENANCE INSPECTION	1		
FK00322556W	Falken FK-452	1	109.99	109.99
28194605	225/55ZR16 95W, 28194605 WORKMANSHIP			
Tire Disposal Fee	Tire Disposal Fee		3.00	3:00
BTSHP	BASIC HIGH PERF TIRE SERVICE	1	18.99	18.99
VSR	RUBBER VALVE STEM WHEN NEEDED	1		
SBSHP	STANDARD WHEEL BAL HIGH PERF	1		
KMTSL	FREE MOUNT AND INSTALL	1		
PA	Price Adjustmnt	1-		
lptc	Tire Low Price Guarantee	1-	10.00	10.00-
AL1	PROMOTIONAL WHEEL ALIGNMENT	1	59.99	59.99
	02870436 TAISTE, DUANE A.			
BAF	BLEED/FLUSH BRK LINE	1	59.99	59.99
	02870436 TAISTE, DUANE A.			
PA	Price Adjustmnt	1-		
lpssc	Service Low Price Guarantee	1-	10.00	10.00-

**PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN:**

**I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.**

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_

**THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.**

I DO NOT REQUEST A WRITTEN ESTIMATE

SIGNED \_\_\_\_\_ DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK PER THE TERMS AND CONDITIONS ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. TIRE KINGDOM USES BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.  
 I DO \_\_\_\_\_ DO NOT \_\_\_\_\_ WANT MY PARTS RETURNED

PROPOSED METHOD OF PAYMENT, CASH \_\_\_\_\_ CHECK \_\_\_\_\_ CREDIT CARD \_\_\_\_\_  
 CHARGES REPRESENT COST/PROFIT TO THE VEHICLE REPAIR FACILITY, MISC. SHOP SUPPLY OR WASTE DISPOSAL  
 PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION

**CUSTOMER COPY**

# TIRE KINGDOM®

SERVICE • BRAKES • BATTERIES • MORE

COMMERCIAL | Tire Kingdom, INC.

CUSTOMERS | PO Box 406010

REMIT TO: | ATLANTA, GA30384-6010

2007 LOOSE

LOOSE

License:

Mileage:

Lug Torque

Tire Infl F/R NA NA

\*\*\*\* I N V O I C E \*\*\*\*

Cert# MV-47119

Invoice# 16556364 - RI

Order Num 79115988 - WI

Page 1

POS SALES TK221

Opening Salesperson 12907209

OCALA CORNERS STORE

Date/Time In..... 12/15/07 13:22:01

800 OCALA ROAD

Date/Time Out..... 12/15/07 13:23:01

850 576-3570

Ship To:

TALLAHASSEE FL

Home#

Work#

786-385-6637

Addl Repairs may be authorized by

VIN#

PO#:

Item Number	Item Description	Qty	Price Each	Extended
ROD	DEPOSIT- A 20% RESTOCK CHARGE	1	264.57	264.57
	WILL APPLY IF ORDER CANCELLED			
VISA	Visa			264.57-
	CARD NUMBER 3471 APPR 05151C			

IF YOU HAVE A QUESTION OR CONCERN PLEASE TALK TO  
OUR STORE MANAGER, SHARON Y. LANGSTON  
AT (850) 576-3570 \*\*NEW TIRE FEE FS:403.718

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS  
BELOW AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A  
WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE  
REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_  
THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY  
WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE

SIGNED \_\_\_\_\_

DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

Special Credit:  
Total Charges.. 264.57  
Total Credits... .00  
Sub-Total..... 264.57  
New Tire Fees\*\* .00  
Shop Fees(\*) .00  
All Taxes..... .00  
Payments..... 264.57-  
Net Amount..... .00

PLEASE PAY ABOVE AMOUNT.  
THANK YOU! Closer:12907209

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK PER THE TERMS  
AND CONDITIONS ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. TIRE KINGDOM  
USES BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.  
I DO \_\_\_\_\_ DO NOT \_\_\_\_\_ WANT MY PARTS RETURNED

PROPOSED METHOD OF PAYMENT, CASH \_\_\_\_\_ CHECK \_\_\_\_\_ CREDIT CARD \_\_\_\_\_  
CHARGES REPRESENT COST/PROFIT TO THE VEHICLE REPAIR FACILITY, MISC. SHOP SUPPLY OR WASTE DISPOSAL  
PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION

CUSTOMER COPY

# TIRE KINGDOM®

**SERVICE • BRAKES • BATTERIES • MORE**

COMMERCIAL | Tire Kingdom, INC.  
 CUSTOMERS | PO Box 406010  
 REMIT TO: | ATLANTA, GA30384-6010

2006 CADILLAC CTS  
 License: BLKCTS FL  
 Mileage: 25206  
 Lug Torque 100  
 Tire Infl F/R 30 30

\*\*\* INVOICE REPRINT \*\*\*

Cert# MV-47119

Invoice# 17617509 - RI  
 Order Num 80191792 - WI  
 Page - 1  
 Opening Salesperson 12907209  
 Date/Time In..... 01/31/08 17:01:22  
 Date/Time Out..... 01/31/08 19:56:58  
 Ship To:

POS SALES TK221  
 OCALA CORNERS STORE  
 800 OCALA ROAD  
 850 576-3570

TALLAHASSEE FL

Home# Work# 786-385-6637

Addl Repairs may be authorized by

VIN#: 1G6DM57T760 PO#:

Item Number	Item Description	Qty	Price Each	Extended
FK00322556W	Falken FK-452	1	109.99	109.99
28194605	225/55ZR16 95W, 28194605 WORKMANSHIP			
Tire Disposal Fee	Tire Disposal Fee		3.00	3.00
BTSHP	BASIC HIGH PERF TIRE SERVICE	1	18.99	18.99
VSR	RUBBER VALVE STEM WHEN NEEDED	1		
SBSHP	STANDARD WHEEL BAL HIGH PERF	1		
KMTSL	FREE MOUNT AND INSTALL	1		
VISA	Visa			144.19-
	CARD NUMBER 3471 APPR 07336C			

IF YOU HAVE A QUESTION OR CONCERN PLEASE TALK TO  
 OUR STORE MANAGER, SHARON Y. LANGSTON  
 AT (850) 576-3570 \*\*NEW TIRE FEE FS:403.718

**PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS  
 BELOW AND SIGN:**

**I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A  
 WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.**

- I REQUEST A WRITTEN ESTIMATE.
- I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE  
 REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_  
 THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY  
 WRITTEN OR ORAL APPROVAL.
- I DO NOT REQUEST A WRITTEN ESTIMATE

SIGNED \_\_\_\_\_ DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

Special Credit:	
Total Charges..	131.98
Total Credits..	.00
Sub-Total.....	131.98
New Tire Fees**	1.00
Shop Fees(*)	1.14
All Taxes.....	10.07
Payments.....	144.19-

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK PER THE TERMS  
 AND CONDITIONS ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. TIRE KINGDOM  
 USES BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.  
 I DO \_\_\_\_\_ DO NOT \_\_\_\_\_ WANT MY PARTS RETURNED

Net Amount..... .00  
 PLEASE PAY ABOVE AMOUNT.  
 THANK YOU! Closer:12907209

PROPOSED METHOD OF PAYMENT, CASH \_\_\_\_\_ CHECK \_\_\_\_\_ CREDIT CARD \_\_\_\_\_  
 CHARGES REPRESENT COST/PROFIT TO THE VEHICLE REPAIR FACILITY. MISC. SHOP SUPPLY OR WASTE DISPOSAL  
 PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION

**CUSTOMER COPY**

# SFADA TAG AGENCY, INC.

625 N.E. 124th STREET  
 North Miami, FL 33161  
 DADE OFFICE: (305) 981-1077

294 South Flamingo Rd.  
 Pembroke Pines, FL 33027  
 BROWARD OFFICE: (954) 443-4481

151716  
148-15

## OFFICIAL RECEIPT

Issued to: 92 *Paschal Freddie C*  
 WILLIAMSON CADILLAC - 92  
 VAULT NOM FOR GMAC OR COLT REG DLR  
 PO BOX 8111  
 COCKEYSVILLE, MD 21030

Invoice #: D21056  
 Order Date: 05/23/2006  
 Printed Date: 5/23/06

PHONE:                      SEX:                      D.O.B.:                      FL DL#:                      CONTROL #:

BATCH #	YEAR	MAKE	TYPE	CLASS	VIN OR HULL #	INS. PIP/PD	LIAB.	DECAL NO.	YEAR
522613	2006	CADI	AU	9	1G6DM57T760 [REDACTED]			06937375	2007
WT/LN		GWW	REG # FL	TITLE NO.		CLERK	STA	TAG NO.	
3585				95920388		ROSA		U034VK	

DATE OF LIEN: 5/7/06  
 1ST LIEN HOLDER: GMAC  
 ADDRESS: PO BOX 8111  
 CITY, STATE, ZIP: COCKEYSVILLE, MD 21030

DATE OF LIEN:  
 2ND LIEN HOLDER:  
 ADDRESS:  
 CITY, STATE, ZIP:

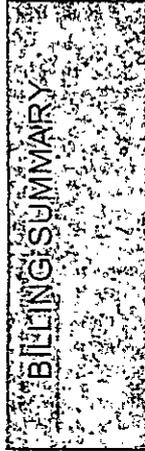
### TAXES AND SERVICES FEES

LOG #	TRANSACTION	STATE				SALES TAX	COUNTY FEES	AGENCY FEES	SUBTOTAL
		REG. FEE	INIT. REG.	MAIL FEE	TITLE FEE				
939362	ORIG NEW TITLE	\$4.00	\$0.00	\$0.00	\$4.00	\$0.00	\$4.75	\$15.00	\$27.75
939363	ORIG REG REGIS	\$67.60	\$0.00	\$0.00	\$0.00	\$0.00	\$3.00	\$4.00	\$74.60
	HANDLING FEE	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1.50	\$1.50

**TOTAL FEES: \$103.85**  
 AMOUNT PAID (CASH): \$0.00  
 AMOUNT PAID (CHECK): \$0.00  
 CREDIT APPLIED: \$0.00  
**TOTAL DUE: \$103.85**

THIS INFORMATION WAS FURNISHED BY THE DEALER AND THIS AGENCY MAKES  
 NO WARRANTY OR REPRESENTATION TO ITS CORRECTNESS OR ACCURACY.

Thank You For Your Patronage!



Page 1 of 1

# XCITING NEWS For [Redacted] XM + NAPSTER - Changing The Way You Listen To Music Forever

It's a whole new way to experience music. Your favorite XM Radio Online music channels and access to download music from Napster's catalog of more than 2 million songs. Visit [napster.xmradio.com](http://napster.xmradio.com) to learn more.

Statement Date: 08/09/2006

XM Account Number: [Redacted]

Due Upon Receipt

Amount Due **\$392.62**

## ACCOUNT SUMMARY FOR BILLING PERIOD 08/08/2006 - 08/09/2006

Date	Description	Amount
	Previous Balance	\$0.00
	Payments	\$0.00
08/09/2006	XM Service	\$359.64
08/09/2006	Subtotal	\$359.64
08/09/2006	Tax-State	\$32.98
	<b>Total Amount Due Upon Receipt</b>	<b>\$392.62</b>

## Service Detail For Radio ID 534WH004

Date	Description	Charges	Discounts/Promotions	Amount
08/08/06 - 08/08/09	XM Service - 3 Years	\$359.64	\$0.00	\$359.64
	<b>Total Current Charges</b>	<b>\$359.64</b>	<b>\$0.00</b>	<b>\$359.64</b>

## CHANNEL INFORMATION

The most choice in Satellite Radio...

**OPRAH & FRIENDS**  
Oprah & Friends Channel - Coming in September!  
Oprah & Friends - XM 156

Featuring a broad range of original programming from Harpo Radio, Inc.

**DEEP TRACKS**  
Theme Time Radio Hour with Your Host Bob Dylan  
Deep Tracks® - XM 40 - Wednesdays 10 AM ET  
The Village - XM 15 - Thursdays Noon ET

Bob Dylan hosts his own show, exclusively on XM!



Major League Baseball®  
MLB Homeplate™ - XM 175  
MLB Play-by-Play - XM 176-190

XM is the Official Satellite Radio Service of Major League Baseball® Every team. All Season Long.

*16 August 2006*  
*#8791 checked*  
*395.48*

**PAYMENT OPTIONS**

Online @ [www.xmradio.com](http://www.xmradio.com)  
Call 1-800-XM-RADIO  
Mail your check & stub below

Simple • Fast • Convenient  
Pay by Credit Card!

## Payment Terms

If you do not pay by credit or debit card, please make your check or money order payable to XM Satellite Radio Inc. in US Dollars. Do not send cash. To ensure proper crediting to your account, include the bottom portion of the invoice with your payment and write your account number on your check or money order. Please do not include comments or questions with your payments. Mail all payments to the PO Box address indicated on the remit slip.

If your payment is not received, you may be charged a late fee. When you send us a check to make your payment, your check will be converted into an electronic fund transfer. By sending your completed, signed check to us, you authorize us to copy your check and to use the account information from your check to make a one-time electronic fund transfer from your account [for the same amount as the check]. Funds will be withdrawn from your account within 24 hours and you will not receive your check back from your financial institution. The electronic fund transfer from your account will be on the account statement you receive from your financial institution. If you bank returns any check to XM, you may be charged a returned payment fee. Where permitted by law, the fee will appear on your next invoice. Service may be deactivated for non-payment and deactivation fees may apply. Any past due amounts, including deactivation fees, must be paid before service will be reactivated. The Subscriber Terms and Conditions describe all of these fees in detail.

It is important that you read the Subscriber Terms and Conditions that were provided to you, because activation of your service means you have agreed to the Terms and Conditions. Any payments and/or credits processed, or charges incurred after the bill issue date will be included in your next billing. All services are billed in advance. Billings may include charges for a partial month of service based on the date your service was activated. All payments will be applied to the oldest amounts due on your account.

## Contacting XM

If you have any questions about your service bill, or if you would like to change or reactivate your services, please call the Listener Care Center at 800-XM-RADIO (800-967-2346), or write us at the mailing or e-mail address below. For any billing questions, e-mail, call or write as soon as possible. If you choose to contact us in writing, please include the following information:

- Your name and XM account number;
- The dollar amount in question; and
- The details of your question.

You must contact XM Satellite Radio Inc. within 30 days after receiving the billing on which the supposed error appeared. Undisputed portions of the invoice must be paid to avoid a late fee and/or possible deactivation of services. We will not report your account as delinquent or take any action to collect the disputed amount while your dispute is under investigation. Our e-mail address is: [listenercare@xmradio.com](mailto:listenercare@xmradio.com) and our mailing address for the correspondence is:

XM Satellite Radio Inc.  
PO Box 33174  
Detroit, MI 48232-5280

**Thank you for choosing XM Satellite Radio!**

If you prefer to make a one time payment electronically via credit card or e-check please login to your account at <http://xmradio.com/listenercare>

FREDDIE L PASCHAL

20371160 STOCK NO.

CERTIFICATION OF POLLUTION CONTROL DEVICES OR SYSTEMS

FLORIDA LAW PROHIBITS THE OPERATION, SALE LEASE, OR TRANSFER OF TITLE OF ANY AUTOMOBILE OR LIGHT DUTY TRUCK (VEHICLE 1975 OR NEWER WITH A REGISTERED WEIGHT 10,000 LBS. OR LESS) THAT HAS BEEN TAMPERED WITH...

CHECK ONE: [X] Motor Vehicle [ ] Mobile Home [ ] Vessel
Vehicle Identification Number: 1G6DM57T760
Year: 2006
Make/Model: CADILLAC
Color: BLACK R
ADR: CTS
Title No.:

RULE 62-242.700 FLORIDA ADMINISTRATIVE CODE
AS A MOTOR VEHICLE DEALER LICENSED TO CONDUCT BUSINESS IN THE STATE OF FLORIDA, I HEREBY CERTIFY THAT THE FOLLOWING AIR POLLUTION EMISSION CONTROL DEVICES AND SYSTEMS OF THE VEHICLE, IF INSTALLED BY THE VEHICLE MANUFACTURER OR IMPORTER, HAVE NOT BEEN TAMPERED WITH BY ME OR MY AGENTS, EMPLOYEES OR OTHER REPRESENTATIVES.

I ALSO HEREBY CERTIFY THAT I OR PERSONS UNDER MY SUPERVISION HAVE INSPECTED THIS MOTOR VEHICLE AND, BASED ON SAID INSPECTION HAVE DETERMINED THAT THE BELOW-LISTED AIR POLLUTION CONTROL DEVICES AND SYSTEMS, IF INSTALLED BY THE VEHICLE MANUFACTURER OR IMPORTER, ARE IN PLACE AND APPEAR TO BE PROPERLY CONNECTED AND UNDAMAGED AS DETERMINED BY VISUAL OBSERVATION.

THIS CERTIFICATION SHALL NOT BE DEEMED OR CONSTRUED AS A WARRANTY THAT ANY AIR POLLUTION CONTROL DEVICE OR SYSTEM OF THE VEHICLE IS IN FUNCTIONAL CONDITION, NOR DOES THE EXECUTION OR DELIVERY OF THIS CERTIFICATION CREATE BY ITSELF GROUNDS FOR CAUSE OF ACTION BETWEEN THE PARTIES TO THIS TRANSACTION.

X TRANSFEROR'S SIGNATURE
WILLIAMSON CADILLAC CO.
PRINTED NAME

7815 SW 104TH STREET
TRANSFEROR'S ADDRESS (STREET)
MIAMI FL 33156
CITY STATE ZIP CODE

05/07/2006
DATE OF STATEMENT
WILLIAMSON CADILLAC CO.
FIRM/DEALERSHIP

TRANSFEREE'S SIGNATURE
[Redacted Signature]

PALMETTO BAY FL
CITY STATE ZIP CODE

1975 TO 1979 YEAR: [ ] CATALYTIC CONVERTER [ ] UNVENTED FUEL CAP
1980 AND NEWER YEAR: [ ] CATALYTIC CONVERTER [ ] UNVENTED FUEL CAP [ ] POSITIVE CRANKCASE VENTILATION SYSTEM (PCV) [ ] THERMOSTATIC AIR CLEANER (TAC) [ ] EXHAUST GAS RECIRCULATION SYSTEM (EGR) [ ] AIR PUMP AND/OR AIR INJECTION SYSTEM (AIS) [ ] FUEL EVAPORATION EMISSIONS SYSTEM (EVP)

20371160
STOCK NO.

FORM NO. 7001-05-FL (REV. 2005)
©2005 Reynolds and Reynolds and Reynolds TO ORDER: www.reynolds.com, 1-800-344-0695, Ext. 1-800-331-9055

NEIL KIRKMAN BUILDING • TALLAHASSEE, FLORIDA 32399-0610

SEPARATE ODOMETER DISCLOSURE STATEMENT AND ACKNOWLEDGEMENT

VEHICLE DESCRIPTION
CHECK ONE: [X] Motor Vehicle [ ] Mobile Home [ ] Vessel
Vehicle Identification Number: 1G6DM57T760
Year: 2006
Make/Model: CADILLAC
Color: BLACK R
ADR: CTS
Title No.:

ODOMETER DISCLOSURE STATEMENT
WARNING: Federal and State law requires that you state the mileage in connection with an application for a Certificate of Title. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I/WE WILLIAMSON CADILLAC CO. STATE THAT THIS MOTOR VEHICLE'S (Print Transferor's Name) (Seller)

5 DIGIT OR 6 DIGIT ODOMETER NOW READS [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] (NO TENTHS) MILES, DATE READ 05/07/06, AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED IN THIS DOCUMENT UNLESS ONE OF THE FOLLOWING IS CHECKED:

CAUTION: I HEREBY CERTIFY THAT, TO THE BEST OF MY KNOWLEDGE, THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.

DO NOT CHECK IF ACTUAL MILEAGE. I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE. WARNING - ODOMETER DISCREPANCY

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND I AGREE

WILLIAMSON CADILLAC CO.
(Transferor's Hand Printed Name)

7815 SW 104TH STREET
(Transferor's Street Address)

MIAMI FL 33156
CITY STATE ZIP

PALMETTO BAY FL
CITY STATE ZIP

FORM NO. 7001-05-FL (REV. 2005)
©2005 Reynolds and Reynolds TO ORDER: www.reynolds.com, 1-800-344-0695, Ext. 1-800-331-9055

ANY PERSON WHO IS BUYING OR SELLING A MOTOR VEHICLE AND WHO MUST MAKE OR ACKNOWLEDGE AN ODOMETER DISCLOSURE, IN ORDER TO COMPLY WITH STATE OR FEDERAL ODOMETER DISCLOSURE LAW.

**WHEN SHOULD THIS FORM BE USED?**

1. WHEN A MOTOR VEHICLE, FOR WHICH AN ODOMETER DISCLOSURE IS REQUIRED, HAS BEEN SOLD.
2. WHEN A MOTOR VEHICLE, FOR WHICH AN ODOMETER DISCLOSURE IS REQUIRED, HAS BEEN PURCHASED.
3. WHEN AN ODOMETER DISCLOSURE STATEMENT AND ACKNOWLEDGEMENT BETWEEN THE BUYER AND THE SELLER IS REQUIRED, BUT NO ODOMETER DISCLOSURE STATEMENT HAS BEEN MADE ON ANOTHER STATE OR FEDERAL FORM.

**WHEN SHOULD THIS FORM NOT BE USED?**

1. WHEN A FLORIDA TITLE WHICH WAS ISSUED ON OR AFTER APRIL 29, 1990 IS AVAILABLE.
2. WHEN A FORM HSMV 82994, MOTOR VEHICLE DEALER TITLE REASSIGNMENT SUPPLEMENT, HAS BEEN USED.
3. WHEN A FORM HSMV 82995, MOTOR VEHICLE DEALER POWER OF ATTORNEY/ODOMETER DISCLOSURE, HAS BEEN USED.
4. WHEN AN OUT OF STATE TITLE, WHICH CONFORMS TO FEDERAL LAW, IS USED TO TRANSFER A MOTOR VEHICLE.

**FILING:**

1. COPIES SHOULD BE EXCHANGED BETWEEN THE SELLER AND THE BUYER. DEALERS MUST RETAIN THIS DOCUMENT IN THEIR RECORDS FOR A PERIOD OF FIVE YEARS.
2. IT IS NOT NECESSARY TO FILE THIS FORM OR ANY COPY OF THIS FORM WITH THE STATE OF FLORIDA, UNLESS REQUESTED TO DO SO BY THE DIVISION OF MOTOR VEHICLES.



[Home](#) | [Help](#) | [Sign In](#)

[Track & Confirm](#)   [FAQs](#)

## Track & Confirm

### Search Results

Label/Receipt Number: 7007 1490 0000 0072 1958  
Status: **Delivered**

Your item was delivered at 9:22 AM on December 31, 2007 in  
TALLAHASSEE, FL 32399.

### Track & Confirm

Enter Label/Receipt Number.

[Additional Details >](#)

[Return to USPS.com Home >](#)

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U.S. Department of Justice  
Office of Inspector General



U.S. Department of Justice  
Office of Inspector General

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

071001  
OFFICE OF THE ATTORNEY GENERAL  
LEMON LAW RESEARCH UNIT  
THE CAPITOL  
TALLAHASSEE, FLORIDA  
32391-1050

2. Article Number

(Transfer from service label)

7007 1490 0000 0072 1958

PS Form 3811, February 2004

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature

X

Agent

Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1?  Yes  
If YES, enter delivery address below:  No

3. Service Type

Certified Mail

Express Mail

Registered

Return Receipt for Merchandise

Insured Mail

C.O.D.

4. Restricted Delivery? (Extra Fee)

Yes

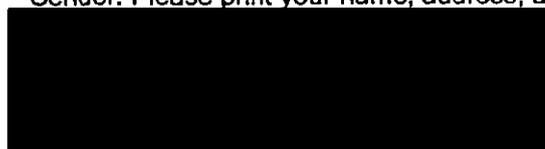
102595-02-M-1544

UNITED STATES POSTAL SERVICE E E FL 323

31 DEC 2007 PM 2 L

WALTON  
HOLLAND  
First-Class Mail  
Postage & Fees Paid  
USPS  
Permit No. G-10

• Sender. Please print your name, address, and ZIP+4 in this box •



PALMETTO BAY, FLORIDA



0041



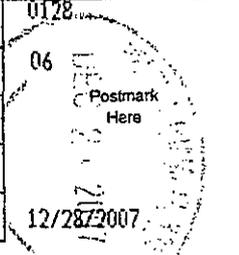
7007 1490 0000 0072 1958

U.S. Postal Service  
**CERTIFIED MAIL RECEIPT**  
(Domestic Mail Only, No Insurance Coverage Provided)

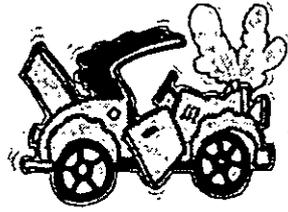
For delivery information visit our website at [www.usps.com](http://www.usps.com)

TALLAHASSEE FL 32399  
**OFFICIAL USE**

Postage	\$ 0.41	0128
Certified Fee	\$2.65	06
Return Receipt Fee (Endorsement Required)	\$2.15	
Restricted Delivery Fee (Endorsement Required)	\$0.00	
<b>Total Postage &amp; Fees</b>	<b>\$ 5.21</b>	



Sent To **OFFICE OF THE ATTORNEY GENERAL**  
**LEMON LAW RESEARCH UNIT**  
 Street, Apt. No.,  
 or PO Box No. **THE CAPITOL**  
 City, State, ZIP+4  
**TALLAHASSEE FLORIDA 32399-1050**



**Exercising  
your rights  
under...**

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**The  
Florida  
Motor  
Vehicle  
Lemon  
Law**



**BILL McCOLLUM**  
Attorney General

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**OFFICE OF THE ATTORNEY GENERAL  
LEMON LAW ARBITRATION PROGRAM  
TALLAHASSEE, FLORIDA**

# LEMON LAW ALERT

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You have notified your manufacturer in writing that your vehicle was subject to examination or repair at least three times for the same defect or condition.

Under the Florida Lemon Law, it is now the manufacturer's responsibility to make a final attempt to fix your vehicle within a reasonable time by:

1. responding to your notification within 10 calendar days of its receipt and directing you to a reasonably accessible repair facility for the final repair attempt (the manufacturer's response does not have to be in writing), and
2. fixing your reported problem(s) within 10 calendar days of the date you deliver your vehicle to the repair facility.

If the manufacturer fails to respond at all or in a timely manner, or fails to perform the final repair within the required 10 days; **or**

If your reported problem(s) recurs following the completion of the final repair, the manufacturer may be required to repurchase or replace your vehicle under the Florida Lemon Law. If the manufacturer fails to repurchase your vehicle, you may choose to pursue arbitration of your claim.

Your manufacturer provides an informal dispute resolution program that has been certified by the State of Florida. Under the Lemon Law, you are required to file a claim with that program first. Look in your owner's manual or warranty booklet for information about filing a claim with the manufacturer's program. Once you have filed your claim, the program must make a decision within 40 days. If the program fails to do so, or if you are not satisfied with the decision, you may request arbitration by the **New Motor Vehicle Arbitration Board administered by the Office of the Attorney General**.

To obtain a "Request for Arbitration" form, call the *Lemon Law Hotline* at:

**1-800-321-5366**

**From out of state call (850) 488-2221**

**DO NOT DELAY!  
THERE IS A FILING DEADLINE!**

## Service Request Activity

<b>SR No.</b>	71-595704658	<b>Ref No.</b>	CAD0831837	<b>Goodwill</b>	No Goodwill Offered		<b>BRC Type</b>	ADR	
<b>Account</b>		<b>Site</b>		<b>GW SubType</b>			<b>Bus. Unit</b>	BRC	
<b>Last Name</b>		<b>First Name</b>		<b>Approval</b>	Not Initiated		<b>Area</b>	ADR	
<b>Daytime #</b>		<b>Evening #</b>		<b>UCC</b>	Brakes - General		<b>Sub-Area</b>	BBB Case	
<b>Address</b>		<b>City</b>	Village Of Palmetto Bay	<b>Involved Dlr</b>	Proctor & Proctor, Inc.		<b>Safety</b>	Yes	
<b>State</b>	FL	<b>Postal Cd</b>		<b>Source</b>	Email		<b>Updated</b>	2/25/2008 05:40:20 PM	
<b>Serial #/VIN</b>	1G6DM57T760	<b>Model Year</b>	2006	<b>Priority</b>	Medium	<b>License #</b>	CADILLAC	<b>Owner</b>	LINDSEYM
<b>Make</b>	Cadillac	<b>Warr. Start</b>	05/07/2006	<b>Status</b>	Closed		<b>Opened</b>	1/23/2008 11:05:36 AM	
<b>Model</b>	CTS	<b>Mileage</b>	24,500	<b>Sub-Status</b>	Dissatisfied		<b>Closed</b>	2/25/2008 05:39:32 PM	
<b>Abstract</b>	brakes, ABS, passenger side airbag, check coolant light, fuel gage, traction control warning lamp								
<b>Customer Description</b>	No longer a BRC ADR case. Please refer customer to CAC.								

### GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
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### Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
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### Certificate Details

Certificate Number	Amount	Expiration Date
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### Pre-Authorization Basics

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

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/4/2008 03:18:21 PM	SADMIN	LINDSEYM	BRC ADR	Auto BBB Case Info Update	Done	3/4/2008 04:43:54 PM	CAD0831837 03/04/2008 15:18:07:899

Contact Last Name	Contact First Name	Account	BAC Code
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### Comments

CAD0831837<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>  
Customer Rejects Final Decision<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/25/2008 05:39:31 PM	LINDSEYM	LINDSEYM	SR Closed - Dissatisfied		Done	2/25/2008 05:39:31 PM	Service Request has been Closed Dissatisfied.
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]							
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/25/2008 05:32:30 PM	LINDSEYM	LINDSEYM	Outbound Call Field Rep/Whlsl	Other	Done	2/25/2008 05:38:58 PM	CRS left a voice mail for DVM, Dennis Theroux, node and mailbox # 404082 8027.
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]							
<b>Comments</b>							

CRS left a voice mail for DVM, Dennis Theroux, node and mailbox # 404082- 8027.  
 CRS advised that on 2-25-08 BBB Arbitrator awarded the customer a denial of repurchase.  
 Customer has allowed FRA as he would not return to dealer for the repairs under warranty.  
 CRS will close request dissatisfied with no goodwill provided.

Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/25/2008 05:28:17 PM	LINDSEYM	LINDSEYM	BRC ADR	Settlement- Denied	Done	2/25/2008 05:30:29 PM	Settlement- Denied, no goodwill provided.
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[REDACTED]							
<b>Comments</b>							

Settlement- Denied, no goodwill provided.  
 BBB closed after arbitration with a customer denial of repurchase decision.  
 On 2-12-08: CRS advised customer that GM can offer customer a one month lease payment in reimbursement for amount of \$393.97 if he will allow a final repair attempt at a Cadillac dealer. Customer declined settlement and advised that he gave GM enough time to have FRA completed and he was not contacted in enough time to have it set up. Customer stated he is seeking to prove to BBB that GM was not being truthful about FRA contact.  
 CRS advised that GM position is that customer has declined to allow GM a FRA and will present this position to BBB at hearing.  
 CRS thanked customer for his time and disconnected call.  
 \*\*\* No goodwill provided after arb. decision was made.  
 Marion Lindsey/ATX/ADR/Ext. #21259

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/25/2008 05:27:00 PM	LINDSEYM	LINDSEYM	BRC ADR	Closed Arbitration	Done	2/25/2008 05:28:09 PM	Executive Summary: BBB closed after arbitration with a customer denial of repurchase decision.
Contact Last Name	Contact First Name	Account	BAC Code				
██████	██████						

#### Comments

Denial was awarded.  
Executive Summary: BBB closed after arbitration with a customer denial of repurchase decision.

Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/25/2008 12:18:27 PM	SADMIN	LINDSEYM	BRC ADR	Auto BBB Case Info Update	Done	2/25/2008 05:26:59 PM	CAD0831837 02/25/2008 12:18:08:141
Contact Last Name	Contact First Name	Account	BAC Code				
██████	██████						

#### Comments

CAD0831837<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>  
Denial was awarded<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/21/2008 05:02:43 PM	LINDSEYM	LINDSEYM	Scheduled Follow-up		Done	2/25/2008 05:26:41 PM	71-595704658, Paschal, Fred, CRS will monitor for BBB arb. decision.
Contact Last Name	Contact First Name	Account	BAC Code				
██████	██████						

#### Comments

Action Plan:  
CRS will monitor for BBB arb. decision.  
Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/21/2008 05:01:33 PM	LINDSEYM	LINDSEYM	BRC ADR		Done	2/21/2008 05:02:15 PM	CRS received hard copy of file back from Arb Specialist.
Contact Last Name	Contact First Name	Account	BAC Code				
██████	██████						

#### Comments

CRS received hard copy of file back from Arb Specialist.  
Marion Lindsey/ATX/ADR/Ext. #21259

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
	CRISPPL	CRISPPL	BRC ADR	Begin Hold Status	Done	2/20/2008 11:04:06 AM	arbitration has been completed
			First Name	Account		BAC Code	

#### Comments

arb has been completed  
owning agent will monitor file

PennyCrispBRC/ADR/aTX 21151

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 11:02:52 AM	CRISPPL	CRISPPL	BRC ADR	Return to Orig BBB CRM	Done	2/20/2008 11:03:33 AM	return hard file to Marion Lindsey
			Contact Last Name	Contact First Name	Account	BAC Code	

#### Comments

arb complete  
agent should monitor file and update all involved parties

PennyCrispBRC/aDR/aTX 21151

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 11:01:35 AM	CRISPPL	CRISPPL	Inbound Call Third Party	Other	Done	2/20/2008 11:02:51 AM	Ben Tweraser/BBB
			Contact Last Name	Contact First Name	Account	BAC Code	

#### Comments

arb spec advised  
pointed out #2 on NOH  
contradicts terms of state  
CA has seperate NOH

Ben sts:  
will be looking into this  
looks like from notes cust did not notify anyone  
arb spec agrees

PennyCrispBRC/ADR/ATX 21151

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
[REDACTED]	CRISPPL	CRISPPL	Outbound Call Third Party	Left Message	Done	2/20/2008 11:01:34 AM	Ben Tweraser/BBB
[REDACTED]		[REDACTED]	First Name	Account	BAC Code		

#### Comments

arb spec advised  
 seek phone call on NOH  
 left case #  
 name/num/ext

PennyCrispBRC/ADR/ATX 21151

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 10:59:21 AM	CRISPPL	CRISPPL	Outbound Call Third Party	Made Contact	Done	2/20/2008 11:00:52 AM	MAT Team
[REDACTED]		[REDACTED]	Contact Last Name	Contact First Name	Account	BAC Code	

#### Comments

Matt Costello  
 arb spec sts:  
 have procedural question veh not @ hearing NOH sts must be  
 Matt sts  
 FL WI and CA cannot make cust bring veh to hearing  
 arb spec points out #2 of hearing notification

PennyCrispBRC/ADR/ATX 21151

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 10:58:22 AM	CRISPPL	CRISPPL	Outbound Call Third Party	Left Message	Done	2/20/2008 10:59:19 AM	outbound call to Eric Ogelsby/BBB
[REDACTED]		[REDACTED]	Contact Last Name	Contact First Name	Account	BAC Code	

#### Comments

arb spec advised  
 -eric have questions on this case can you give me a call back

\*veh not @ hearing\*

PennyCrispBRC/ADR/aTX 21151

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 10:55:25 AM	CRISPPL	CRISPPL	BRC ADR	Hearing Site Contacted	Done	2/20/2008 10:58:20 AM	part 13 of hearing
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

cust sts: The problem is when you sent in notification you only had 1 # to reach me  
 The # is her business # Perer GM to take car back showed all records was offered 1 free month and want a final repair attempt 1 lady Julia she said she was sorry for what she had done the guy called and said 1 month free and final repair attempt timeframe have it here in writing here and this car is unsafe and they should take it back arb spec sts: again it is unfortunate mr/mrs paschal not sat. use/value/safety not impaired-dlr has not diagnosed veh w/safety issue-no final attempt and feel we have shown gm attempted to meet that criteria request a denial asked if inspection will be scheduled arb sts veh in tallahassee cannot inspect it  
 arb closed hearing

PEnyCrispBRC/ADR/ATX 21151

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 10:52:57 AM	CRISPPL	CRISPPL	BRC ADR	Hearing Site Contacted	Done	2/20/2008 10:55:24 AM	part 12 of hearing
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

arb spec sts: Certainly if traded we see no reason why Mr Paschal would not rcv fair mkt value for a vehicle of the yr/make/model w/current mileage. There have been no return visits by Mr Paschal since Dec 19th at that visit the vehicle left the dealer operating as designed and repaired. GM is not denying Mr Paschal warranty coverage and we would continue to honor our written warranty on the vehicle by repairing any nonconformity diagnosed at a repair facility. At this time we are not willing to voluntarily repurchase this vehicle. Cuts sts; went over Phone things only had 1 number they also had my cell can show you proof they called on cell on 14th of Jan went over phone records whre he was trying to contact ADR 21st of Jan days out of svc is not right  
 Arb sts: any response ms crisp arb spec sts: yes I can understand but this only supports what I am saying and that is our policy is to call main # and you are saying we tried to contact you and we are asking for contact back to arrange a final repair attempt –this did not happen for whatever reason but GM did attempt to comply with state guidelines

continued.....

PennyCrispBRCADR/aTX 21151

# Service Request Activity

## Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 10:51:47 AM	CRISPPL	CRISPPL	BRC ADR	Hearing Site Contacted	Done	2/20/2008 10:52:56 AM	part 11 of hearing
Contact Last Name	Contact First Name	Account	BAC Code				

██████	██████						
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### Comments

arb spec sts: per FRA Rcvd certified letter from Mr Paschal on Thursday Jan 10th 2007\*FRA agent Julia Rebollo  
 Monday 1/14/2008 12:27:51 1st attempt to customer  
 Tuesday 1/15/2008 11:55:36 AM – attempted to call customer again  
 Friday 1/18/2008 11:24:01 AM customer called back in  
 Monday 1/21/2008 11:40:09 AM –called customer back  
 Monday 1/21/2008 11:53:57 AM –spoke to cust son  
 Monday 1/21/2008 02:37:55 –attempted to call cust back  
 Tuesday 1/22/2008 11:37:19 AM –spoke to cust and cust states wants to speak to AG office  
 Tuesday 1/22/2008 04:05:36 PM – spoke to cust again and said he spoke to AG office and that we are lying saying we tried to contact him and is going thru BBB 10 days is up I would like to note we rcvd the certified letter on JAN 10th according to my calculations technically the 10 days would have been on Jan 20th. GM had attempted contact and were not successful as you can see from the documents Mr Paschal provided there is a timestamp when his letter was rcvd by GM and dated copies of letters GM sent where we were trying to contact him we feel this is an affirmative defense and clear presentation that GM was attempting to follow the standards set forth by the states laws. There has not been a significant impairment to the use or safety of this vehicle. We have no documented reason that would suggest the value of this vehicle has been impaired.  
 continued.....  
 PennyCrispBRC/ADR/ATX 21151

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 10:49:49 AM	CRISPPL	CRISPPL	BRC ADR	Hearing Site Contacted	Done	2/20/2008 10:51:46 AM	Part 10 of hearing
Contact Last Name	Contact First Name	Account	BAC Code				

██████	██████						
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### Comments

arb spec sts: Which means we have 1 Repair to #1 on ATA the brakes would give out on the vehicle the same repair also took care of #2 and #7 2) ABS brakes electrical malfunction  
 7) traction control light malfunction We have 1 repair to #3 the same repair took care of the issue on #4 as we feel it is the same issue 3) passenger side airbag malfunction displayed &  
 4) passenger side seat sensors for airbag replaced WE HAVE 1 REPAIR TO #5 5) check coolant light comes on even with coolant WE HAVE 2 repair orders for the #6 fuel tank gauge and 1 repair  
 6) incorrect reading with the fuel tank gauge WE HAVE 3 Repair orders for different parts of the interior of the vehicle #8  
 8) interior parts of the car coming off (handles) General Motors has not had an opportunity for a final repair attempt. FRA  
 I can understand what Mr/Mrs Paschal are saying about contact and certainly appreciate the phone records provided however the main # provided to GM in Mr Paschal's paperwork was (305) 233-2500 that is true on the customer claim form with the BBB -  
 continued.....  
 PennyCrispBRC/ADR/aTX 21151

# Service Request Activity

## Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 10:46:20 AM	CRISPPL	CRISPPL	BRC ADR	Hearing Site Contacted	Done	2/20/2008 10:49:47 AM	part 9 of hearing
Contact Last Name	Contact First Name	Account	BAC Code				

### Comments

arb spec sts: to summarize we have 4 repair orders-  
 On 3/5/07 @ 13451mi concern were for  
 1) the brakes would give out on the vehicle  
 2) ABS brakes electrical malfunction  
 7) traction control light malfunction  
     from ATA  
 On 3\*19\*07 @ 14309 mi concern were for  
 3) passanger side airbag malfunction displayed &  
 4) passenger side seat sensors for airbag replaced  
 6) incorrect reading with the fuel tank gauge  
 8) interior parts of the car coming off (handles)  
     from ATA  
 On 8/6/07 @ 18433 mi concern were for  
 6) incorrect reading with the fuel tank gauge  
 8) interior parts of the car coming off (handles)  
     from ATA  
 On 12/19/07 @ 22748 mi concern were for  
 8) interior parts of the car coming off (handles)  
 5) check coolant light comes on even with coolant  
     from ATA  
 continued.....  
 PennyCrispBRC/ADR/ATX 21151

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 10:45:10 AM	CRISPPL	CRISPPL	BRC ADR	Hearing Site Contacted	Done	2/20/2008 10:46:19 AM	part 8 of hearing
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

arb spec sts:  
12/19/074020422 day out 22748 miles  
Williamson Cadillac Miami FL  
Part in from last repair \*\*\*\*  
CUSTOMER STATES THAT THE CENTER ARM REST HINGE COVER CAME OFF

Repaired arm rest console

Part in from last repair \*\*\*\*  
CUSTOMER STATES THAT THE RIGHT REAR..GRAB HANDLE  
Repaired roof handle assist

CUSTOMER STATES THAT THE;CHECK COOLANT.LIGHT COMES ON ::  
FROM TIME TO TIME  
PRESSURE TESTED COOLING SYSTEM AND REPLACED COOLANT JAR

continued.....  
PennyCrispBRC/ADR/aTX 21151

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 10:43:46 AM	CRISPPL	CRISPPL	BRC ADR	Hearing Site Contacted	Done	2/20/2008 10:45:08 AM	part 7 of hearing
Contact	Name	Contact First Name	Account	BAC Code			

#### Comments

arb spec sts:

8/6/076349531 day out 18433 miles

Proctor Tallahassee FL

WHEN AT EMPTY ADD \$10 OF MIDRANGE FUEL GAUGE GOES TO 1/2 TANK. WHEN ON EMPTY AND ADD \$20 WORTH OF MID RANGE GAUGE GOES TO 1/2 TANK. CUST FEELS GAUGE SHOULD READ 1/4 TANK WITH \$10 WORTH OF FUEL. \* DID NOTE \*POSSIBLE CAUSE OF CONCERN COULD BE DUE THE FACT THAT THE VEHICLE HAS 2 SIDED FUEL TANK, FUEL DOES NOT FLOW OVER TO THE OTHER SIDE UNTIL THE TANK CAPACITY REACHES A CERTIN LEVEL AS FUEL IS DRAWN DOWN ON SIDE 1 SIDE 2 HAS A PUMP THAT WILL MOVE FUEL TO SIDE 1.

C/S DACK TOP COVER ON CENTER CONSOLE FELL OFF  
SOP- Special ordered COVER

C/S PASSENGER REAR ASSIST HANOLE LOOSE  
SOP Special ordered ROOF HANDLE BRACKETS

continued.....

PennyCrispBRC/ADR/ATX 21151

# Service Request Activity

## Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 10:41:53 AM	CRISPPL	CRISPPL	BRC ADR	Hearing Site Contacted	Done	2/20/2008 10:43:45 AM	Part 6 of hearing
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]
[REDACTED]

### Comments

arb spec sts:According to the NHTSA,  
 "ABS works with your regular braking system by automatically pumping them. In vehicles not equipped with ABS, the driver has to manually pump the brakes to prevent wheel lockup. In vehicles equipped with ABS, your foot should remain firmly planted on the brake pedal, while ABS pumps the brakes for you so you can concentrate on steering to safety."  
 While the ABS helps the brakes not to lock they do not control the braking system and the consumer is still able to stop the vehicle.  
 3\*19\*076150273 day rental (noted on RO) 14309 mi.  
 Proctor Tallahassee FL  
 C/S SERVICE AIR BAG LIGHT IS ON  
 PER DIAG CODE 80092 PASSENGER PRESENCE SYSTEM MODULE V  
 REEAV PASSENGER PRESENCE SYSTEM  
  
 C/SFUEL GUAGE FLUCTUATES ON FUEL LEVEL. WILL SHOW 1/2 TANK  
 THEN 3/4 TANK BACK AND FORTH  
 PER DIA FUEL SENDER IN RT SIDE REMOVE FUEL TANK AND REPLACE RT SIDE FUEL level sensor \*vehicle has double tank  
  
 C/S PASS REAR UPPER GRAB HANDLE COMING DOWN  
 BOLTS LOOSE IN PASS REAR TOP HANDLE V  
 NECESSARY TO TIGHTEN UP LOOSE BOLTS IN RT REAR TOP  
 HANDLE V V  
 LOF  
 Multi Point inspection  
 continued.....  
 PennyCrispBRC/aDR/ATX 21151

# Service Request Activity

## Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 10:40:21 AM	CRISPPL	CRISPPL	BRC ADR	Hearing Site Contacted	Done	2/20/2008 10:41:52 AM	hearing part 5
Contact Last Name	Contact First Name	Account	BAC Code				

### Comments

Arb spec sts: Damage to the bearings and other differential components could then occur. Damaged bearings will create noise that may be heard by the vehicle occupants. If the vehicle is not repaired and damage progresses, three conditions can occur: (1) When the vehicle is stopped and shifted to reverse, the differential may jam and prevent vehicle movement; (2) the damage can cause drag that will feel like the brake is applied; or (3) the differential could jam and lock the drive wheels while the vehicle is in motion. If (3) occurs, the driver may not be able to control the vehicle and a crash could occur without warning. I would briefly like to go over the documented repair history we have for the vehicle.

3/5/073714812 days out of svc 13451 miles

Williamson Cadillac Miami FL

BRAKE MAKING A GRINDING NOISE BRAKING ON TURNS

INCORRECT WHEEL SPEED READ1NG

POOR WIRE CONTACT AT SPEED SENSOR -

REPAIRED WIRE CONTACT AT RIGHT FRONT SPEED SENSOR

A B S LIGHT ON SOMETIMES \*\*\*SEE.LINE.1

TRACTION CONTROL LIGHTS ON SOMETIMES\*\*\*SEE LINE:1

An anti-lock braking system (ABS) is a system on motor vehicles which prevents the wheels from locking while braking.

continued.....

PennyCrispBRC/ADR/ATX 21151

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 10:38:00 AM	CRISPPL	CRISPPL	BRC ADR	Hearing Site Contacted	Done	2/20/2008 10:40:18 AM	hearing part 4
Contact Last Name	Contact First Name	Account	BAC Code				

### Comments

arb spec sts:GM is certainly sorry to hear that Mr Paschal is dissat in his veh ownership @ this time. I would quickly like to address GM position cust keeps referring to- our statement is @ the last repair visit the vehicle was operating as designed and no safety issue existed. IN response to the recall released 1/31/08 after Mr/Mrs Paschal began the bbb case the recall is for: The drive axle differential which is not part of their agreement to arbitrate and since GM is not denying them wrnty there is no reason the recall can not be performed. The recall states: The drive axle differential seal (two on all-wheel drive vehicles) may leak because it does not meet GM's specifications. If a seal is leaking, there will be fluid on the ground where the vehicle is parked. If enough fluid leaks, the differential will become noisier because of reduced lubrication. After about two-thirds of the differential fluid is lost, the bearings may no longer be lubricated and may start to overheat.

continued.....

PennyCrispBRC/ADR/ATX 21151

# Service Request Activity

## Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 10:35:49 AM	CRISPPL	CRISPPL	BRC ADR	Hearing Site Contacted	Done	2/20/2008 10:37:59 AM	hearing part 3
Contact Last Name	Contact First Name	Account	BAC Code				

██████████	██████████						
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### Comments

Arb sts Brakes still current cust sts –yes  
 Arb sts Airbag light cust sts –mention lights still on vehicle which ones I don't know  
 Arb sts Check coolant light cust sts mention lights still on vehicle which ones I don't know  
 Arb sts Fuel tank cust sts yes  
 Arb sts Trac control light cust sts – lights still coming on which ones I don't know  
 Arb sts Handles coming off cust sts - think they fixed that  
 Arb sts What is current mileage cust sts – the mileage 24500 is what he has here and claims son has not been driving it  
 Arb sts How old is son cust sts 22  
 Arb/cust went through papessr  
 Arb sts Been in any accidents? cust sts No  
 cust sts Tire kingdom and XM sat radiio  
 arb sts Has he been driving around Tallahassee cust sts –don't really know  
 arb sts How is he doing on hills cust sts –don't know told him about recall but cant say for sure  
 veh not @ hearing for inspection son drives it in Tallahassee  
 continued.....  
 PennyCrispBRC/ADR/aTX 21151

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 10:21:08 AM	CRISPPL	CRISPPL	BRC ADR	Hearing Site Contacted	Done	2/20/2008 10:35:47 AM	Hearing part 2
Contact Last Name	Contact First Name	Account	BAC Code				

██████████	██████████						
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### Comments

Arb sts: Can you walk me through repair orders cust sts: 10/06 for regular svc- May 7th 06 veh leased 1st time for reg svc had it for 1 day  
 march 23 07 on 23rd body electrical then they got it again-Ms Paschal interputed and read through ro for digital fuel sender that period of time  
 from 19 – 23 now we go to aug 6 to aug 7th same complaint for fuel tank basically saying the fuel tank is not working has been in shop @  
 Williamson several times- march 5 to march 7th read ro then it was back there Dec 19-21 and the coolant light was coming on and replaced  
 coolant jar arm rest and stuff Arb want you to tell me what is still an issue –cust sts still having problems w/brakes according to son it  
 sometimes grinds having electrical problems here and there most of the things he is complaining about is the same thing GM is having recall  
 for this is letter from son he shouldn't be worrying about cars so the electrical problems/brake problems – fuel tank not reading properly the  
 concern her son has is basically same thing they are recalling vehicle for  
 continued.....  
 pennycrispbrc/adr/atx 21151

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 08:53:09 AM	CRISPPL	CRISPPL	BRC ADR	Hearing Site Contacted	Done	2/20/2008 10:21:06 AM	█ vs Cadillac
Contact Last Name	Contact First Name	Account	BAC Code				
█	█						

#### Comments

Hearing site rep: Maylene (sp?)  
 Arbitrator: Ms. Vicki L. Croft Arb process went over\*arb swore in\* parties swore in\*ATA read\*  
 Cust sts: car was up in tallahassee it had an electrical problem had to replace pass module and remove fuel tank and had to replace sensor has been out of svc 5 days now Williamson cad had problems w/brake they also had to repair rt ft speed sensor contact-they say they didn't find a problem they say they had pressure test system 5 days again at that time rcvd letter on 17th they signed for letter on Jan 10th they claim they have called me several times and I have not called them went over timeframe of letters got a letter on 24th from them saying they were trying to reach me I understand that is not true got another letter from them it is not true we had problems before of former complaint I do have everything here have telephone records and safety report letter faxed to you on 4th of Feb however we got a letter Sat for recall -submitted phone records-

continued.....  
 pennycrispbrc/adr/atx 21151

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/20/2008 08:37:13 AM	CRISPPL	CRISPPL	Outbound Call Third Party	Made Contact	Done	2/20/2008 08:38:13 AM	Hearing Site
Contact Last Name	Contact First Name	Account	BAC Code				
█	█						

#### Comments

arb spec advised  
 was wanting to know if I will be calling hearing site or if hearing site will call me  
 Hearing site rep sts:  
 we will call you and confirmed name/num/ext

PennyCrispBRC/ADR/ATX 21151

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/18/2008 06:57:06 PM	LINDSEYM	LINDSEYM	Scheduled Follow-up		Done	2/19/2008 12:23:32 PM	71-595704658, █ CRS will call dealers involved to verify repair info.
Contact Last Name	Contact First Name	Account	BAC Code				
█	█						

#### Comments

Action Plan:  
 CRS will call dealers involved to verify repair info.

Marion Lindsey/ATX/ADR/Ext. #21259

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/13/2008 01:30:58 PM	LINDSEYM	LINDSEYM	Inbound Call Field Rep/Whlsl	Voicemail Received	Done	2/13/2008 01:31:53 PM	DVM, Dennis Theroux , node and mailbox # 404082 8027 left a voice mail and advised he will not be able to attend hearing.
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

DVM, Dennis Theroux , node and mailbox # 404082 8027 left a voice mail and advised he will not be able to attend hearing.  
Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/12/2008 02:48:40 PM	LINDSEYM	LINDSEYM	Scheduled Follow-up		Done	2/18/2008 06:55:39 PM	71-595704658 [REDACTED] CRS will monitor for Arb. Specialist feedback.
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Action Plan:  
CRS will monitor for Arb. Specialist feedback.

Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/12/2008 02:48:12 PM	LINDSEYM	LINDSEYM	Outbound Call Customer	Made Contact	Done	2/12/2008 02:54:14 PM	CRS called customer back at [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

CRS called customer back at (305) 233-2500 on an unrecorded line.  
CRS advised customer that GM can offer customer a one month lease payment in reimbursement for amount of \$393.97 if he will allow a final repair attempt at a Cadillac dealer. Customer declined settlement and advised that he gave GM enough time to have FRA completed and he was not contacted in enough time to have it set up. Customer stated he is seeking to prove to BBB that GM was not being truthful about FRA contact.  
CRS advised that GM position is that customer has declined to allow GM a FRA and will present this position to BBB at hearing.  
CRS thanked customer for his time and disconnected call.

Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/12/2008 01:39:37 PM	LINDSEYM	LINDSEYM	Outbound Call Customer	Made Contact	Done	2/12/2008 02:32:20 PM	CRS called customer back at (305) 233-2500.
Contact Last Name	Contact First Name	Account	BAC Code				
Paschal	Fred						

#### Comments

CRS called customer back at (305) 233-2500.  
Customer declined to speak with CRS on call when advised it could be monitored or recorded.  
CRS advised: that a f/u call will be made on an unrecorded line.  
Marion Lindsey/ATX/ADR/Ext. #21259

# Service Request Activity

## Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/12/2008 01:34:10 PM	LINDSEYM	LINDSEYM	BRC ADR	Reassignment Out	Done	2/12/2008 01:35:07 PM	CRS gave hard copy of file to Arb. Specialist, Penny Crisp.
Contact Last Name	Contact First Name	Account	BAC Code				

██████████ ██████████

### Comments

CRS gave hard copy of file to Arb. Specialist, Penny Crisp for review.

Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/12/2008 12:33:55 PM	LINDSEYM	LINDSEYM	Outbound Call Field Rep/Whlsl	Other	Done	2/12/2008 01:39:19 PM	CRS left a voice mail for DVM, Dennis Theroux, node and mailbox # 404082 8027.
Contact Last Name	Contact First Name	Account	BAC Code				

██████████ ██████████

### Comments

CRS left a voice mail for DVM, Dennis Theroux, node and mailbox # 404082 8027.  
 CRS advised: that customer has declined to allow GM a FRA attempt as he stated it was not performed in allotted time frame by GM and is pursuing to have the vehicle repurchased under FL Lemon Law.  
 Arbitration Scheduled for 9:00 AM EST on 02/20/08 at BBB, ,14750 NW 77th Ct. Ste. 317., Miami Lakes, FL , site phone # ██████████  
 Arbitration Specialist, Penny Crisp will defend for GM.  
 CRS requested a response from DVM on whether he received the message and if he wants to defend for GM personally at hearing.

Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/12/2008 12:30:27 PM	LINDSEYM	LINDSEYM	BRC ADR	Arbitration Scheduled	Done	2/12/2008 12:33:16 PM	Arbitration Scheduled
Contact Last Name	Contact First Name	Account	BAC Code				

██████████ ██████████

### Comments

Arbitration Scheduled for 9:00 AM EST at BBB, FL , 14750 NW 77th Ct. Ste. 317., Miami Lakes, FL 5487 on 02/20/08 , site phone # 305-827-5487.  
 Arbitration Specialist, Penny Crisp will defend for GM.

Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/12/2008 12:18:25 PM	SADMIN	LINDSEYM	BRC ADR	Auto BBB Case Info Update	Done	2/12/2008 12:30:25 PM	CAD0831837 02/12/2008 12:18:07:560
Contact Last Name	Contact First Name	Account	BAC Code				

██████████ ██████████

### Comments

CAD0831837<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>  
 Arbitration Scheduled for 9:00 AM on 02/20/08<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/11/2008 10:19:56 AM	LINDSEYM	LINDSEYM	Scheduled Follow-up		Done	2/12/2008 12:46:17 PM	71-595704658, [REDACTED] CRS will f/u with customer on offer for FRA and one month vehicle payment in reimbursement.
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

#### Comments

Action Plan:

CRS will f/u with customer on offer for FRA and one month vehicle payment in reimbursement.

Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/7/2008 05:16:08 PM	CRISPPL	CRISPPL	Outbound Email	BBB	Done	2/7/2008 05:16:49 PM	response to bbb
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

#### Comments

rhonda

2/18 at 9:00 am eastern time.

Penny Crisp  
 Business Resource Center  
 General Motors  
 Arbitration Scheduler  
 Phone: 866-790-5700 x 21151  
 Fax: 866-485-4466  
 E-Mail: crisppl@gmexpert.com

# Service Request Activity

## Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/7/2008 05:15:50 PM	CRISPPL	CRISPPL	Inbound Email	BBB	Done	2/7/2008 05:16:06 PM	bbb
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]	[REDACTED]						
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### Comments

Penny, I need a date please for this case and I have open any day during the week of 2/18 through 2/22 at our Miami site.

thank you,

Rhonda Eakins | Mediation Specialist

Tel: 800-955-5100 x 240  
 Direct Tel: 727-535-5483 x 2  
 Fax: 703-247-9700  
 Email: reakins@council.bbb.org  
 www.bbb.org | Start With Trust

Council of Better Business Bureaus, Inc.  
 4200 Wilson Boulevard, Suite 800  
 Arlington, VA 22203

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/7/2008 04:51:10 PM	LINDSEYM	LINDSEYM	Scheduled Follow-up		Done	2/8/2008 03:37:22 PM	71-595704658, [REDACTED] CRS will f/u with customer on offer for FRA and one month vehicle payment in reimbursement.
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]	[REDACTED]						
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### Comments

Action Plan:  
 CRS will f/u with customer on offer for FRA and one month vehicle payment in reimbursement.  
 Marion Lindsey/ATX/ADR/Ext. #21259

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/7/2008 04:05:45 PM	LINDSEYM	LINDSEYM	Inbound Email	BBB	Done	2/7/2008 04:07:05 PM	BBB Auto Line Mediation Specialist, Rhonda Eakins sent an email.
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

To:<marion\_lindsey@gmexpert.com>  
cc:

Subject:RE: MRF with GM Position for BBB case # CAD0831837, Mr.Fred Paschal, VIN- 1G6DM57T760203711, SR #71-595704658

Marion, the C advised that the reason he declined to allow final repair per the MVDN notice is because GM did not respond to the notice within the 10 days time frame as allowed by LL. The C is proceeding onto to arb to seek Repur at this time. Please let me know if GM chooses to make any offers of settlement prior to hearing date.

thank you,

Rhonda Eakins | Mediation Specialist

Tel: 800-955-5100 x 240  
Direct Tel: 727-535-5483 x 2  
Fax: 703-247-9700  
Email: reakins@council.bbb.org  
www.bbb.org | Start With Trust

Council of Better Business Bureaus, Inc.  
4200 Wilson Boulevard, Suite 800  
Arlington, VA 22203

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/1/2008 06:32:26 PM	LINDSEYM	LINDSEYM	BRC ADR	GM Position to BBB	Done	2/1/2008 06:33:18 PM	CRS emailed MRF to BBB Auto Line with GM position.
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

CRS emailed MRF to BBB Auto Line with GM position.

Marion Lindsey/ATX/ADR/Ext. #21259

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/30/2008 01:41:53 PM	LINDSEYM	LINDSEYM	Outbound Call Field Rep/Whlsl	2nd DVM Call Placed	Done	2/7/2008 04:40:53 PM	CRS left a voice mail with DVM, Mark Porthouse at node and mailbox # 404082-8054.

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

CRS left a voice mail with DVM, Mark Porthouse at node and mailbox # 404082-8054.  
 Former servicing dealer: PROCTOR CADILLAC, TALLAHASSEE, FL , BAC # 116314  
 New area dealer: UNIVERSITY SALES & SERVICE, TALLAHASSEE, FL, BAC # 242510  
 CRS advised DVM that customer's son lives in Talahassee, FL area and most of the repairs were made at Proctor Cadillac not the selling dealer WILLIAMSON CADILLAC, Miami, FL.  
 Customer has declined to allow GM to perform a final repair attempt as he stated that he was not allowed to speak with DVM at WILLIAMSON CADILLAC, Miami, FL.  
 CRS recommends that customer be offered a one month vehicle payment if he will allow a final repair attempt to avoid arbitration. If customer declines settlementr then file should be defended. Customer does not appear to meet FL lemon Lay with 2 repair attempts and 8 days out of service and no FRA.

Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/30/2008 01:40:29 PM	LINDSEYM	LINDSEYM	Inbound Call Field Rep/Whlsl		Done	1/30/2008 01:41:36 PM	DVM, Mark Porthouse, node and mailbox # 404082-8054 left a voice mail

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

DVM, Mark Porthouse, node and mailbox # 404082-8054 left a voice mail and advised that he does not cover Williamson Cadillac, Miami, FL.  
 DVM advised that the file should be referred to correct DVM.  
 Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/30/2008 01:22:16 PM	LINDSEYM	LINDSEYM	Inbound Call Dealer	Voice Mail Received	Done	1/30/2008 01:23:07 PM	University Cadillac, TALLAHASSEE, FL, BAC # 242510. SVC MGR, Joedy Tidwell at 850-402-5505 left a voice mail.

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

University Cadillac, TALLAHASSEE, FL, BAC # 242510. SVC MGR, Joedy Tidwell at 850-402-5505 left a voice mail and requested to be called back at 1-850-402-5505.  
 Marion Lindsey/ATX/ADR/Ext. #21259

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/29/2008 12:50:55 PM	LINDSEYM	LINDSEYM	Outbound Call Dealer	Made Contact	Done	1/30/2008 01:30:51 PM	CRS called University Cadillac, TALLAHASSEE, FL, BAC # 242510. SVC MGR, Joedy Tidwell at 850-402-5505.
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

CRS called University Cadillac, TALLAHASSEE, FL, BAC # 242510. SVC MGR, Joedy Tidwell at 850-402-5505.

CRS advised: info on previous dealer service docs. is needed.

Dealer advised: he has spoken with DVM and he has received the RO's service docs. from previous dealer. Dealer will fax them to CRS at 1-866-278-1779 in next several minutes.

Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/29/2008 12:47:08 PM	LINDSEYM	LINDSEYM	Inbound Call Field Rep/Whlsl	Voicemail Received	Done	1/29/2008 12:47:59 PM	DVM, Dennis Theroux , node and mailbox # 404082 8027 left a voice mail
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

DVM, Dennis Theroux, node and mailbox # 404082 8027 left a voice mail and advised that the vehicle will be repaired under warranty and repurchase of lease should not be considered.

Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/28/2008 06:26:48 PM	LINDSEYM	LINDSEYM	Inbound Call Dealer	Voice Mail Received	Done	1/28/2008 06:27:55 PM	University Cadillac, TALLAHASSEE, FL, BAC # 242510. SVC MGR, Joedy Tidwell left a voice mail
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

University Cadillac, TALLAHASSEE, FL, BAC # 242510. SVC MGR, Joedy Tidwell left a voice mail and advised that he has the docs. from previous dealer and requested to be called back at 850-402-5505.

Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/28/2008 03:59:45 PM	SADMIN	LINDSEYM	Inbound White Mail	Dealer	Done	1/29/2008 12:50:29 PM	BRC ADR Scanned: 2008-01-28-13.22.00.000000, MSXDocNum: LIN479DD72
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Dealer letter sent to Williamson Cadillac.

Marion Lindsey/ATX/ADR/Ext. #21259

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/28/2008 03:59:45 PM	SADMIN	LINDSEYM	Inbound White Mail	Dealer	Done	1/29/2008 12:49:24 PM	BRC ADR Scanned: 2008-01-28-12.58.00.000000, MSXDocNum: LIN479DD19
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Dealer letter sent to University Sales and SVC. Marion Lindsey/ATX/ADR/Ext. #21259							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/28/2008 01:36:35 PM	LINDSEYM	LINDSEYM	Outbound Call Field Rep/Whlsl	1st DVM Call Placed	Done	1/28/2008 01:41:42 PM	CRS left a voice mail for DVM, Mark Porthouse at node and mailbox # 4040828054
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
CRS left a voice mail for DVM, Mark Porthouse at node and mailbox # 4040828054							

Selling and servicing dealer: WILLIAMSON CADILLAC COMPANY, MIAMI FL, BAC # 119048  
 Other involved servicing dealer: PROCTOR CADILLAC, TALLAHASSE, FL BAC #116314, this dealer no longer in business and has been taken over by University Sales & Service, TALLAHASSE, FL, BAC # 242510.  
 Customer has contacted BBB in FL seeking a repurchase of his lease due to recurring electrical issues with warning lamps, fuel gage reading inaccurately ABS, brake issues and interior trim issues.  
 CRS is researching info from involved dealers to verify days out of service and repair attempts.  
 Preliminary review of GMVIS shows that vehicle does not appear to meet FL Lemon Law presumption and customer has declined to allow GM a Final Repair Attempt.

Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/28/2008 01:23:40 PM	LINDSEYM	LINDSEYM	Outbound Call Field Rep/Whlsl	1st DVM Call Placed	Done	1/28/2008 01:36:27 PM	CRS left a voice mail for DVM, DennisTheroux at node and mailbox # 404082 8027.
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

CRS left a voice mail for DVM, DennisTheroux at node and mailbox # 404082 8027.  
 Selling and servicing dealer: WILLIAMSON CADILLAC COMPANY, MIAMI FL, BAC # 119048  
 Other involved servicing dealer: PROCTOR CADILLAC, TALLAHASSE, FL BAC #116314, this dealer no longer in business and has been taken over by University Sales & Service, TALLAHASSE, FL BAC # 242510.  
 Customer has contacted BBB in FL seeking a repurchase of his lease due to recurring electrical issues with warning lamps, fuel gage reading inaccurately ABS, brake issues and interior trim issues.  
 CRS is researching info from involved dealer to verify days out of service and repair attempts.  
 Preliminary review of GMVIS shows that vehicle does not appear to meet FL Lemon Law presumption and customer has declined to allow GM a Final Repair Attempt.

Marion Lindsey/ATX/ADR/Ext. #21259

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/28/2008 01:00:19 PM	LINDSEYM	LINDSEYM	Outbound Call Dealer	Made Contact	Done	1/28/2008 01:13:04 PM	CRS called servicing dealer, PROCTOR CADILLAC, TALLAHASSEE, FL , BAC # 116314 at (850) 878-3171.
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

CRS called servicing dealer, PROCTOR CADILLAC, TALLAHASSEE, FL, BAC # 116314 at (850) 878-3171. This dealer no longer in business. CRS spoke w/ SVC MGR, Joedy Tidwell  
 Dealer is brand new owner of dealer University Cadillac, TALLAHASSEE, FL, new BAC # 242510.

CRS adv: that customer has contacted the BBB and repair info is needed. CRS requested repair docs. to be faxed to CRS at 1-866-278-1779 for BBB case assessment.

Dir sts: he expects to have previous owner service records available in 1-2 weeks time. Dealer will send docs. once they are available. SVC MGR was not an employee of former dealer.

Dealer fax #- 1-850-402-5590

CRS Signature Line  
 Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/28/2008 12:43:09 PM	LINDSEYM	LINDSEYM	Scheduled Follow-up		Done	1/30/2008 04:16:48 PM	Paschal, Fred, CRS set a f/u with customer at cell of [REDACTED] on
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Action Plan:  
 CRS set a f/u with customer at cell of 305-298-0237 on Weds. 1-30-08, between 1-3 PM, EST.

Marion Lindsey/ATX/ADR/Ext. #21259

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/28/2008 12:17:30 PM	LINDSEYM	LINDSEYM	Inbound Call Customer	Complex Request	Done	1/28/2008 12:43:08 PM	██████████ called back in on his vehicle complaints.
Contact Last Name	Contact First Name	Account	BAC Code				
██████████	██████████						

#### Comments

Fred Paschal called back in on his vehicle complaints.  
 Customer stated: his son can advise more about car problems as his son drives the car more than owner. Vehicle purchased primarily for his son's use.  
 Previous issues with vehicle: Airbag coming on, has been repaired.  
 Current issues: fuel gage is reading inaccurately and he can call Onstar when tank reads empty after he has filled up and can confirm the reading should be at full level. Speed sensor to ABS system was repaired but still intermittently warning lamp comes on, brake warning lamp comes on, coolant still light intermittently comes.  
 Last time vehicle at dealer was on 12-19-07 at Williamson Cadillac. Proctor and Proctor Cadillac, Tallahassee, FL. Vehicle is located in Tallahassee, FL area right now.  
 CRS advised: How long is your lease for? Customer stated that his lease is until 8-6, 2009. Lien Holder is GMAC.  
 Accident damage? None  
 After market: tires changed out by customer by Tire King. No other after market items.  
 Customer seeking a repurchase. Customer stated that GM was given a FRA notice and the repairs were never scheduled within the 10 days from initial contact.  
 CRS set a f/u with customer at cell of 305-298-0237 on Weds. 1-30-08, between 1-3 PM, EST. Customer stated: Friday through Monday, 2-01-08 through 2-04-08 he will be out of state.

Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/28/2008 12:15:32 PM	LINDSEYM	LINDSEYM	Outbound Call Dealer	Left Message	Done	1/28/2008 12:53:10 PM	CRS called selling and servicing dealer, WILLIAMSON CADILLAC COMPANY, MIAMI , FL , BAC # 119048 at (305) 670-7100.
Contact Last Name	Contact First Name	Account	BAC Code				
██████████	██████████						

#### Comments

CRS called selling and servicing dealer, WILLIAMSON CADILLAC COMPANY, MIAMI , FL , BAC # 119048 at (305) 670-7100.  
 CRS spoke w/: SVC MGR, Juan Santos' voice mail.  
 SVC MGR was not available at time of call. CRS left a detailed voice mail requesting a callback.  
 CRS adv: that customer has contacted the BBB and repair info is needed. CRS requested repair and sales docs. to be faxed to CRS at 1-866-278-1779 for BBB case assessment.

Dealer fax #- 1-305-670-7136

CRS Signature Line  
 Marion Lindsey/ATX/ADR/Ext. #21259

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/25/2008 06:21:45 PM	LINDSEYM	LINDSEYM	Scheduled Follow-up		Done	1/28/2008 11:35:34 AM	71-595704658, Paschal, Fred, CRS will make initial contacts.
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		

██████████ ██████████

#### Comments

Action Plan:  
CRS will make initial contacts.  
Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/25/2008 06:21:15 PM	LINDSEYM	LINDSEYM	BRC ADR	CRM Initial Contact	Done	1/25/2008 06:21:30 PM	CRS will make initial contacts with dealer and DVM.
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		

██████████ ██████████

#### Comments

CRS will make initial contacts with dealer and DVM.  
Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/25/2008 06:20:41 PM	LINDSEYM	LINDSEYM	BRC ADR	CRM Initial Contact	Done	1/25/2008 06:21:14 PM	CRS will make initial contacts with dealer and DVM.
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		

██████████ ██████████

#### Comments

CRS will make initial contacts with dealer and DVM.  
Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/25/2008 03:20:53 PM	LINDSEYM	LINDSEYM	BRC ADR	CRM Initial Contact	Done	1/25/2008 06:20:19 PM	CRS called customer on vehicle complaints at ██████████. CRS left a detailed voice mail requesting a callback.
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		

██████████ ██████████

#### Comments

CRS called customer on vehicle complaints at (305) 233-2500. CRS left a detailed voice mail requesting a callback.  
Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/24/2008 06:18:13 PM	LINDSEYM	LINDSEYM	Scheduled Follow-up		Done	1/25/2008 03:20:51 PM	71-595704658, ██████████ CRS will make initial contacts.
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		

██████████ ██████████

#### Comments

Action Plan:  
CRS will make initial contacts.  
Marion Lindsey/ATX/ADR/Ext. #21259

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/23/2008 06:36:50 PM	LINDSEYM	LINDSEYM	Scheduled Follow-up		Done	1/24/2008 12:06:48 PM	71-595704658, [REDACTED] CRS will make initial contacts.
Contact Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				

#### Comments

Action Plan:  
CRS will make initial contacts.  
Marion Lindsey/ATX/ADR/Ext. #21259

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/23/2008 11:08:16 AM	LINDSEYM	LINDSEYM	BRC ADR	Acknowledgement	Done	1/23/2008 06:36:28 PM	Acknowledgement
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				

#### Comments

Acknowledgement.  
CRS performed VIN scan and found: CAC SR #1-427524780, maintenance schedule info requested, opened on 8/17/2006 and closed on 8/17/2006, no goodwill.  
CAC SR # 71-487123746, info on front passenger airbag operation, opened on 2/26/2007, closed on 3/26/2007, no goodwill.  
CAC SR #71-545266923, dealer SVC complaint, Fuel pump, opened and closed on 8/8/2007, no goodwill.  
Legal Corr. SR #71-592194802, FL FRA, electrical issues, opened on 1-11-08 and still open.  
\*\*\*\*\*  
Orig owner? y, leased  
Primary driver? y  
Personal or business use? personal  
Where purchased? WILLIAMSON CADILLAC COMPANY, MIAMI , FL  
Vehicle Serviced at: PROCTOR CADILLAC,  
TALLAHASSEE, FL  
Current approx mlg? 24,500  
Ext Svc Plan? no  
Has vehicle been involved in an accident? no  
Any aftermarket items on vehicle?  
Concern? brakes, ABS, passenger side airbag, check coolant light, fuel gage, traction control warning lamp, trim handles.  
When 1st notice concern? 3-19-07 at 14,309 miles  
Veh repaired? no, incorrect fuel gage still ongoing.  
Cust Sks:Because of the numerous electrical problems that have resulted, at many times, in a compromise of the safety of the vehicle; we would like the manufacturer to take this car back. We have made numerous attempt for this car to be repaired, and aside from the headaches, it isn't safe to operate this car.

CRS signature line  
Marion Lindsey/ATX/ADR/Ext. #21259

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/23/2008 11:08:13 AM	LINDSEYM	LINDSEYM	Ownership Changed	Ownership Escalated to BRC	Done	1/23/2008 11:08:13 AM	Ownership Escalated to BRC
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]							
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/23/2008 11:06:34 AM	LINDSEYM	LINDSEYM	BRC ADR	BBB Case Info Update	Done	1/23/2008 11:35:21 AM	BBB Start Date was set to 01/23/2008 in SR# 71-595704658
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]							
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/23/2008 10:18:09 AM	SADMIN	LINDSEYM	BRC ADR	New Case	Done	1/23/2008 11:34:25 AM	CAD0831837 <SD:>01/23/2008
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]							
Comments							

CAD0831837<SD:>01/23/2008<VIN:><CONDT:>01/23/2008<CT:>Mr<FN:>Fred<MI:>L<LN [REDACTED] <ADDR:>16360 SW 87 Court<CITY:>Palmetto Bay<ST:>FL<ZIP:>33157<PH1 [REDACTED] <FX:><EM [REDACTED] <ATTY:><EVINFO:>VIN Taken with initial claim ... Internet Case<ATTYPH#:><LIEN:>GMAC<LIENADDR:>p.o. box 380902<LIENCITY:>bloomington<LIENST:>MN<LIENZIP:>55438<LIENPH#:><CLOS:><RES:>Because of the numerous electrical problems that have resulted, at many times, in a compromise of the safety of the vehicle; we would like the manufacturer to take this car back. We have made numerous attempt for this car to be repaired, and aside from the headaches, it isn't safe to operate this car.

### UCC Codes

UCC Code	UCC Symptom	UCC Description
S97	Other	Referred Customer to CAC
H01	Inoperative	Brakes - General
H70	Inoperative	Brakes - Antilock Brake System (ABS)
C48	SIR - Light On	Restraints - (SIR) - Passenger Front
N10	Warning Lamp On	Electrical Lamps - Warning Lamps (Oil / Coolant etc)
N22	Gauge Reads High / Low	Electrical Gauges - Fuel
H73	No Symptom Indicated	Brakes - Traction Control / Stabilitrak / Stability System
C20	Broken	Trim - Interior General

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Scheduled Date of Delivery: 4/17/2008  
Month: APRIL

Scheduled Time of Delivery:  AM  PM

Time Accepted: 11:00 AM  
Day: 17  
Month: APR  
Year: 2008

Flat Rate  or Weight:  1st Day  2nd Day  3rd Day  4th Day  5th Day

Int'l Alpha Country Code:  USA

Return Receipt Fee: \$  
COD Fee: \$  
Insurance Fee: \$  
Total Postage & Fees: \$  
Acceptance Emp. Initials:   
MILITARY:  YES  NO

**DELIVERY (POSTAL USE ONLY)**

Delivery Attempt	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day			
Delivery Attempt	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day			
Delivery Date	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day			

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DETROIT, MI

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STATE OF FLORIDA  
OFFICE OF THE ATTORNEY GENERAL  
FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD  
Lemon Law Arbitration Program  
<http://myfloridalegal.com/lemonlaw>  
110 Southeast Sixth Street, Tenth Floor  
Fort Lauderdale, Florida 33301  
(954)712-4600; FAX (954)712-4656

FREDDIE L. PASCHAL,

Consumer,

vs.

CASE NO.: 2008-0194/MIA

GENERAL MOTORS CORPORATION,

Manufacturer.

CONSUMER'S PREHEARING INFORMATION SHEET

**IMPORTANT:** This form is to be completed by you and **must be received**, with all attachments, by the Board at the address at the top of this form, and by the Manufacturer(s) no later than **five (5) days before the date of your hearing**. (A Notice of Hearing giving the hearing date will be mailed to you under separate cover.) **NOTE:** If a Manufacturer is represented by an attorney, this form and all attachments must be sent to that attorney, instead of the Manufacturer. Any witnesses not included on this form **must** be made known in writing to the Board and the Manufacturer(s) or its attorney, **no later than five (5) days** before the hearing or they may not be allowed to testify. Documents not attached to this form must be received by the Board and the Manufacturer(s) or its attorney at least **five (5) days** before the hearing or they will not be considered by the Board, unless the Board finds that you have good cause for not submitting them on time.

*Please check all that apply:*

1. \_\_\_\_\_ I will be bringing an interpreter to the hearing. *(All hearings are conducted in English. Please see p. 2 of "Hearings Before the Florida New Motor Vehicle Arbitration Board" for further instructions about the use of interpreters.*

2. \_\_\_\_\_ I will be represented by an attorney at the hearing. My attorney is:           ?

Name: \_\_\_\_\_

Firm Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_, State: \_\_\_\_\_, Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_, Fax: \_\_\_\_\_

Florida Bar Number: \_\_\_\_\_

3.  I hereby request that the Board inspect or ride in the consumer's motor vehicle at the hearing. **NOTE:** Regardless of your answer to this question, *please bring the vehicle and proof of insurance to the hearing.* If the vehicle cannot be brought to the hearing, notify the Board Attorney immediately.

4. **Attach copies** of records, documents, affidavits, and papers you want the Board to consider. **DO NOT** include copies you already have sent with your Request for Arbitration.

5. I intend to call the following witnesses to testify at the hearing:

<u>NAME</u>	<u>ADDRESS</u>
<u>VERONA PASCHAL</u>	<u>16360 SW 87 COURT</u> <u>PALMETTO BAY, FL. 33157</u>
<u>BRYAN PASCHAL</u>	<u>2738 WEST THARPE STREET</u> <u>UNIT # 2503</u> <u>TALLAHASSEE, FL. 32303</u>
<u>YOLANDA PASCHAL</u>	<u>16360 SW 87 COURT</u> <u>PALMETTO BAY, FL. 33157</u>
_____	_____
_____	_____

**PLEASE NOTE:** Listing witnesses on this form **does not** constitute a request for the issuance of a subpoena. If a subpoena is necessary to compel the attendance of a witness listed on this form, a separate, **written** request for a subpoena must be sent to the Board Attorney at the address at the top of this form. *Please refer to paragraphs (19)-(21) of "Hearings before the Florida New Motor Vehicle Arbitration Board" for more information regarding subpoenas.*

I have sent a copy of this completed document, including all attachments, to each  
Manufacturer or its attorney, by U.S. Mail on 15 APRIL, 2008.

Freddie J. Paschal  
(Signature of Consumer or Attorney)

FREDDIE PASCHAL  
(Name - please print)

16360 SW 87 Court  
(Address)

PALMETTO Bay, FL 33157

(305) 298-0237  
(Day time telephone)

(305) 233-6693  
(Fax)

Fred.Paschal@gmail.com  
(E-mail)

# Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) ELECTRICAL

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make CADILLAC CTS Model CTS Year 2006

VIN 1G6161D1M151711171610 [REDACTED] Date of Delivery 07 MAY 2006

Name and City/State of selling dealer or leasing company (if applicable) WILLIAMSON CADILLAC CO.  
7815 SW 104 STREET MIAMI, FLORIDA 33156

Name and City/State of authorized service agent(s) attempting previous repairs PROCTOR & PROCTOR INC. CADILLAC  
5122 MIRIAM DRIVE TALLAHASSEE, FLORIDA 32308, 1711 CAPITAL CIRCLE NE

TALLAHASSEE, FLORIDA 32308, WILLIAMSON CADILLAC 7815 SW 104<sup>TH</sup> STREET MIAMI, FLORIDA 33156

Consumer [REDACTED] Home phone [REDACTED]

Address [REDACTED] Work phone [REDACTED]

PALMETTO BAY, FLORIDA [REDACTED] Signature [REDACTED]

Date Mailed \_\_\_\_\_

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.  
Pink—Attorney General's copy, send by regular mail. (1/98)

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

CADILLAC CUSTOMER ASSISTANCE CENTER  
 P.O. Box 33169  
 DETROIT, MI 48232-5169

2. Article Number

(Transfer from service label)

7006 3450 0003 7214 4130

PS Form 3811, February 2004

Domestic Return Receipt

102595-02-M-1540

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature

*Michael Shaver*

- Agent
- Addressee

B. Received by (Print Name)

*Michael Shaver*

C. Date of Delivery

JAN 16 2008

D. Is delivery address different from item 1?  Yes

If YES, enter delivery address below:  No

3. Service Type

- Certified Mail
- Registered
- Insured Mail
- Express Mail
- Return Receipt for Merchandise
- C.O.D.

4. Restricted Delivery? (Extra Fee)

Yes

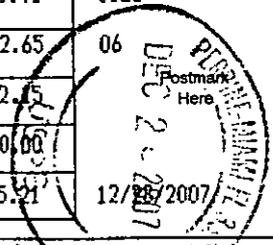
DETH 4124 7214 4130 0000 054E 9000

**U.S. Postal Service™  
 CERTIFIED MAIL™ RECEIPT  
 (Domestic Mail Only; No Insurance Coverage Provided)**

For delivery information visit our website at [www.usps.com](http://www.usps.com)

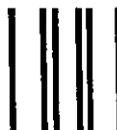
DETROIT MI 48232  
**OFFICIAL USE**

Postage	\$ 0.41	0128
Certified Fee	\$2.65	06
Return Receipt Fee (Endorsement Required)	\$2.15	
Restricted Delivery Fee (Endorsement Required)	\$0.00	
Total Postage & Fees	\$ 5.21	12/29/2007



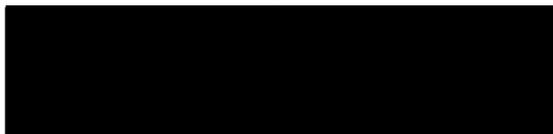
Sent To  
 CADILLAC CUSTOMER ASSISTANCE CENTER  
 Street, Apt. No., or PO Box No. P.O. Box 33169  
 City, State, ZIP+4  
 DETROIT MI 48232-5169

UNITED STATES POSTAL SERVICE



First-Class Mail  
Postage & Fees Paid  
USPS  
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •



PALMETTO BAY, FLORIDA



**Certified Mail Provides:**

- A mailing receipt
- A unique identifier for your mailpiece
- A record of delivery kept by the Postal Service for two years

**Important Reminders:**

- Certified Mail may **ONLY** be combined with First-Class Mail® or Priority Mail®.
- Certified Mail is **not** available for any class of international mail.
- **NO INSURANCE COVERAGE IS PROVIDED** with Certified Mail. For valuables, please consider Insured or Registered Mail.
- For an additional fee, a *Return Receipt* may be requested to provide proof of delivery. To obtain Return Receipt service, please complete and attach a Return Receipt (PS Form 3811) to the article and add applicable postage to cover the fee. Endorse mailpiece "Return Receipt Requested". To receive a fee waiver for a duplicate return receipt, a USPS® postmark on your Certified Mail receipt is required.
- For an additional fee, delivery may be restricted to the addressee or addressee's authorized agent. Advise the clerk or mark the mailpiece with the endorsement "*Restricted Delivery*".
- If a postmark on the Certified Mail receipt is desired, please present the article at the post office for postmarking. If a postmark on the Certified Mail receipt is not needed, detach and affix label with postage and mail.

**IMPORTANT: Save this receipt and present it when making an inquiry.**

PS Form 3800, August 2006 (Reverse) PSN 7530-02-000-9047



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## Track & Confirm

### Search Results

Label/Receipt Number: **7006 3450 0003 7214 4130**  
Status: **Missent**

Your item was misrouted. The error has been corrected and every effort is being made to deliver it as soon as possible. Information, if available, is updated every evening. Please check again later.

Track & Confirm

Enter Label/Receipt Number.

[Go >](#)

[Additional Details >](#)

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No FEAR Act EEO Data

FOIA



30 AM 13 production  
March 2007 10:00



Internet 100 Services  
Internet 100 Group by



Track & Confirm

FAQs

# Track & Confirm

## Search Results

Label/Receipt Number: 7006 3450 0003 7214 4130  
Status: **Missent**

Your item was misrouted. The error has been corrected and every effort is being made to deliver it as soon as possible. Information, if available, is updated every evening. Please check again later.

### Track & Confirm

Enter Label/Receipt Number.

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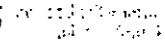
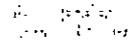
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Track & Confirm

FAQs

# Track & Confirm

## Search Results

Label/Receipt Number: 7006 3450 0003 7214 4130  
Detailed Results:

- Missent, January 05, 2008, 11:39 am
- Acceptance, December 28, 2007, 10:11 am, MIAMI, FL 33257

### Track & Confirm

Enter Label/Receipt Number.

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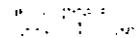
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## Track & Confirm

### Search Results

Label/Receipt Number: 7006 3450 0003 7214 4130

Detailed Results:

- Delivered, January 10, 2008, 11:36 am, DETROIT, MI 48232
- Arrival at Unit, January 10, 2008, 9:53 am, DETROIT, MI 48233
- Missent, January 05, 2008, 11:39 am
- Acceptance, December 28, 2007, 10:11 am, MIAMI, FL 33257

### Track & Confirm

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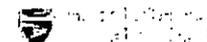
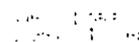
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# Track & Confirm

## Search Results

Label/Receipt Number: 7006 3450 0003 7214 4130  
Status: **Delivered**

Your item was delivered at 11:36 AM on January 10, 2008 in DETROIT, MI 48232.

### Track & Confirm

Enter Label/Receipt Number.

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Help

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
<ul style="list-style-type: none"> <li>Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.</li> <li>Print your name and address on the reverse so that we can return the card to you.</li> <li>Attach this card to the back of the mailpiece, or on the front if space permits.</li> </ul> <p>1. Article Addressed to: <u>07 DEC 01 AM</u>  <b>OFFICE OF THE ATTORNEY GENERAL</b>  <b>LEMON LAW RESEARCH UNIT</b>  <b>THE CAPITOL</b>  <b>TALLAHASSEE, FLORIDA</b>  <u>32399-1050</u></p>	<p>A. Signature  <b>X</b> <input type="checkbox"/> Agent  <input type="checkbox"/> Addressee</p> <p>B. Received by (Printed Name) _____ C. Date of Delivery _____</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes  If YES, enter delivery address below: <input type="checkbox"/> No</p> <p>3. Service Type  <input type="checkbox"/> Certified Mail <input type="checkbox"/> Express Mail  <input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise  <input type="checkbox"/> Insured Mail <input type="checkbox"/> C.O.D.</p> <p>4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes</p>
<p>2. Article Number  (Transfer from service label)</p>	<p><u>7007 1490 0000 0072 1958</u></p>
<p>PS Form 3811, February 2004 Domestic Return Receipt 102595-02-M-1540</p>	

**U.S. Postal Service™**  
**CERTIFIED MAIL™ RECEIPT**  
(Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at [www.usps.com](http://www.usps.com)

**OFFICIAL USE**

Postage	\$ 0.41	0128
Certified Fee	\$2.65	06
Return Receipt Fee (Endorsement Required)	\$2.50	DEC 2 2007
Restricted Delivery Fee (Endorsement Required)	\$0.00	12/28/07
<b>Total Postage &amp; Fees</b>	<b>\$ 5.21</b>	

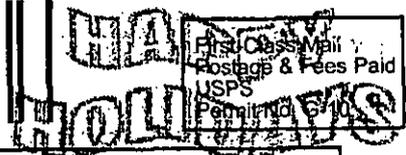
Sent To OFFICE OF THE ATTORNEY GENERAL  
LEMON LAW RESEARCH UNIT  
Street, Apt. No. \_\_\_\_\_  
or PO Box No. THE CAPITOL  
City, State, ZIP+4 TALLAHASSEE FLORIDA 32399-1050

PS Form 3800, August 2006 See Reverse for Instructions

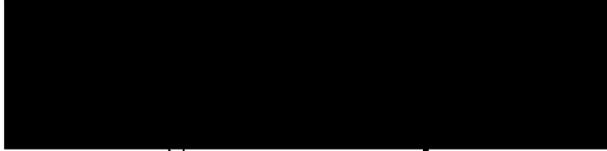
7007 1490 0000 0072 1958

UNITED STATES POSTAL SERVICE FL 323

31 DEC 2007 PM 2 L



• Sender: Please print your name, address, and ZIP+4 in this box •



PALMETTO BAY, FLORIDA



C041



**Certified Mail Provides:**

- A mailing receipt
- A unique identifier for your mailpiece
- A record of delivery kept by the Postal Service for two years

**Important Reminders:**

- Certified Mail may ONLY be combined with First-Class Mail® or Priority Mail®.
- Certified Mail is *not* available for any class of international mail.
- NO INSURANCE COVERAGE IS PROVIDED with Certified Mail. For valuables, please consider Insured or Registered Mail.
- For an additional fee, a *Return Receipt* may be requested to provide proof of delivery. To obtain Return Receipt service, please complete and attach a Return Receipt (PS Form 3811) to the article and add applicable postage to cover the fee. Endorse mailpiece "Return Receipt Requested". To receive a fee waiver for a duplicate return receipt, a USPS® postmark on your Certified Mail receipt is required.
- For an additional fee, delivery may be restricted to the addressee or addressee's authorized agent. Advise the clerk or mark the mailpiece with the endorsement "*Restricted Delivery*".
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**IMPORTANT: Save this receipt and present it when making an inquiry.**

PS Form 3800, August 2006 (Reverse) PSN 7530-02-000-9047



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## Track & Confirm

### Search Results

Label/Receipt Number: **7007 1490 0000 0072 1958**  
Status: **Delivered**

Your item was delivered at 9:22 AM on December 31, 2007 in  
TALLAHASSEE, FL 32399.

### Track & Confirm

Enter Label/Receipt Number.

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**Cadillac**  
**HUMMER**

Williamson Cadillac-Hummer Company  
7815 SW 104 Street, Miami, Florida 33156  
Telephone (305) 670-7100  
Fax (305) 670-7329

**OKUNADE O. OJENGBEDE**

ORDER FOR A MOTOR VEHICLE

05/07/06

DATE

BUYER / CO-BUYER

PALMETTO BAY FL

ADDRESS

STATE

RES. PHONE

BUS. PHONE

SALESPERSON

CELL PHONE

E-MAIL

DRIVER'S LICENSE

DOB

05/06/57

DRIVER'S LICENSE

DOB

PLEASE ENTER MY ORDER FOR THE FOLLOWING:

DEAL. #: 55209 COST #:

NEW  
 LEASE  
 USED  
 DEMO

YR: 2006

MAKE: CADILLAC

MILES

209

SERIES

BODY TYPE

COLOR

TOP

TRIM

TO BE DELIVERED ON OR ABOUT

I.D. #

1G6DM57T760

STK. NO. 20371160

**LEASING AGREEMENT**

VAULT, NOM (FOR GMAC OR COLT REG D)

LEASING COMPANY

TERM 39

@ 393.97

INC. TAX

12000

MILES PER YEAR

**ORIGINATION FEES**

FIRST MONTH'S PAYMENT

\$ 368.20

FLORIDA SALES TAX

\$ 25.77

REFUNDABLE DEPOSIT

\$ N/A

ACQUISITION FEE

\$ N/A

FEDERAL EXCISE TAX

\$ N/A

DOWN PAYMENT/INCENTIVES & SALES TAX

\$ 222.70

TRADE IN

\$ N/A

WASTE LEAD ACID BATTERY & WASTE TIRES FEES & MVWTF

\$ 8.50

FLORIDA RENTAL VEHICLE SURCHARGE

\$ 60.00

TAG & TITLE FEES

INCLUDED IN PMT

\$ 250.00

DEALER SERVICE FEE

\$ 489.00

TOTAL DUE ON DELIVERY FROM CUSTOMER

\$ 4050.00

FACTORY INCENTIVES

\$ 1800.00

TOTAL DUE AT INCEPTION

\$ 2250.00

**USED CAR TRADE-IN AND/OR OTHER CREDITS**

MAKE OF CAR

YR

BODY TYPE

SERIES

MILES

I.D. #

BALANCE IF ANY OWED TO

ADDRESS

ACCOUNT NO.

TEL #

GOOD UNTIL

BY

DATE OF CALL

**NOTICE:**

CREDIT TRANSACTIONS ARE NOT ACCEPTED NOR CONSUMMATED UNTIL APPROVAL BY A RESPONSIBLE BANK OR FINANCE COMPANY AND ALL DISCLOSURES REQUIRED BY THE FEDERAL CONSUMER CREDIT PROTECTION ACT (TRUTH IN LENDING ACT) HAVE BEEN GIVEN AND THE PURCHASER AND DEALER HAVE SIGNED AN INSTALLMENT SALES CONTRACT. IF FINANCING CANNOT BE OBTAINED AND PURCHASER HAS POSSESSION OF THE MOTOR VEHICLE, THEN UPON NOTICE TO THE PURCHASER THAT A RESPONSIBLE BANK OR FINANCE COMPANY HAS NOT APPROVED PURCHASER'S FINANCING, PURCHASER AGREES TO RETURN VEHICLE WITHIN 24 HOURS OF THIS NOTICE.

**DELIVERED PRICE OF UNIT**

\$

TOTAL COST INCLUDING ACCESSORIES

\$

(-) USED CAR ALLOWANCE AND/OR CREDIT

(=) CASH DIFFERENCE

WASTE TIRES & LEAD ACID BATTERY FEE

This charge represents costs and profit to the seller/dealer for items such as inspecting, cleaning and adjusting new and used vehicles and preparing documents related to the sale.

489 00

(=) TOTAL TAXABLE AMOUNT

(+) LOCAL TAXES

(+) COUNTY TAX

(+) TAG & TITLE / 2.00 LEMON LAW (NEW CAR)

(+) EXTENDED SERVICE PLAN

(+) BALANCE OWED ON TRADE (IF APPLICABLE)

TOTAL ABOVE ITEMS

(-) FACTORY INCENTIVES

(-) DEPOSIT (MINIMUM 10%)

(=) BALANCE DUE ON DEL. (CASH\*)

(=) BALANCE DUE (FINANCE)

**IMPORTANT INFORMATION**

1. TITLE TO TRADE - IF APPLICABLE
2. REGISTRATION IF TRANSFERRING TAG
3. PROOF OF LIABILITY INS. FORM
4. PHYSICAL DAMAGE INS. FORM (IF APPLICABLE)

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. Any equipment not issued, supplied or marketed by General Motors Corp. that has been installed on this vehicle, is not warranted by General Motors Corp. Customer represents that the trade-in vehicle has not sustained structural damage unless customer identifies such accident or structural damage in writing to dealer.

05/07/06

ACCEPTED BY:

05/07/06

DEALER OR HIS AUTHORIZED REPRESENTATIVE

DATE



# WILLIAMSON CADILLAC COMPANY

7811 104TH STREET, MIAMI, FLORIDA 33156  
TELEPHONE (305) 670-7100  
FAX (305) 670-7397

## VEHICLE INVOICE

INVOICE NO.	<b>A 33325</b>
CUSTOMER NO.	01/16
STOCK NO.	2037116D
YEAR-MAKE-MODEL	2006 CADILLAC
SERIAL NO.	1G6DM57T760203711
SALESMAN	OKUNADE O. OJENGBEDE

DEAL #: 55209  
F&I #: 685

VAULT, NOM (FOR GMAC OR COLT REG DLR)

SOLD TO \_\_\_\_\_

ADDRESS 16360 SW 87 COURT

CITY-STATE PALMETTO BAY FL 33157

OFFICE (305)233-2500 HOME (305)254-8657

DATE	NEW OR USED	ENGINE NO.
05/07/06	N	

KEY NOS. 06035 / 06035

INSURANCE COVERAGE INCLUDES

FIRE & THEFT  PUBLIC LIABILITY-AMT.

COLLISION-AMT. \_\_\_\_\_ DEDUCTIBLE  PROPERTY DAMAGE-AMT. \_\_\_\_\_

GROUP	DESCRIPTION	PRICE
MILEAGE:	209	
[REDACTED]		
PALMETTO BAY FL [REDACTED]		
IN-SERV DATE:		
TERM: /A		
MILES:		
EXP DATE:		
EXP MILES:		
DEDUCTIBLE: N/A		

**NO LIABILITY INSURANCE INCLUDED**

DESCRIPTION	ACCT. NO.	KEY	SALE	KEY
	4000		25956.33	
SURCHARGE	324R		60.00	
BATTERY FEE	324B		1.50	
TIRE FEE	324C		5.00	
FLEET	419	-		
NEW CAR INV.	231	-		
LO JACK				
USED CAR RETAIL	446	-		
USED CAR WHLSE.	448	-		
RECONDITIONING	647	+		
USED CAR INV.	240	-		
PROCESSING FEE	905A	-	2.00	
DEALER BUS. LIC. TAX	301	-		
DEALER RESERVE	262	-		
FINN. COMM. EARNED N/C	806	+		
INS. COMM. EARNED N/C	807	-		
FINN. COMM. EARNED U/C	808	+		
INS. COMM. EARNED U/C	809	-		
SALES TAX-EXT. WARR.	324	-	N/A	
SALES TAX-VEH.	324	-	222.70	
LUXURY TAX	324A	-	N/A	
LICENSE & TITLE	905	-	250.00	
EXT. WARR.	300	-	N/A	
FINANCING				
INSURANCE CR. LIFE A & H	300	-	N/A	
<b>TOTAL PRICE</b>			<b>30497.73</b>	
<b>SETTLEMENT</b>				
DEPOSIT	220A	+		
CASH ON DELIVERY	220A	+		
REBATE		+		
<b>TOTAL USED VEHICLE ALLOWANCE</b>				
FINANCING	39		393.97	PER MONTH
<b>TOTAL SETTLEMENT</b>				
PAYOFF BALANCE ON USED VEHICLE TRADE IN	300	-		
CONTRACT IN TRANSIT	205	+		
OVERALLOWANCE/DEPOSIT	220A	+		
INVENTORY VALUE OF TRADE IN-USED VEHICLE	240	+		
USED VEHICLE STOCK NO.				STK
YR. & MAKE OF TRADE IN				YMK
INVENTORY VALUE OF TRADE IN-USED VEHICLE	240	+		
USED VEHICLE STOCK NO.				STK
YR. & MAKE OF TRADE IN				YMK

# Allstate Property and Casualty Insurance Company

Policy Number [REDACTED]  
Policy Effective Date: Feb. 11, 2008

Your Agent: Bd Insurance Inc (305) 443-8948

## COVERAGE FOR VEHICLE # 3

### 2006 Cadillac Cts

COVERAGE	LIMITS	DEDUCTIBLE	PREMIUM
Automobile Liability Insurance			
• Bodily Injury	\$100,000 each person	Not Applicable	\$156.68
	\$300,000 each occurrence		
• Property Damage	\$100,000 each occurrence	Not Applicable	\$85.44
Personal Injury Protection			
Aggregate Total	\$10,000 each person	\$1,000	\$37.96
Deductible applies to insured and each dependent resident relative			
Auto Collision Insurance	Actual Cash Value	\$1,000	\$343.41
Auto Comprehensive Insurance	Actual Cash Value	\$1,000	\$63.99
Rental Reimbursement Coverage	up to \$30 per day for a maximum of 30 days	Not Applicable	\$31.75
<b>Total Premium for 06 Cadillac Cts</b>			<b>\$719.23</b>

## DISCOUNTS

Your premium for this vehicle reflects the following discounts:

Anti-theft	\$3.04	Antilock Brakes	\$30.12
Home Ownership	\$54.80	Premier Plus	\$195.12
New Car	\$25.18	Passive Restraint	\$11.18

## RATING INFORMATION

This vehicle is driven over 7,500 miles per year, 0-3 miles to work/school, unmarried male age 22, good driver rate

IMPORTANT INFORMATION

SECTION 320.0605, Florida Statutes, requires this registration certificate or an official copy or a true copy of a rental or lease agreement issued for the motor vehicle described be in possession of the operator or carried in the vehicle while the vehicle is being used or operated on the highways or streets of this state.

SECTION 316.613, Florida Statutes, requires every operator of a motor vehicle while transporting a child in a passenger car, van or pickup truck registered in this state and operated on the highways of this state, shall, if the child is 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat, for children aged 4 through 5 years, a separate carrier or seat belt may be used.

SECTION 627.733, Florida Statutes, requires mandatory Florida No-Fault Insurance to be maintained continuously throughout the entire registration period; failure to maintain the required coverage could result in suspension of your driver license and registration.

Mail

[Redacted]  
MIAMI, FL [Redacted]

CO/AGY 1 / 14

T# [Redacted]  
B# [Redacted]

FLORIDA VEHICLE REGISTRATION

PLATE [Redacted] DECAL [Redacted] Expires Midnight Tue 5/6/2008

YR/MK 2006/CADI BODY 4D COLOR : BLK  
VIN 1G6DM57T76 [Redacted] TITLE [Redacted]  
Plate Type FSR NET WT 3585  
DL/FEID P240252571650  
Date Issued 1/30/2006 Plate Issued 5/31/2006

Reg. Tax Class Code 9  
Init. Reg. Tax Months  
County Fee 3.00 Back Tax Mos  
Mail Fee Credit Class  
Sales Tax Credit Months  
Voluntary Fees  
Grand Total 3.00

[Redacted]  
MIAMI, FL [Redacted]

IMPORTANT INFORMATION

- 1. The Florida license plate must remain with the registrant upon sale of vehicle.
- 2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to replacement vehicle.
- 3. The registration must be surrendered when requesting a change of address.
- 4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.

**GMC****HUMMER**

1-23-08

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 1, 2008

BBB Auto Line Mediation Specialist Rhonda Eakins  
1-800-955-5100, Ext. #240  
Florida

Re: Mr. [REDACTED]  
BBB case # CAD0831837  
2006 Cadillac CTS  
VIN # 1G6DM57T760 [REDACTED]

To Whom It May Concern:

Manufacturer's Position:

General Motors regrets that Mr. Paschalis is dissatisfied with his 2006 Cadillac CTS. We have and will continue to address all concerns per the terms of the warranty.

All of the concerns that Mr. [REDACTED] has brought to the attention of the dealer have been corrected. The last time the vehicle was in a General Motors dealer all concerns were addressed and when released the vehicle was operating 100% as designed. If there are any current concerns on the vehicle we request that Mr. [REDACTED] make the vehicle available for repairs per the terms of the warranty. Mr. [REDACTED] sent a certified letter of notice to General Motors for the Final Repair Attempt that was received on January 11, 2008. General Motors tried repeatedly to contact Mr. [REDACTED] to schedule the repair attempt at a General Motors dealer but customer declined to do so.

We do not believe this vehicle meets the presumption of the Lemon Law or the Program Summary as there have been no more than two repairs to any one concern. As of the last time the vehicle was in a GM dealer the vehicle was operating as designed when released. There has been no significant loss of use, value or safety of the vehicle.

General Motors is requesting that the customer provide the manufacturer a final repair attempt as per the Florida Lemon Law program. We ask that the customer's request for repurchase be denied and that the customer continue to work with General Motors per the terms of the warranty.

Sincerely,

Marion Lindsey  
Customer Relationship Specialist  
For: General Motors Business Resource Center  
Alternative Dispute Resolution  
Phone # 1-866-790-5700, Ext. #21259  
Fax # 1-866-278-1779  
e-mail- [lindscym@gmexpert.com](mailto:lindscym@gmexpert.com)



# SAFETY RECALL NOTICE

February 2008

[REDACTED]  
Village Of Palmetto Bay, FL [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

~~General Motors has decided that a defect, which relates to motor vehicle safety,~~ exists in certain 2006 model year Cadillac CTS vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your 2006 model year Cadillac CTS, VIN 1G6DM57T760 [REDACTED] is involved in safety recall 07204.
- Schedule an appointment with your Cadillac dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The drive axle differential seal (two on all-wheel drive vehicles) may leak because it does not meet GM's specifications. If a seal is leaking, there will be fluid on the ground where the vehicle is parked. If enough fluid leaks, the differential will become noisier because of reduced lubrication. After about two-thirds of the differential fluid is lost, the bearings may no longer be lubricated and may start to overheat. Damage to the bearings and other differential components could then occur. Damaged bearings will create noise that may be heard by the vehicle occupants. If the vehicle is not repaired and damage progresses, three conditions can occur: (1) When the vehicle is stopped and shifted to reverse, the differential may jam and prevent vehicle movement; (2) the damage can cause drag that will feel like the brake is applied; or (3) the differential could jam and lock the drive wheels while the vehicle is in motion. If (3) occurs, the driver may not be able to control the vehicle and a crash could occur without warning.

### What will we do?

Your Cadillac dealer will install a new drive axle differential seal (two on all-wheel drive vehicles). This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 1 hour and 20 minutes to 2 hours and 50 minutes.

If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on courtesy transportation.

**What should you do?**

You should contact your Cadillac dealer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

**Did you already pay for this repair?**

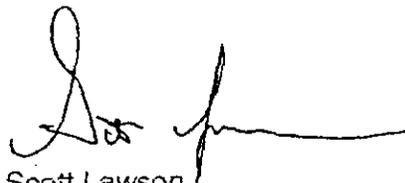
The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Cadillac Customer Assistance Center at 1.866.982.2339 (TTY 1.800.833.2622). More information about this recall can be found at the Owner Center at MyGMLink, <http://www.gm.com/recall>.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Scott Lawson  
General Director,  
Customer and Relationship Services

Enclosure  
07204



Customer Assistance Center

January 24, 2008

[REDACTED]  
Village Of Palmetto Bay, FL [REDACTED]

Service request: 71-592194802

Customer Relationship Specialist: Julia Rebollo

Dear Mr. [REDACTED]

Thank you for your recent 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.

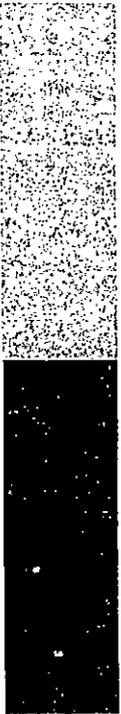
We are concerned when we learn that a Cadillac owner is dissatisfied with any phase of their experience with our product.

On January 22, 2008, we attempted to schedule a repair at Williamson Cadillac Company. At that time, you advised me that you are declining the final repair and have decided to pursue this matter differently with the Better Business Bureau.

If you have further questions, please contact me at 1-866-790-5600 ext.11118 Monday through Friday between 8:00 a.m. and 4:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

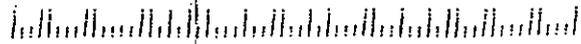
Sincerely,

Cadillac Customer Assistance Center



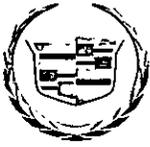
33157+3534

DETROIT MI 48226-1426  
 25 JAN 2008 1426  
 5038\$00.410 JAN 25 2008  
 1426 MAILED FROM ZIP CODE 48226



*Cadillac*

Cadillac • General Motors Corporation  
Customer Assistance Center  
P.O. Box 33169  
Detroit, MI 48232-5169



Customer Assistance Center

January 17, 2008

[REDACTED]  
Village Of Palmetto Bay, FL [REDACTED]

Service request: 71-592194802  
Customer Relationship Specialist: Julia Rebollo

Dear Mr. [REDACTED]

Thank you for your recent correspondence dated January 10, 2008 regarding your 2006 Cadillac CTS. We are sorry you are dissatisfied with your Cadillac. We are concerned when we learn that a Cadillac owner is dissatisfied with any phase of their experience with our product. Our continued success depends upon the satisfaction our customers receive from their vehicles.

Unfortunately, our attempts to contact you to schedule a repair opportunity for your vehicle have been unsuccessful. We have tried to contact you on the following dates Monday January 14, 2008 and Tuesday January, received no answer. As soon as you are available, please contact us to schedule a repair opportunity for your vehicle.

If you have further questions, please contact me at 1-866-790-5600 ext.11118 Monday through Friday between 8:00 a.m. and 4:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Cadillac Customer Assistance Center



☆ ☆ U.S. POSTAGE PR 3563497  
 ☆ ☆ 1250 5087 \$00.410 JAN 18 2008  
 7850 MAILED FROM ZIP CODE 48146

*Cadillac*

33157+3534



Cadillac • General Motors Corporation

Customer Assistance Center

P.O. Box 33169

Detroit, MI 48232-5169

Subject Cadillac Customer Assistance  
From assist@cadillac.com  
Date Wednesday, August 8, 2007 9:41 am  
To [REDACTED]

Service Request: 71-545266923  
Customer Relationship Specialist: Meghan MacLennan

Dear Mr. [REDACTED]

Thank you for contacting the Cadillac Customer Assistance Center. We appreciate you taking the time to write us in regards to your 2007 Cadillac CTS and your unsatisfactory experience at Proctor & Proctor, Inc.

I recognize that this situation has caused you a great level of frustration, and I hope that you can accept my sincerest apology on behalf of General Motors and Cadillac.

Thank you for sharing your concerns with us regarding Proctor & Proctor, Inc. When one of our customers has an unpleasant experience with a Cadillac Dealer, it is of great concern to us. We highly recommend you stay with Proctor & Proctor so you can foster, maintain and/or build your service relationship. However, you also have a choice in going to another Cadillac Dealership.

We at the Cadillac Customer Assistance Center are unable to recommend any one dealer in your area. You can locate a dealer of your choice by visiting our website at <http://www.gm.com> and selecting "Vehicle Shopping" and then "Dealer Locator" or by simply clicking on the following URL: [http://www.gm.com/automotive/vehicle\\_shopping/dealer\\_locator/](http://www.gm.com/automotive/vehicle_shopping/dealer_locator/). You will then enter in the appropriate information to locate the dealer nearest to you.

Cadillac supports Buckle Up America. We encourage you, your family and your friends to always Buckle Up.

If you should need to contact us in the future, simply reply to this message or call our Cadillac Customer Assistance Center at 1-800-458-8006. Customer Relationship Specialists are available 24 hours a day, 7 days a week.

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific Cadillac.

Again, thank you for contacting Cadillac.

Sincerely,

The Cadillac Consumer Support Team

[THREAD ID:1-9051BJ]

-----Original Message-----

From: [REDACTED]  
Sent: 8/7/2007 06:13:25 PM  
To: assist@cadillac.com  
Subject: Cadillac CTS Owner Assistance

What is the Nature  
of your concern? : VehicleConcern

Message : My 06 Cadillac CTS has provided  
me with a multitude of problems,

<https://webmail.campus.fsu.edu/print.html>

1/20/2008

some that have created huge safety concerns. To begin with, a few months ago my car brakes would simply go out while I was driving. The dealership repaired the saying that it was an electrical issue. Less than a month later I had another electrical problem with the car. The Passenger airbag was defective and would not activate, it had to be replaced.

Now the problem is with the fuel tank gauge. If I am on empty and put as little as eight dollars in the tank, my fuel gauge jumps right up to half a tank. If I put twenty dollars in the tank while i'm on empty it still goes to half a tank! I took it to the dealership and they replaced the sensors in the gas tank. Less than a few weeks later,

the same problem is re-occurring again, but now the dealership is telling me that the car would only give me a accurate reading if I fill it up to a full tank every time. I have owned a BMW, Infiniti, and Honda prior to this Cadillac and I have never heard that a gas tank should should give the same reading if I put in twenty dollars or eight dollars in the tank. This car is becoming a headache because it is constantly in the shop and in need of repairs. The service that I have recieved from Cadillac has been sub-par at best and the explanation for my faulty gas tank is ridiculous. Is there way I can get the gast tank gauge repaired and not recieve a half-baked answer from the dealership?

VIN : 1G6DM57T760 [REDACTED]

Vehicle : 2006 CTS

Preferred Dealer : Proctor Gm

Is this a GM Authorized Dealer : yes

Name of your contact at the dealership : Gordon

When was your last visit to the dealership : 8/7/2007

Current Mileage : 18000

Name [REDACTED]  
Email Address [REDACTED]  
Address [REDACTED]

un [REDACTED]  
: tallahassee, FL [REDACTED]

Depending on the

nature of your  
concern, to assist  
you in a timelier  
manner, may we  
contact you  
via Phone : yes

What is the  
best time of  
day to reach you : after 4

Daytime Phone Number : () -  
ex.

Evening Phone Number [REDACTED]  
ex.

---

Email Address : [REDACTED]

Detail for [REDACTED]

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
1/08	2:42P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	IN Allow	Miami FL	Incoming CL	1	---	---	---
1/08	4:21P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	IN Allow	Village of FL	Mobile CL	2	---	---	---
1/08	4:23P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/09	12:51P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/09	1:35P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/09	2:01P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/09	2:06P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	IN Allow	Miami FL	Incoming CL	1	---	---	---
1/09	2:18P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/09	3:15P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/09	4:17P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Village of FL	Miami FL	3	---	---	---
1/09	4:21P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/09	10:30P	<span style="background-color: black; color: black;">[REDACTED]</span>	Off-Peak	N&W	Village of FL	Miami FL	2	---	---	---
1/09	10:32P	<span style="background-color: black; color: black;">[REDACTED]</span>	Off-Peak	N&W	Village of FL	Homestead FL	5	---	---	---
1/10	9:18A	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Village of FL	Incoming CL	2	---	---	---
1/10	11:41A	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/10	1:53P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Homestead FL	1	---	---	---
1/10	2:36P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	IN Allow	Miami FL	Mobile CL	1	---	---	---
1/10	3:15P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	IN Allow	Village of FL	Mobile CL	1	---	---	---
1/10	9:49P	<span style="background-color: black; color: black;">[REDACTED]</span>	Off-Peak	N&W	Village of FL	Incoming CL	6	---	---	---
1/11	9:19A	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/11	10:49A	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/11	11:21A	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/11	11:37A	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/11	1:37P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/11	2:29P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/11	3:00P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/11	4:03P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	IN Allow	Miami FL	Incoming CL	1	---	---	---
1/11	4:04P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/11	5:22P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/11	10:55P	<span style="background-color: black; color: black;">[REDACTED]</span>	Off-Peak	N&W	Village of FL	Perrine FL	2	---	---	---
1/12	9:49A	<span style="background-color: black; color: black;">[REDACTED]</span>	Off-Peak	N&W	Village of FL	Incoming CL	2	---	---	---
1/12	5:02P	<span style="background-color: black; color: black;">[REDACTED]</span>	Off-Peak	N&W	Miami FL	Perrine FL	1	---	---	---
1/12	5:07P	<span style="background-color: black; color: black;">[REDACTED]</span>	Off-Peak	N&W	Miami FL	Incoming CL	1	---	---	---
1/14	9:27A	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Cutler Rid FL	Incoming CL	1	---	---	---
1/14	9:28A	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Toll-Free CL	1	---	---	---
1/14	10:36A	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Village of FL	Miami FL	3	---	---	---
1/14	10:39A	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/14	11:55A	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Incoming CL	10	---	---	---
1/14	5:57P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/15	9:37A	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/15	10:24A	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Miami FL	Miami FL	2	---	---	---
1/15	10:36A	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Homestead FL	Perrine FL	2	---	---	---
1/15	10:43A	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Homestead FL	Miami FL	1	---	---	---
1/15	10:46A	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Homestead FL	Miami FL	1	---	---	---
1/15	1:08P	<span style="background-color: black; color: black;">[REDACTED]</span>	Peak	PlanAllow	Homestead FL	Perrine FL	1	---	---	---

Detail for [REDACTED]

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
1/15	1:10P	[REDACTED]	Peak	PlanAllow	Homestead FL	Miami FL	1	---	---	---
1/15	1:21P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/15	1:47P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	2	---	---	---
1/15	1:49P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/15	1:50P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/15	2:12P	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	1	---	---	---
1/16	3:01P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/16	4:57P	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	3	---	---	---
1/16	5:12P	[REDACTED]	Peak	IN Allow	Miami FL	Mobile CL	2	---	---	---
1/16	6:47P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	2	---	---	---
1/16	8:02P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/17	2:04A	[REDACTED]	Off-Peak	N&W	Village of FL	Incoming CL	1	---	---	---
1/17	8:03A	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	2	---	---	---
1/17	9:56A	[REDACTED]	Peak	PlanAllow, CalVM	Village of FL	Voice Mail CL	3	---	---	---
1/17	11:03A	[REDACTED]	Peak	PlanAllow	Village of FL	Miami FL	1	---	---	---
1/17	11:16A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/17	11:18A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/17	11:43A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/17	11:44A	[REDACTED]	Peak	IN Allow, CalWait	Village of FL	Incoming CL	2	---	---	---
1/17	11:57A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/17	12:11P	[REDACTED]	Peak	IN Allow	Village of FL	Incoming CL	3	---	---	---
1/17	12:15P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/17	12:16P	[REDACTED]	Peak	PlanAllow	Village of FL	San Da 02 CA	3	---	---	---
1/17	12:31P	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	2	---	---	---
1/17	12:42P	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	1	---	---	---
1/17	12:43P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/17	1:00P	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	1	---	---	---
1/17	1:31P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	---	---	---
1/17	2:19P	[REDACTED]	Peak	PlanAllow, CalVM	Village of FL	Voice Mail CL	6	---	---	---
1/17	2:56P	[REDACTED]	Peak	PlanAllow, CalVM	Miami FL	Voice Mail CL	3	---	---	---
1/17	2:59P	[REDACTED]	Peak	PlanAllow	Miami FL	Toll-Free CL	1	---	---	---
1/17	3:07P	[REDACTED]	Peak	PlanAllow	Homestead FL	Perrine FL	2	---	---	---
1/17	3:25P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/17	3:45P	[REDACTED]	Peak	PlanAllow, CalVM	Village of FL	Voice Mail CL	2	---	---	---
1/17	3:46P	[REDACTED]	Peak	PlanAllow	Miami FL	Toll-Free CL	2	---	---	---
1/17	5:25P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/17	5:32P	[REDACTED]	Peak	PlanAllow	Village of FL	Homestead FL	7	---	---	---
1/17	5:39P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	6	---	---	---
1/17	6:59P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	3	---	---	---
1/18	11:29A	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	2	---	---	---
1/18	11:37A	[REDACTED]	Peak	PlanAllow, CalVM	Village of FL	Voice Mail CL	2	---	---	---
1/18	12:54P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/18	1:10P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/18	1:17P	[REDACTED]	Peak	PlanAllow	Village of FL	Keys FL	1	---	---	---
1/18	1:21P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---

Detail for [Redacted]

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
1/20	2:35P	[Redacted]	Off-Peak	IN Allow	Coral Gabl FL	Incoming CL	2	---	---	---
1/20	2:48P	[Redacted]	Off-Peak	IN Allow	Coral Gabl FL	Incoming CL	2	---	---	---
1/20	2:56P	[Redacted]	Off-Peak	IN Allow	Coral Gabl FL	Incoming CL	3	---	---	---
1/20	5:11P	[Redacted]	Off-Peak	N&W	Coral Gabl FL	Incoming CL	2	---	---	---
1/20	5:31P	[Redacted]	Off-Peak	IN Allow	Miami FL	Mobile CL	1	---	---	---
1/20	5:52P	[Redacted]	Off-Peak	N&W	Miami FL	Incoming CL	1	---	---	---
1/20	6:45P	[Redacted]	Off-Peak	N&W	Miami FL	Incoming CL	1	---	---	---
1/20	6:48P	[Redacted]	Off-Peak	IN Allow	Village of FL	Mobile CL	2	---	---	---
1/21	7:45A	[Redacted]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/21	8:10A	[Redacted]	Peak	PlanAllow	Village of FL	Miami FL	1	---	---	---
1/21	8:30A	[Redacted]	Peak	PlanAllow	Village of FL	Miami FL	1	---	---	---
1/21	8:35A	[Redacted]	Peak	PlanAllow	Village of FL	Miami FL	2	---	---	---
1/21	9:02A	[Redacted]	Peak	PlanAllow	Village of FL	North Dade FL	1	---	---	---
1/21	9:46A	[Redacted]	Peak	PlanAllow	Village of FL	Incoming CL	3	---	---	---
1/21	9:50A	[Redacted]	Peak	PlanAllow	Village of FL	Perrine FL	1	---	---	---
1/21	9:52A	[Redacted]	Peak	PlanAllow,CallVM	Miami FL	Voice Mail CL	1	---	---	---
1/21	9:52A	[Redacted]	Peak	PlanAllow,CallVM	Miami FL	Voice Mail CL	2	---	---	---
1/21	9:54A	[Redacted]	Peak	PlanAllow	Miami FL	Miami FL	1	---	---	---
1/21	10:19A	[Redacted]	Peak	PlanAllow	Miami FL	Miami FL	2	---	---	---
1/21	10:39A	[Redacted]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/21	10:43A	[Redacted]	Peak	IN Allow	Miami FL	Mobile CL	1	---	---	---
1/21	10:47A	[Redacted]	Peak	IN Allow	South Miam FL	Mobile CL	1	---	---	---
1/21	10:59A	[Redacted]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/21	11:26A	[Redacted]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/21	11:31A	[Redacted]	Peak	PlanAllow	Miami FL	Incoming CL	6	---	---	---
1/21	12:02P	[Redacted]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/21	12:10P	[Redacted]	Peak	IN Allow	Miami FL	Incoming CL	3	---	---	---
1/21	12:26P	[Redacted]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---
1/21	2:48P	[Redacted]	Peak	PlanAllow	Miami FL	Perrine FL	3	---	---	---
1/21	3:32P	[Redacted]	Peak	PlanAllow,CallVM	Village of FL	Voice Mail CL	5	---	---	---
1/21	3:44P	[Redacted]	Peak	PlanAllow	Village of FL	Incoming CL	11	---	---	---
1/21	4:11P	[Redacted]	Peak	PlanAllow,CallVM	Miami FL	Voice Mail CL	4	---	---	---
1/21	4:15P	[Redacted]	Peak	PlanAllow,CallVM	Miami FL	Voice Mail CL	4	---	---	---
1/21	5:50P	[Redacted]	Peak	PlanAllow	Village of FL	Perrine FL	1	---	---	---
1/21	5:51P	[Redacted]	Peak	PlanAllow,CallVM	Miami FL	Voice Mail CL	7	---	---	---
1/21	6:15P	[Redacted]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/21	8:19P	[Redacted]	Peak	PlanAllow	Miami FL	Incoming CL	2	---	---	---
1/22	9:06A	[Redacted]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/22	9:20A	[Redacted]	Peak	PlanAllow	Village of FL	Incoming CL	2	---	---	---
1/22	9:23A	[Redacted]	Peak	PlanAllow	Village of FL	Miami FL	3	---	---	---
1/22	11:32A	[Redacted]	Peak	PlanAllow	Miami FL	Incoming CL	3	---	---	---
1/22	11:56A	[Redacted]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/22	11:58A	[Redacted]	Peak	PlanAllow	Village of FL	Incoming CL	1	---	---	---
1/22	12:59P	[Redacted]	Peak	PlanAllow	Village of FL	Incoming CL	2	---	---	---
1/22	1:18P	[Redacted]	Peak	PlanAllow	Miami FL	Incoming CL	1	---	---	---

Detail for [REDACTED]

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
1/26	4:22P	[REDACTED]	Off-Peak	N&W	Village of FL	Miami FL	1	--	--	--
1/26	4:23P	[REDACTED]	Off-Peak	N&W	Village of FL	Incoming CL	2	--	--	--
1/26	4:39P	[REDACTED]	Off-Peak	N&W	Village of FL	Homestead FL	3	--	--	--
1/26	4:41P	[REDACTED]	Off-Peak	N&W	Village of FL	Miami FL	2	--	--	--
1/28	10:38A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	3	--	--	--
1/28	2:18P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	2	--	--	--
1/28	3:48P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	1	--	--	--
1/29	10:23A	[REDACTED]	Peak	IN Allow	Village of FL	Mobile CL	1	--	--	--
1/29	1:34P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	--	--	--
1/29	2:09P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	2	--	--	--
1/29	4:24P	[REDACTED]	Peak	IN Allow	Village of FL	Mobile CL	2	--	--	--
1/29	4:26P	[REDACTED]	Peak	IN Allow	Miami FL	Mobile CL	1	--	--	--
1/29	4:34P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	--	--	--
1/29	5:19P	[REDACTED]	Peak	PlanAllow	Village of FL	Toll-Free CL	1	--	--	--
1/30	9:11A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	--	--	--
1/30	11:03A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	--	--	--
1/30	1:49P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	3	--	--	--
1/30	4:16P	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	1	--	--	--
1/30	5:49P	[REDACTED]	Peak	IN Allow	Village of FL	Incoming CL	2	--	--	--
1/31	11:27A	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	2	--	--	--
1/31	12:30P	[REDACTED]	Peak	IN Allow	Village of FL	Mobile CL	1	--	--	--
1/31	1:09P	[REDACTED]	Peak	IN Allow	Coral Gabl FL	Mobile CL	1	--	--	--
1/31	1:10P	[REDACTED]	Peak	IN Allow	Coral Gabl FL	Incoming CL	1	--	--	--
1/31	2:42P	[REDACTED]	Peak	IN Allow	Village of FL	Incoming CL	4	--	--	--
1/31	4:14P	[REDACTED]	Peak	PlanAllow	Miami FL	Perrine FL	2	--	--	--
1/31	4:18P	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	--	--	--
1/31	5:10P	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	2	--	--	--
1/31	5:14P	[REDACTED]	Peak	PlanAllow	Miami FL	Tallahassee FL	3	--	--	--
1/31	5:24P	[REDACTED]	Peak	PlanAllow	Miami FL	Tallahassee FL	2	--	--	--
1/31	5:27P	[REDACTED]	Peak	IN Allow	Homestead FL	Mobile CL	1	--	--	--
1/31	6:37P	[REDACTED]	Peak	PlanAllow	Village of FL	Homestead FL	1	--	--	--
1/31	7:18P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	1	--	--	--
1/31	7:25P	[REDACTED]	Peak	PlanAllow	Village of FL	Incoming CL	5	--	--	--
1/31	7:57P	[REDACTED]	Peak	IN Allow	Village of FL	Incoming CL	3	--	--	--
2/01	10:49A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	2	--	--	--
2/01	11:15A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	--	--	--
2/01	11:16A	[REDACTED]	Peak	PlanAllow	Miami FL	Incoming CL	1	--	--	--
2/01	11:44A	[REDACTED]	Peak	IN Allow	Miami FL	Incoming CL	2	--	--	--
2/01	12:11P	[REDACTED]	Peak	PlanAllow	Miami Beac FL	Incoming CL	2	--	--	--
2/01	1:36P	[REDACTED]	Peak	PlanAllow	Miami Beac FL	Incoming CL	1	--	--	--
2/01	2:06P	[REDACTED]	Peak	IN Allow	Miami Beac FL	Incoming CL	1	--	--	--
2/01	2:07P	[REDACTED]	Peak	PlanAllow	Miami FL	Miami FL	1	--	--	--
2/01	2:29P	[REDACTED]	Peak	IN Allow	Miami Beac FL	Mobile CL	2	--	--	--
2/01	2:31P	[REDACTED]	Peak	IN Allow	Miami Beac FL	Incoming CL	1	--	--	--
2/01	3:10P	[REDACTED]	Peak	IN Allow	Miami Beac FL	Incoming CL	1	--	--	--

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**SERVICE INVOICE**

**WILLIAMSON**

DADE COUNTY REGISTRATION NO.  
MVR-94101407

FLORIDA REGISTRATION NO.  
MV-09461



*Cadillac* **HUMMER**

7815 SW 104<sup>th</sup> Street, Miami, FL 33156  
Telephone: (305) 670-7100 • Fax: (305) 670-7329  
www.williamsoncadillac.com

**SERVICE DEPT**  
MON-FRI: 7:30 A.M. - 7:00 P.M.  
SATURDAY: 8:00 A.M. - 2:00 P.M.  
SUNDAY: CLOSED

**BODY SHOP**  
19300 SW 108<sup>th</sup> Avenue, Miami FL 33157  
(305) 238-8801

CUSTOMER NO. <b>151716</b>	ADVISOR <b>MIKE SUTHERLAND</b>	TAG NO. <b>575</b>	INVOICE DATE <b>12/21/07</b>	INVOICE NO. <b>CDCS402042</b>
	LABOR RATE <b>22,748</b>	MILEAGE <b>1689</b>	COLOR <b>BLACK RAVEN</b>	STOCK NO. <b>2037116D</b>
	YEAR / MAKE / MODEL <b>06/CADILLAC/CTS/4DR-SDN-3-6</b>	VEHICLE I.D. NO. <b>1G6DM57T760</b>	DELIVERY DATE <b>05/07/06</b>	DELIVERY MILES <b>209</b>
PALMETTO BAY, FL	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE <b>12/19/07</b>	

**LABOR & PARTS**  
J# 1-03CDZ TRIM HOURS: 0:20 TECH(S): 145 WARRANTY  
CUSTOMER STATES THAT THE CENTER ARM REST HINGE COVER CAME OFF PART ON REAR FLOOR BROKEN R/R ARMREST

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	10384166	COMPARTME 10#OVN-L			0.00
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2-03CDZ01 TRIM HOURS: 1:10 TECH(S): 145 WARRANTY  
CUSTOMER STATES THAT THE RIGHT REAR GRAB HANDLE CAME OFF PART ON REAR FLOOR STRIPPED ROOF PARTIALLY R/R HEADLINER AND REPAIRED ROOF

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

J# 3-01CDZ GENERAL SHOP HOURS: 1:30 TECH(S): 106 WARRANTY  
CUSTOMER STATES THAT THE CHECK COOLANT LIGHT COMES ON FROM TIME TO TIME PRESSURE TESTED COOLING SYSTEM AND REPLACED COOLANT JAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3	1	25769371	TANK 1.240			0.00
JOB # 3	2	12346290	COOLANT 8.800			0.00
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4-15CDZ01 SUBLET HOURS: TECH(S): 123 WARRANTY  
GOLD KEY RENTAL

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

J# 5-15CDZ03 SUBLET HOURS: TECH(S): 123 WARRANTY  
FREIGHT CHARGES WARRANTY PARTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 5	1	2	OVN FREIGHT			0.00
				JOB # 5 TOTAL PARTS		0.00
				JOB # 5 TOTAL LABOR & PARTS		0.00

When you receive the GM Survey, please take the time to fill it out. If you can not answer "Completely Satisfied", Let us know 305-670-7200

**SERVICE INVOICE**

DADE COUNTY REGISTRATION NO.  
MVR-94101407

FLORIDA REGISTRATION NO.  
MV-09462

**WILLIAMSON**



*Cadillac* **HUMMER**

7815 SW 104<sup>th</sup> Street, Miami, FL 33156  
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MON-FRI: 7:30 A.M. - 7:00 P.M.  
SATURDAY: 8:00 A.M. - 2:00 P.M.  
SUNDAY: CLOSED

**BODY SHOP**  
19300 SW 108<sup>th</sup> Avenue, Miami FL 33157  
(305) 238-8801

CUSTOMER NO. <b>151716</b>	ADVISOR <b>MIKE SUTHERLAND</b>	TAG NO. <b>575</b>	INVOICE DATE <b>12/21/07</b>	INVOICE NO. <b>CDCS402042</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>1689</b>	COLOR <b>BLACK RAVEN</b>
			<b>22,748</b>	STOCK NO. <b>2037116D</b>
	YEAR / MAKE / MODEL <b>06 / CADILLAC / CTS / 4DR SDN 3.6</b>		DELIVERY DATE <b>05/07/06</b>	DELIVERY MILES <b>209</b>
PALMETTO BAY, FL	VEHICLE I.D. NO. <b>1G6DM57T760</b>		SELER/DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	INVOICE DATE <b>12/19/07</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

G.O.G. & SUPPLIES.....			
JOB # 5	FREIGHT (PARTS)	TOTAL - GOG	WARRANTY 0.00
TECHNICIAN CERTIFICATION.....			
145	FRANCISCO G CASTANO	C9503355	
106	FREDERICK S BOGGESS	C9504833	
TOTALS.....			
THE WILLIAMSON AUTOMOTIVE GROUP APPRECIATES YOUR BUSINESS.		TOTAL LABOR....	0.00
IF YOU ARE NOT COMPLETELY SATISFIED, CALL YOUR SERVICE		TOTAL PARTS....	0.00
ADVISOR AT 670-7100.		TOTAL SUBLET....	0.00
PART NUMBERS WITH AN ASTERISK (*) ON THE RIGHT HAND SIDE ARE		TOTAL G.O.G....	0.00
LIFETIME GUARANTY PARTS WHEN PURCHASED AND INSTALLED RETAIL		TOTAL MISC CHG.	0.00
IN OUR SERVICE DEPARTMENT. ASK YOUR SERVICE ADVISOR FOR		TOTAL MISC DISC	0.00
FURTHER DETAILS ABOUT THE GOOD FRENCH SERVICE PLUS PROGRAM.		TOTAL TAX.....	0.00
		<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

**REPAIR ORDER**

**WILLIAMSON**

SERVICE DEPT.

DADE COUNTY REGISTRATION NO.  
MVR-94101407



**Cadillac HUMMER**

MON-FRI: 7:30 A.M. - 7:00 P.M.  
SATURDAY: 8:00 A.M. - 2:00 P.M.  
SUNDAY: CLOSED

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(305) 238-8801

**RECOMMENDED SERVICES**

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

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATOR	OPERATION DESCRIPTION
03/05/07	371481	13451	466	543	W	01CDZ	GENERAL SHOP
				543	W	01CDZ01	GENERAL SHOP
				543	W	01CDZ02	GENERAL SHOP
				123	W	15CDZ01	SUBLET
05/07/06	339857	12	643	883	I	07CDZ	DETAIL
05/05/06	339674	12	643	897	I	03CDZ	TRIM

SALESPERSON NO. 820

OKUNADE O. OJENGBEDE **S E R V I C E**

STATE REG# MV09462

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/> CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO SAVE PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO LABOR RATES <input type="checkbox"/> HOURLY <input type="checkbox"/> FLAT <input type="checkbox"/> BOTH APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	VEHICLE I.D. NO. <b>1G6DM57T760</b>	YEAR/MAKE/MODEL <b>06/CADILLAC/CTS/4DR SDN 3.6</b>	PRODUCTION DATE <b>2037116D</b>	STOCK NO. <b>402042</b>	LICENSE NO.	R.O. NO.
			DELIVERY DATE <b>05/07/06</b>	DELIVERY MILES <b>209</b>	SELLING DEALER NO.	R.O. DATE <b>2/19/07</b>
			CUSTOMER NO. <b>151716</b>	SERVICE CONTRACT		
			COLOR <b>BLACK RAVEN/EBONY</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
			TURBO	MMC	AIR COND.	P.S.
			TRANS	MILEAGE <b>22,748</b>	ADVISOR NO. <b>575</b>	ADVISOR <b>MIKE SUTHERLAND</b>
			DISCLAIMER OF WARRANTIES THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.			
			ORIGINAL ESTIMATE \$	ADDITIONAL AUTHORIZED AGENCY \$	REVISED AUTHORIZATION	DATE
			ADD. REPAIR AUTH. BY	AUTH. REC. BY	NAME AND NO. OTHER PERSON TO AUTH.	DESCRIPTION OF ADD. WORK AUTH.
						CHARGE FOR ESTIMATE

JOB	OPERATION	OPERATION DESCRIPTION
1	W 03CDZ	TRIM
	CUSTOMER STATES THAT THE CENTER ARM REST HINGE COVER CAME OFF...PART ON REAR FLOOR	
2	W 03CDZ01	TRIM
	CUSTOMER STATES THAT THE RIGHT REAR GRAB HANDLE CAME OFF PART ON REAR FLOOR	
3	W 01CDZ	GENERAL SHOP
	CUSTOMER STATES THAT THE CHECK COOLANT LIGHT COMES ON FROM TIME TO TIME	
4	W 15CDZ01	SUBLET
	GOLD KEY RENTAL	

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: \_\_\_\_\_ DATE: 12/19/07

This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. (s.559.904(A)) It is based on 8% of total repair bill or \$19.00, whichever is less.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

NO STORAGE CHARGES SHALL ACCRUE OR BE DUE AND PAYABLE FOR A PERIOD OF 3 WORKING DAYS FROM THE DATE YOU ARE NOTIFIED, THAT THE WORK ON YOUR VEHICLE HAS BEEN COMPLETED. AFTER THAT DATE THE DAILY CHARGE FOR STORAGE OF YOUR VEHICLE WILL BE \$20.00.

WE WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

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

X \_\_\_\_\_

This estimate has been prepared based on the use of crash parts supplied by a source other than the manufacturer of your motor vehicle. The aftermarket crash parts used in the preparation for this estimate are warranted by the manufacturer or distributor of such parts rather than the manufacturer of your vehicle.

Parts and labor are guaranteed for 12 months, 12,000 miles unless otherwise specified above.

DSI, MIRAMAR, FL DSI SVR-008





# HONDA

2373 W. Tennessee Street  
Tallahassee, FL 32304  
850-576-5185

# PROCTOR

THE PROCTOR DEALERSHIPS

P.O. Box 230 Tallahassee, FL 32302

# ACURA

3523 W. Tennessee Street  
Tallahassee, FL 32304  
850-574-8800

*Cadillac*

## PONTIAC · GMC · BUICK

3122 Mahan Drive Tallahassee, FL 32308  
850-878-3171

## HUMMER

1707 Capital Circle NE Tallahassee, FL 32308  
850-878-3172

1711 Capital Circle NE Tallahassee, FL 32308  
850-878-3173

CUSTOMER NO <b>108002</b>	ADVISOR <b>JIM LUTZ</b>	TAR NO. <b>1114</b>	INVOICE DATE <b>03/23/07</b>	INVOICE NO. <b>CDCS615027</b>
	LAUNCH RATE	LICENSE NO.	MIILEAGE <b>14,309</b>	COLOR <b>BLACK/</b>
TALLAHASSEE, FL	YEAR / MAKE / MODEL <b>06 / CADILLAC / CTS / 4 DOOR SEDAN</b>		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. <b>1 G 6 D M 5 7 T 7 6 0</b>		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	F.I. NO.	A.P. DATE <b>03/19/07</b>	
	BUSINESS PHONE	COMMENTS	<b>MO: 14312</b>	

LABOR & PARTS  
 J# 5 01CDZ01SYN OIL OF SYNTHETIC N/STAR TECH(S):9 11.80  
 CUSTOMER REQUEST SYNTHETIC OIL AND FILTER CHANGE  
 PERFORMED TO ENHANCE THE LIFE OF THE ENGINE  
 CHANGED OIL AND FILTER & LUBED CHASSIC AS NEEDED.  
 INSPECTED TIRES FOR WEAR, DAMAGE AND TIRE PRESSURE.....N/C  
 INSPECTED ALL FLUID LEVELS AND TOPPED OFF AS NECESSARY...N/C  
 INSPECTED BELTS AND HOSES FOR WEAR AND/OR DAMAGE.....N/C  
 INSPECTED ALL FILTERS FOR NEEDED REPLACEMENT.....N/C  
 INSPECTED POWERTRAIN AND COOLANT SYSTEM FOR LEAKS.....N/C  
 INSPECTED BATTERY AND CABLES FOR LEAKS OR CORROSION.....N/C  
 INSPECTED WIPER BLADES FOR WEAR OR DAMAGE.....N/C

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	6	12345885	OIL 5W30S 8.800	9.16	55.08
JOB # 5	1	25177917	FILTER 1.836	7.40	7.40
JOB # 5 TOTAL PARTS					62.48
JOB # 5 TOTAL LABOR & PARTS					74.28

J# 6 00CDZINSPECT MULTI-PT INSPECT TECH(S):9 INTERNAL  
 PERFORM A MULTI-POINT INSPECTION ON CUSTOMERS VEHICLE  
 PERFORMED TO HELP THE CUSTOMER OBSERVE THE VEHICLE CONDITION  
 PERFORMED MULTI-POINT INSPECTION PER INSTRUCTIONS. ALL LINES  
 ARE PROPERLY NOTED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6 TOTAL PARTS					0.00
JOB # 6 TOTAL LABOR & PARTS					0.00

SUBLET PO# VEND INV# INV. DATE DESCRIPTION  
 JOB # 4 141875 RENTAL  
 TOTAL - SUBLET 0.00 WARRANTY

MISC CODE DESCRIPTION CONTROL NO  
 JOB # A SS SHOP SUPPLIES  
 TOTAL - MISC 0.71

COMMENTS  
 GM WILL ONLY PAY 3 DAYS RENTAL

MV-01879 MV-01886 MV-01890  
**DISCLAIMER OF WARRANTIES**  
 Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

\* General Motors warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.  
 Honda warrants each customer pay part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

Acura warrants each customer pay part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

Some General Motors replacement parts have a lifetime warranty. An \*\*\* denotes a part covered by a lifetime warranty.

Shop supplies (misc. charge): This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. (s.559.904(4))

### Store hours:

Mon thru Fri  
 7:30 am - 6:00 pm  
 and  
 Saturday  
 Honda and Acura  
 9:00 am - 1:00 pm  
 GM Service Express  
 8:00 am - 4:00 pm

Revised and Reprinted BRUNNENBERG 0-02211 Q 11/05/06



**HONDA**  
2373 W. Tennessee Street  
Tallahassee, FL 32304  
850-576-5185

**PONTIAC · GMC · BUICK**  
3122 Mahan Drive Tallahassee, FL 32308  
850-878-3171

**PROCTOR**  
**PROCTOR & PROCTOR, INC.**  
P.O. Box 230 Tallahassee, FL 32302  
850-576-5183  
**HELMIWISSZ**  
3122 Mahan Drive Tallahassee, FL 32308  
850-878-3172

**CDCS615027**  
3523 W. Tennessee Street  
Tallahassee, FL 32304  
850-574-6600  
**Cadillac · SAAB** Service  
3122 Mahan Drive Tallahassee, FL 32308  
850-878-3173

\*\*\*\*\*  
01011CDCS615027

CUSTOMER NO. <b>108002</b>	ADVISOR <b>JIM LUTZ</b>	TALH NO. <b>1114</b>	INVOICE DATE <b>03/23/07</b>	INVOICE NO. <b>CDCS615027</b>
	LABOR RATE	LICENSE NO.	TAX RATE <b>14,309</b>	COLOR <b>BLACK/</b>
	YEAR / MAKE / MODEL <b>06/CADILLAC/CTS/4 DOOR SEDAN</b>		DELIVERY DATE	DELIVERY MILES
TALLAHASSEE, FL	VEHICLE I.D. NO. <b>1 G 6 D M 5 7 T 7 6 0</b>		SELLING DEALER NO.	PRODUCTION DATE
	P. T. C. NO.	P. O. NO.	R. O. DATE <b>03/19/07</b>	
	BUSINESS PHONE	COMMENTS	MO: 14312	

TOTALS

\* NEXT RECOMMENDED SERVICE:  
\* 08/27/2007 / 21812 MI B8C0Z009 ROTATE ONLY

\*\*\*\*\*  
 CASH  CHECK NUMBER.....  CHARGE NUMBER.....  
 MASTERCARD  VISA  AMEX  DISCOVER  DEBIT CARD  
 \* PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES \*  
 \* LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS \*  
 \*\*\*\*\*

WE HOPE YOUR VISIT AT "PROCTOR GM" WAS COMPLETELY SATISFIED!  
IF YOU HAVE ANY QUESTIONS OR COMMENTS, PLEASE SEE YOUR  
SERVICE ADVISOR OR OUR SERVICE MANAGER "DON MONDA" BEFORE  
YOU LEAVE. THANK YOU FOR USING "PROCTOR GM" FOR YOUR NEEDS!!  
DON'T FORGET WE NOW SERVICE ALL MAKES AND MODELS AT OUR  
EXPRESS LUBE CENTER!!!!!! OPEN SATURDAYS 8:00 AM TO 4:00 PM  
\*\*\*\*\*

TOTAL LABOR....	11.80
TOTAL PARTS....	62.48
TOTAL SUBLET....	0.00
TOTAL G.C.G....	0.00
TOTAL MISC CHG.	0.71
TOTAL MISC DISC	0.00
TOTAL TAX.....	5.63
<b>TOTAL INVOICE \$</b>	<b>80.62</b>

**DISCLAIMER OF WARRANTIES**  
 Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

\* General Motors warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

Honda warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

Acura warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

Some General Motors replacement parts have a lifetime warranty. An "\*" denotes a part covered by a lifetime warranty.

Shop supplies (misc. charge): This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. (\$59.804(4))

CUSTOMER SIGNATURE

DUPLICATE INVOICE

**SERVICE INVOICE**

**WILLIAMSON**



*Cadillac* **HUMMER**

DADE COUNTY REGISTRATION NO.  
MVR-94181407  
FLORIDA REGISTRATION NO.  
MY-09462

**SERVICE DEPT.**  
MON-FRI: 7:30 A.M. - 7:00 P.M.  
SATURDAY: 8:00 A.M. - 2:00 P.M.  
SUNDAY: CLOSED

7815 SW 104<sup>th</sup> Street, Miami, FL 33156  
Telephone: (305) 670-7100 • Fax: (305) 670-7329  
www.williamsoncadillac.com

**BODY SHOP**  
19300 SW 108<sup>th</sup> Avenue, Miami FL 33157  
(305) 238-8801

CUSTOMER NO. <b>151716</b>	ADVISOR <b>MERIDO E. RANGEL</b>	TAG NO. <b>466 6983</b>	INVOICE DATE <b>03/07/07</b>	INVOICE NO. <b>CDCS371481</b>
PALMETTO BAY, FL	LABOR RATE	LICENSE NO.	MILEAGE <b>13,451</b>	COLOR <b>BLACK RAVEN</b>
	YEAR / MAKE / MODEL <b>06/CADILLAC/CTS/4DR CTS SDN</b>	DELIVERY DATE <b>05/07/06</b>	STOCK NO. <b>2037116D</b>	DELIVERY MILES <b>209</b>
	VEHICLE I.D. NO. <b>1 G 6 D M 5 7 T 7 6 0</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/05/07</b>	
COMMENTS				

LABOR & PARTS	GENERAL STOP	HOURS	TECH(S)	WARRANTY
J# 1 01CDZ	BRAKE MAKING A GRINDING NOISE BRAKING ON TURNS CODE C0041 INCORRECT WHEEL SPEED READING POOR WIRE CONTACT AT SPEED SENSOR REPAIRED WIRE CONTACT AT RIGHT FRONT SPEED SENSOR	0:50	1543	
JOB # 1 TOTAL LABOR & PARTS		0.00		
J# 2 01CDZ01	A-B-S LIGHT ON SOMETIMES SEE LINE 1			
JOB # 2 TOTAL LABOR & PARTS		0.00		
J# 3 01CDZ02	TRACTION CONTROL LIGHTS ON SOMETIMES SEE LINE 1			
JOB # 3 TOTAL LABOR & PARTS		0.00		
J# 4 15CDZ01	SUBLET GOLD KEY RENTAL			
JOB # 4 TOTAL LABOR & PARTS		0.00		

TOTALS

THE WILLIAMSON AUTOMOTIVE GROUP APPRECIATES YOUR BUSINESS. IF YOU ARE NOT COMPLETELY SATISFIED, CALL YOUR SERVICE ADVISOR AT 670-7100.	TOTAL LABOR	0.00
PART NUMBERS WITH AN ASTERISK (*) ON THE RIGHT HAND SIDE ARE LIFETIME GUARANTY PARTS WHEN PURCHASED AND INSTALLED RETAIL IN OUR SERVICE DEPARTMENT. ASK YOUR SERVICE ADVISOR FOR FURTHER DETAILS ABOUT THE GOOD BRENCH SERVICE PLUS PROGRAM.	TOTAL PARTS	0.00
	TOTAL SUBLET	0.00
	TOTAL G.O.G.	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

When you receive the GM Survey, please take the time to fill it out. If you can not answer "Completely Satisfied", Let us know 305-670-7200

DSI SVR-010

# TIRE KINGDOM®

**SERVICE • BRAKES • BATTERIES • MORE**

COMMERCIAL | Tire Kingdom, INC.  
 CUSTOMERS | PO Box 406010  
 REMIT TO: | ATLANTA, GA30384-6010

2006 CADILLAC CTS  
 License: [REDACTED] FL  
 Mileage: 25206  
 Lug Torque 100  
 Tire Infl F/R 30 30

\*\*\* INVOICE REPRINT \*\*\*

Cert# MV-47119

Invoice# 17617509 - RI  
 Order Num 80191792 - WI  
 Page - 1  
 Opening Salesperson 12907209  
 Date/Time In..... 01/31/08 17:01:22  
 Date/Time Out..... 01/31/08 19:56:58  
 Ship To:

POS SALES TK221  
 OCALA CORNERS STORE  
 800 OCALA ROAD  
 850 576-3570  
 Customer: 9178246

TALLAHASSEE FL [REDACTED]

Home# [REDACTED] Work# [REDACTED]  
 Addl Repairs may be authorized by  
 VIN#: 1G6DM57T760203711 PO#:

Item Number	Item Description	Qty	Price Each	Extended
FK00322556W	Falken FK-452	1	109.99	109.99
28194605	225/55ZR16 95W,28194605 WORKMANSHIP			
Tire Disposal Fee	Tire Disposal Fee		3.00	3.00
BTSHP	BASIC HIGH PERF TIRE SERVICE	1	18.99	18.99
VSR	RUBBER VALVE STEM WHEN NEEDED	1		
SBSHP	STANDARD WHEEL BAL HIGH PERF	1		
KMTSL	FREE MOUNT AND INSTALL	1		
VISA	Visa CARD NUMBER 3471 APPR 07336C			144.19-

IF YOU HAVE A QUESTION OR CONCERN PLEASE TALK TO  
 OUR STORE MANAGER, SHARON Y. LANGSTON  
 AT (850) 576-3570 \*\*NEW TIRE FEE FS:403.718

**PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN:**  
 I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.  
 I REQUEST A WRITTEN ESTIMATE.  
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_  
 THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  
 I DO NOT REQUEST A WRITTEN ESTIMATE

SIGNED \_\_\_\_\_ DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

Special Credit:	
Total Charges..	131.98
Total Credits..	.00
Sub-Total.....	131.98
New Tire Fees**	1.00
Shop Fees(*)	1.14
All Taxes.....	10.07
Payments.....	144.19-

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK PER THE TERMS AND CONDITIONS ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. TIRE KINGDOM USES BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.  
 I DO \_\_\_\_\_ DO NOT \_\_\_\_\_ WANT MY PARTS RETURNED

Net Amount..... .00  
 PLEASE PAY ABOVE AMOUNT.  
 THANK YOU! Closer:12907209

PROPOSED METHOD OF PAYMENT, CASH \_\_\_ CHECK \_\_\_ CREDIT CARD \_\_\_  
 CHARGES REPRESENT COST/PROFIT TO THE VEHICLE REPAIR FACILITY, MISC. SHOP SUPPLY OR WASTE DISPOSAL  
 PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION

**CUSTOMER COPY**



SERVICE • BRAKES • BATTERIES • MORE

COMMERCIAL | Tire Kingdom, INC.

CUSTOMERS | PO Box 406010

REMIT TO: | ATLANTA, GA30384-6010

2007 LOOSE LOOSE

License:

Mileage:

Lug Torque

Tire Infl F/R NA NA

\*\*\*\* I N V O I C E \*\*\*\*

Cert# MV-47119

Invoice# 16556364 - RI

Order Num 79115988 - WI

Page - 1

POS SALES TK221  
OCALA CORNERS STORE

Opening Salesperson 12907209

800 OCALA ROAD

Date/Time In..... 12/15/07 13:22:01

850 576-3570

Date/Time Out..... 12/15/07 13:23:01

Customer: 9178246

Ship To:

TALLAHASSEE FL

Home#

Work#

Addl Repairs may be authorized by

VIN#

PO#:

Item Number	Item Description	Qty	Price Each	Extended
ROD	DEPOSIT- A 20% RESTOCK CHARGE WILL APPLY IF ORDER CANCELLED	1	264.57	264.57
VISA	Visa CARD NUMBER 3471 APPR 05151C			264.57-

IF YOU HAVE A QUESTION OR CONCERN PLEASE TALK TO  
OUR STORE MANAGER, SHARON Y. LANGSTON  
AT (850) 576-3570 \*\*NEW TIRE FEE FS:403.718

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS  
BELOW AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A  
WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE  
REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_

THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY  
WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE

SIGNED \_\_\_\_\_

DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

Special Credit:

Total Charges.. 264.57

Total Credits.. .00

Sub-Total..... 264.57

New Tire Fees\*\* .00

Shop Fees(\*) .00

All Taxes..... .00

Payments..... 264.57-

Net Amount..... .00

PLEASE PAY ABOVE AMOUNT.

THANK YOU! Closer:12907209

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK PER THE TERMS  
AND CONDITIONS ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. TIRE KINGDOM  
USES BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.

I DO \_\_\_\_\_ DO NOT \_\_\_\_\_ WANT MY PARTS RETURNED

PROPOSED METHOD OF PAYMENT, CASH \_\_\_\_\_ CHECK \_\_\_\_\_ CREDIT CARD \_\_\_\_\_  
CHARGES REPRESENT COST/PROFIT TO THE VEHICLE REPAIR FACILITY, MISC. SHOP SUPPLY OR WASTE DISPOSAL  
PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION

# TIRE KINGDOM<sup>®</sup>

**SERVICE • BRAKES • BATTERIES • MORE**

COMMERCIAL | Tire Kingdom, INC.  
 CUSTOMERS | PO Box 406010  
 REMIT TO: | ATLANTA, GA 30384-6010

2006 CADILLAC CTS  
 License: BLKCTS FL  
 Mileage: 1  
 Lug Torque 100  
 Tire Infl F/R 30 30

\*\*\* INVOICE REPRINT \*\*\*

Cert# MV-47119

POS SALES TK221  
 Ocala Corners Store  
 800 Ocala Road  
 850 576-3570  
 Customer: 9178246

Invoice# 14592035 - RI  
 Order Num 77133086 - WI  
 Page 1  
 Opening Salesperson 02871896  
 Date/Time In..... 09/27/07 19:08:10  
 Date/Time Out..... 09/27/07 19:10:31  
 Ship To:

Tallahassee FL

Home# [REDACTED] Work# [REDACTED]  
 Addl Repairs may be authorized by  
 VIN#: [REDACTED] PO#: [REDACTED]

Item Number	Item Description	Qty	Price Each	Extended
FD00722556W	Fulda Quantum Elite	1	99.99	99.99
353414114	225/55ZR16 95W, 353414114 WORKMANSHIP			
loose rim				
BTS	BASIC TIRE SERVICE	1	11.25	11.25
VSR	RUBBER VALVE STEM WHEN NEEDED	1		
SBS	STANDARD WHEEL BAL	1		
KMTSL	FREE MOUNT AND INSTALL	1		
DEBIT	DEBIT CARD			121.87-
	CARD NUMBER 3439 APPR 000000			

IF YOU HAVE A QUESTION OR CONCERN PLEASE TALK TO  
 OUR STORE MANAGER, SHARON Y. LANGSTON  
 AT (850) 576-3570 \*\*NEW TIRE FEE FS:403.718

**PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS  
 BELOW AND SIGN:**

**I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A  
 WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.**

- I REQUEST A WRITTEN ESTIMATE.  
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE  
 REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_  
 THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY  
 WRITTEN OR ORAL APPROVAL.  
 I DO NOT REQUEST A WRITTEN ESTIMATE

SIGNED \_\_\_\_\_ DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

Special Credit:	
Total Charges..	111.24
Total Credits..	.00
Sub-Total.....	111.24
New Tire Fees**	1.00
Shop Fees(*)	1.13
All Taxes.....	8.50
Payments.....	121.87-

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK PER THE TERMS  
 AND CONDITIONS ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. TIRE KINGDOM  
 USES BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.  
 I DO \_\_\_\_\_ DO NOT \_\_\_\_\_ WANT MY PARTS RETURNED

Net Amount..... .00  
 PLEASE PAY ABOVE AMOUNT.  
 THANK YOU! Closer:02871896

PROPOSED METHOD OF PAYMENT, CASH \_\_\_ CHECK \_\_\_ CREDIT CARD \_\_\_  
 CHARGES REPRESENT COST/PROFIT TO THE VEHICLE REPAIR FACILITY. MISC. SHOP SUPPLY OR WASTE DISPOSAL  
 PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION

**CUSTOMER COPY**

# TIRE KINGDOM®

**SERVICE • BRAKES • BATTERIES • MORE**

COMMERCIAL | Tire Kingdom, INC.

CUSTOMERS | PO Box 406010

REMIT TO: | ATLANTA, GA 30384-6010

(309) 233-6693

\*\*\* INVOICE REPRINT \*\*\*

2006 CADILLAC CTS  
 License: BLKCTS FL  
 Mileage: 17256  
 Lug Torque 100  
 Tire Infl F/R 30 30

Cert# MV-47119

POS SALES TK221  
 OCALA CORNERS STORE  
 800 OCALA ROAD  
 850 576-3570  
 Customer: 9178246

Invoice# 99382846 - RI  
 Order Num 74658103 - WI  
 Page 1  
 Opening Salesperson 02871896  
 Date/Time In..... 06/25/07 12:28:25  
 Date/Time Out..... 06/25/07 13:32:46  
 Ship To:

TALLAHASSEE FL

Home# [REDACTED] Work# [REDACTED]  
 Addl Repairs may be authorized by

VIN#: PO#:

Item Number	Item Description	Qty	Price Each	Extended
RTR	TIRE ROTATION STANDARD	1	19.99	19.99
	12933744 GREEN JR, SYDNEY			

passenger front tire needs air				
RECALIGN	RECOMMEND WHEEL ALIGNMENT	1		
RECTIRE	RECOMMEND TIRE REPLACEMENT	1		
RECBRKF	RECOMMEND BRAKE FLUID FLUSH	1		
CASH	Cash Payment			23.64

IF YOU HAVE A QUESTION OR CONCERN PLEASE TALK TO  
 OUR STORE MANAGER, SHARON Y. LANGSTON  
 AT (850) 576-3570 \*\*NEW TIRE FEE FS:403.718

**PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS  
 BELOW AND SIGN:**

**I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A  
 WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.**

- I REQUEST A WRITTEN ESTIMATE.
- I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE  
 REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_  
 THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY  
 WRITTEN OR ORAL APPROVAL.
- I DO NOT REQUEST A WRITTEN ESTIMATE

SIGNED \_\_\_\_\_ DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

Special Credit:	
Total Charges..	19.99
Total Credits..	.00
Sub-Total.....	19.99
New Tire Fees**	.00
Shop Fees(*)	2.00
All Taxes.....	1.65
Payments.....	23.64

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK PER THE TERMS  
 AND CONDITIONS ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. TIRE KINGDOM  
 USES BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.  
 I DO \_\_\_\_\_ DO NOT \_\_\_\_\_ WANT MY PARTS RETURNED

Net Amount..... .00  
 PLEASE PAY ABOVE AMOUNT.  
 THANK YOU! Closer:02871896

PROPOSED METHOD OF PAYMENT, CASH \_\_\_\_\_ CHECK \_\_\_\_\_ CREDIT CARD \_\_\_\_\_  
 CHARGES REPRESENT COST/PROFIT TO THE VEHICLE REPAIR FACILITY. MISC. SHOP SUPPLY OR WASTE DISPOSAL  
 PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION

**CUSTOMER COPY**



BILLING SUMMARY

Page 1 of 1

Statement Date: 08/09/2006

XM Account Number:

Due Upon Receipt

Amount Due \$392.62

XCITING NEWS For [REDACTED]
XM + NAPSTER - Changing The Way You Listen To Music Forever

It's a whole new way to experience music. Your favorite XM Radio Online music channels and access to download music from Napster's catalog of more than 2 million songs. Visit napster.xmradio.com to learn more.

ACCOUNT SUMMARY FOR BILLING PERIOD 08/08/2006 - 08/09/2006

Table with columns: Date, Description, Amount. Rows include Previous Balance, Payments, XM Service, Subtotal, Tax-State, and Total Amount Due Upon Receipt.

Service Detail For Radio ID 534WH004

Table with columns: Date, Description, Charges, Discounts/Promotions, Amount. Rows include XM Service - 3 Years and Total Current Charges.

CHANNEL INFORMATION

The most choice in Satellite Radio...



Oprah & Friends Channel - Coming in September! Oprah & Friends - XM 156

Featuring a broad range of original programming from Harpo Radio, Inc.



Theme Time Radio Hour with Your Host Bob Dylan Deep Tracks - XM 40 - Wednesdays 10 AM ET The Village - XM 15 - Thursdays Noon ET

Bob Dylan hosts his own show, exclusively on XM!



Major League Baseball - MLB Homeplate - XM 175 MLB Play-by-Play - XM 176-190

XM is the Official Satellite Radio Service of Major League Baseball - Every team. All Season Long.

Handwritten note: 16 August 2006 #8791 check 395.48

PAYMENT OPTIONS section with text: Online @ www.xmradio.com, Call 1-800-XM RADIO, Mail your check & stub below, Simple, Fast, Convenient, Pay by Credit Card!



XM SATELLITE RADIO PO BOX 830205 BALTIMORE MD 21283-0205

Pay by Credit Card I wish to avoid the \$2 invoice fee and pay by credit card. My credit card information is on the back of this form.

Changes Check here if address or phone has changed.

Account Number: 1-2361577470 Due Upon Receipt Amount Due \$392.62

Amount Enclosed 395.48

Do not send cash. Make check or money order payable to:

06/07/06 10:06 0003867 20050610 BH170101 XM-Satellite 1 QZ DOM BH17010000\* 157784 MS



VILLAGE OF PALMETTO BAY FL



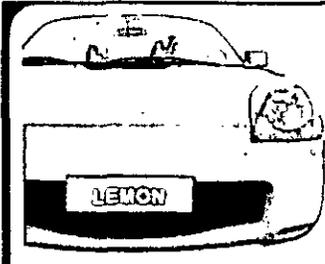
XM SATELLITE RADIO PO BOX 830205 BALTIMORE MD 21283-0205











# Car Lemon

Your One Stop Lemon Law Info Source

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## Automobile Recall Information for the CADILLAC CTS 2006

- 2006 CADILLAC CTS - FUEL SYSTEM, GASOLINE:DELIVERY

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Read the Federal Lemon Law

Lemon in Missouri? Read the Missouri Lemon Law  
Find a Missouri Lemon Law Attorney  
Not in Missouri? Read your State's Lemon Law

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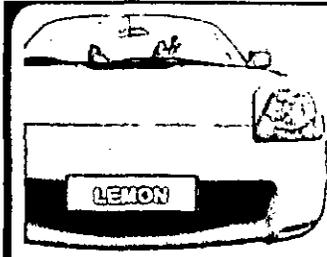
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 150000 SEAT BELTS

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 040940002

Replacement Service Bulletin Number: 040940002A

NHTSA Campaign ID Number : 10008700

Date of Bulletin: 11/01/2006 Date Added to Database: 08/17/2004

Component: 150000 SEAT BELTS

Summary: SEAT BELT STOP BUTTON KITS AVAILABLE. \*MJ

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### More Information

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have Lemon Law Rights.

A Lemon Law repair log is helpful for keeping track of all the work performed on your vehicle. If your vehicle is still covered by the manufacturer's warranty, and you think it is a lemon, contact a Lemon Law Attorney in your state to find out if you qualify for the State Lemon Law or the Federal Lemon Law.

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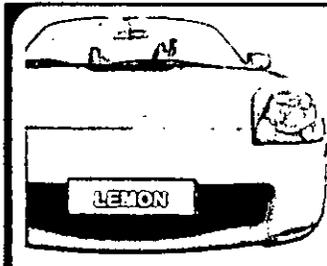
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 022520 SUSPENSION - REAR - AXLE - NON-POWERED AXLE ASSEMBLY

Make : CADILLAC                      Model : CTS                      Year : 2006  
Service Bulletin Number: 3152  
Replacement Service Bulletin Number: 3152G  
NHTSA Campaign ID Number : 10010276  
Date of Bulletin: 01/01/1901              Date Added to Database: 11/09/2004  
Component: 022520 SUSPENSION:REAR:AXLE:NON-POWERED AXLE ASSEMBLY  
Summary: SHUDDER OR BIND ON LOW SPEED TURNS. \*TT

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### More Information

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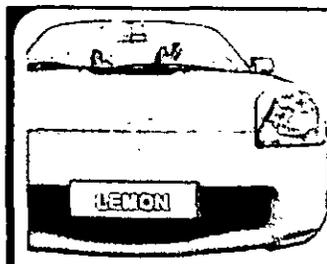
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 100000 POWER TRAIN

Make : CADILLAC                      Model : CTS                      Year : 2006  
 Service Bulletin Number: 3268  
 Replacement Service Bulletin Number: 3268B  
 NHTSA Campaign ID Number : 10014922  
 Date of Bulletin: 01/01/1901      Date Added to Database: 05/11/2005  
 Component: 100000 POWER TRAIN  
 Summary: INTERMITTENT UNWANTED DOWNSHIFT, NO UPSHIFT 5L40E/5L50E. \*TT

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### More Information

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have Lemon Law Rights.

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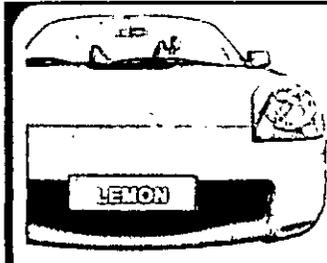
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 110000 ELECTRICAL SYSTEM

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 3505

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10016490

Date of Bulletin: 01/01/1901

Date Added to Database: 09/14/2005

Component: 110000 ELECTRICAL SYSTEM

Summary: DIAGNOSTIC TROUBLE CODES INVOLVING MASS AIR FLOW (MAF)INTAKE AIR TEMPERATURE (IAT) SENSOR; BAROMETRIC PRESSURE (BARO) SENSOR; ENGINE OIL PRESSURE (EOP) SENSOR; THROTTLE POSITION (TP) SENSOR; ACCELERATOR PEDAL POSITION (APP) SENSOR; A/C REF

### More Information

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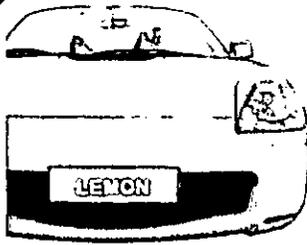
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 190000

### TIRES

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 3703

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10016944

Date of Bulletin: 01/01/1901

Date Added to Database: 10/18/2005

Component: 190000 TIRES

Summary: BULLETIN-SIT-BULLETIN-1705714: IRREGULAR TIRE WEAR. \*SC

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### More Information

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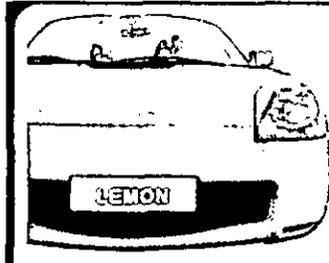
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 110000 ELECTRICAL SYSTEM

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 3488A

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10016954

Date of Bulletin: 01/01/1901

Date Added to Database: 10/18/2005

Component: 110000 ELECTRICAL SYSTEM

Summary: BULLETIN-SIT-BULLETIN-1699890: TECH 2 DISPLAYS THE INCORRECT FUEL SENDER. \*SC

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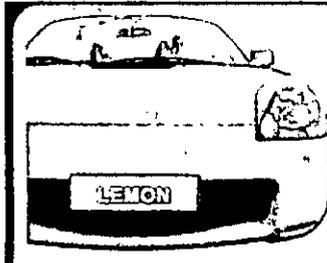
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 180000

#### VEHICLE SPEED CONTROL

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 3456A

Replacement Service Bulletin Number: 3456B

NHTSA Campaign ID Number : 10017146

Date of Bulletin: 01/01/1901

Date Added to Database: 10/25/2005

Component: 180000 VEHICLE SPEED CONTROL

Summary: TCC SURGE, SHUDDER OR CHUGGLE ON LIGHT LOAD JUST AFTER TORQUE CONVERTER CLUTCH ENGAGEMENT WITH TRANSMISSION AT OPERATING TEMPERATURE. \*SC

### More Information

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have Lemon Law Rights.

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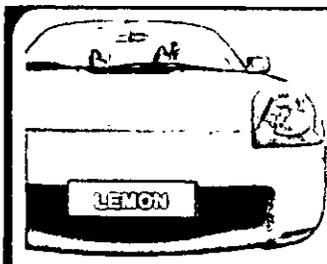
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 062200 ENGINE AND ENGINE COOLING - COOLING SYSTEM - FAN

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 050602010

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10017757

Date of Bulletin: 10/01/2005

Date Added to Database: 11/29/2005

Component: 062200 ENGINE AND ENGINE COOLING:COOLING SYSTEM:FAN

Summary: AVAILABILITY OF HIGH CAPACITY ENGINE COOLING FANS FOR TOWING. TT

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### More Information

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have Lemon Law Rights.

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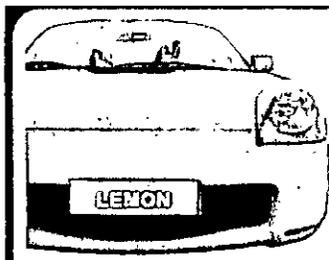
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 060000 ENGINE AND ENGINE COOLING

Make : CADILLAC      Model : CTS      Year : 2006

Service Bulletin Number: 050604054

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10017823

Date of Bulletin: 09/01/2005      Date Added to Database: 12/02/2005

Component: 060000 ENGINE AND ENGINE COOLING

Summary: ROUGH, UNSTABLE OR INCORRECT IDLE WITH AIR CONDITIONING (A/C) MANUALLY TURNED ON FOR FIRST MINUTE OF RUN TIME. \*TT

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### More Information

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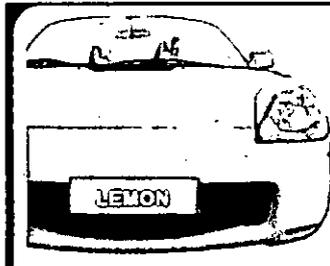
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 110000 ELECTRICAL SYSTEM

Make : CADILLAC      Model : CTS      Year : 2006

Service Bulletin Number: 050844027

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10017841

Date of Bulletin: 09/01/2005      Date Added to Database: 12/05/2005

Component: 110000 ELECTRICAL SYSTEM

Summary: INFORMATION ON VEHICLES WITH A STORED HISTORY DTC B1259 ANTENNA GROUND CIRCUIT. \*TY

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### More Information

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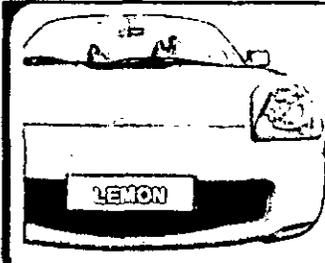
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 060000 ENGINE AND ENGINE COOLING

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 0506D4054

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10017823

Date of Bulletin: 09/01/2005

Date Added to Database: 12/02/2005

Component: 060000 ENGINE AND ENGINE COOLING

Summary: ROUGH, UNSTABLE OR INCORRECT IDLE WITH AIR CONDITIONING (A/C) MANUALLY TURNED ON FOR FIRST MINUTE OF RUN TIME. "TT"

### More Information

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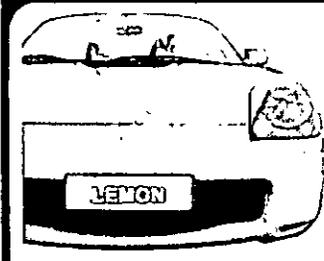
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 134000 VISIBILITY - SUN ROOF ASSEMBLY

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 3757

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10018645

Date of Bulletin: 01/01/1901 Date Added to Database: 01/09/2006

Component: 134000 VISIBILITY:SUN ROOF ASSEMBLY

Summary: SUNROOF INOPERATIVE BINDING OR STUCK. \*TT

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### More Information

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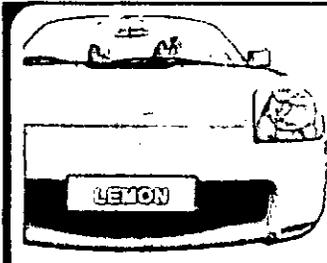
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 021540 SUSPENSION - FRONT - CONTROL ARM - LOWER BALL JOINT

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 050308016

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10018698

Date of Bulletin: 11/01/2005

Date Added to Database: 01/10/2006

Component: 021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT

Summary: INSPECTING LOWER CONTROL ARM BALL JOINT TAPERED SEAT AFTER FRONT END IMPACT (ACCIDENT SITUATION, WHEEL DAMAGE FROM CURB IMPACT, ETC.). \*AK

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### More Information

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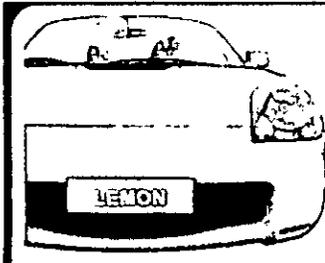
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 021000 SUSPENSION - FRONT

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 3802

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10018909

Date of Bulletin: 01/01/1901 Date Added to Database: 01/24/2006

Component: 021000 SUSPENSION:FRONT

Summary: CREAK NOISE FROM FRONT END WHEN BRAKING OR TURNING. \*TT

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### More Information

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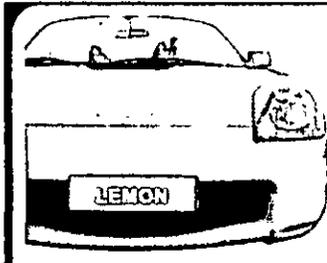
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 061000 ENGINE AND ENGINE COOLING - ENGINE

Make : CADILLAC      Model : CTS      Year : 2006

Service Bulletin Number: 3658  
 Replacement Service Bulletin Number: 3658A  
 NHTSA Campaign ID Number : 10019193  
 Date of Bulletin: 01/01/1901      Date Added to Database: 02/16/2006  
 Component: 061000 ENGINE AND ENGINE COOLING:ENGINE  
 Summary: TCC SURGE, CHUGGLE, OR FISHBITE 5L40E WITH V6 ENGINE. TT

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### More Information

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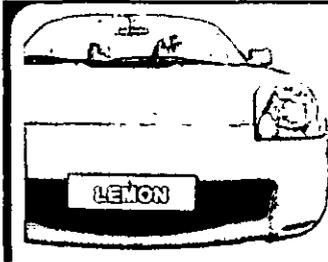
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 106000 POWER TRAIN - AXLE ASSEMBLY

Make : CADILLAC      Model : CTS      Year : 2006

Service Bulletin Number: 3671  
 Replacement Service Bulletin Number: 3671E  
 NHTSA Campaign ID Number : 10019195  
 Date of Bulletin: 01/01/1901      Date Added to Database: 02/16/2006  
 Component: 106000 POWER TRAIN:AXLE ASSEMBLY  
 Summary: REAR AXLE PINION SEAL MAY EXPERIENCE A FLUID LEAK CONDITION. "TT  
 UPDATED 04-26-07. \*KB

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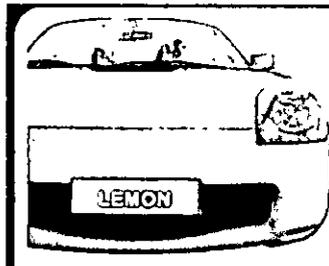
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 185000 VEHICLE SPEED CONTROL - CRUISE CONTROL

Make : CADILLAC      Model : CTS      Year : 2006

Service Bulletin Number: 3673  
 Replacement Service Bulletin Number:  
 NHTSA Campaign ID Number : 10019203  
 Date of Bulletin: 01/01/1901      Date Added to Database: 02/17/2006  
 Component: 185000 VEHICLE SPEED CONTROL:CRUISE CONTROL  
 Summary: CRUISE CONTROL INOPERATIVE AND/OR MALFUNCTION INDICATOR LAMP ON WITH DIAGNOSTIC TROUBLE CODE P0833 STORED. THE CONDITION MAY NOT BE ABLE TO BE DUPLICATED BY THE DEALER YET THE CONSUMER MAY HAVE A REPEAT CONCERN.  
 \*AK

### More Information

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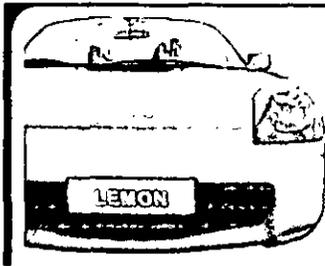
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 063100 ENGINE AND ENGINE COOLING - EXHAUST SYSTEM - EMISSION CONTROL

Make : CADILLAC      Model : CTS      Year : 2006  
 Service Bulletin Number: 3679  
 Replacement Service Bulletin Number:  
 NHTSA Campaign ID Number : 10019236  
 Date of Bulletin: 01/01/1901      Date Added to Database: 02/22/2006  
 Component: 063100 ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:EMISSION CONTROL  
 Summary: SERVICE VME - DIAGNOSTIC TROUBLE CODE P0420 OR P0430. \*AK

### More Information

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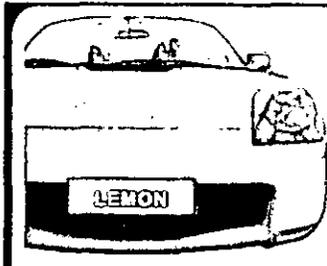
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 355200 EQUIPMENT - OTHER - OWNERS/SERVICE/OTHER MANUAL

Make : CADILLAC      Model : CTS      Year : 2006

Service Bulletin Number: 3680  
 Replacement Service Bulletin Number:  
 NHTSA Campaign ID Number : 10019276  
 Date of Bulletin: 01/01/1901      Date Added to Database: 02/23/2006  
 Component: 355200 EQUIPMENT-OTHER-OWNERS/SERVICE/OTHER MANUAL  
 Summary: SERVICE VME-DIAGNOSTIC TROUBLE CODE U1016 IN HISTORY. \*AK

### More Information

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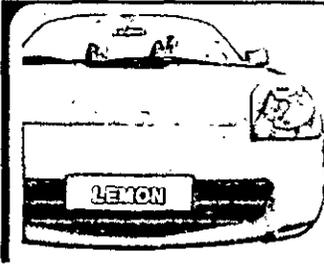
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 198000 TIRES - TEMPORARY/EMERGENCY SPARE TIRE

Make : CADILLAC      Model : CTS      Year : 2006

Service Bulletin Number: 06004

Replacement Service Bulletin Number: 06004A

NHTSA Campaign ID Number : 10019753

Date of Bulletin: 02/01/2006      Date Added to Database: 04/25/2006

Component: 198000 TIRES;TEMPORARY/EMERGENCY SPARE TIRE

Summary: INCORRECT SPARE TIRE. \*AK

### More Information

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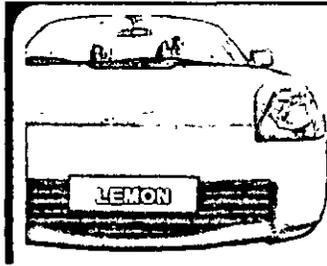
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 355100 EQUIPMENT - OTHER - LABELS

Make : CADILLAC      Model : CTS      Year : 2006  
 Service Bulletin Number: 06045  
 Replacement Service Bulletin Number:  
 NHTSA Campaign ID Number : 10020203  
 Date of Bulletin: 06/01/2006      Date Added to Database: 08/11/2006  
 Component: 355100 EQUIPMENT; OTHER LABELS  
 Summary: MISSING MERCURY DISPOSAL NOTICE LABEL. "TT"

### More Information

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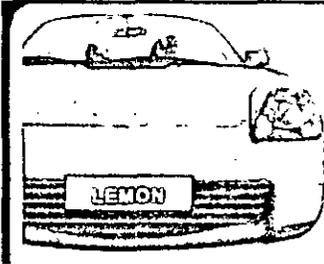
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 040000 SERVICE BRAKES, AIR

Make : CADILLAC      Model : CTS      Year : 2006  
 Service Bulletin Number: 060522003  
 Replacement Service Bulletin Number:  
 NHTSA Campaign ID Number : 10020942  
 Date of Bulletin: 05/01/2006      Date Added to Database: 01/24/2007  
 Component: 040000 SERVICE BRAKES, AIR  
 Summary:    HARD BRAKE PEDAL ON COLD STARTS AT HIGH ALTITUDES. \*KB

### More information

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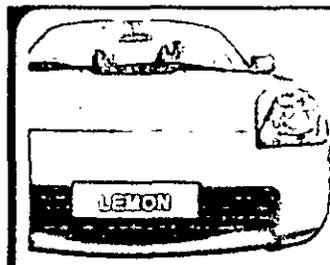
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 150000

#### SEAT BELTS

Make : CADILLAC      Model : CTS      Year : 2006

Service Bulletin Number: 040940002

Replacement Service Bulletin Number: 040940002A

NHTSA Campaign ID Number : 10008700

Date of Bulletin: 11/01/2006      Date Added to Database: 08/17/2004

Component: 150000 SEAT BELTS

Summary: SEAT BELT STOP BUTTON KITS AVAILABLE. \*MJ

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### More Information

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have Lemon Law Rights.

A Lemon Law repair log is helpful for keeping track of all the work performed on your vehicle. If your vehicle is still covered by the manufacturer's warranty, and you think it is a lemon, contact a Lemon Law Attorney in your state to find out if you qualify for the State Lemon Law or the Federal Lemon Law.

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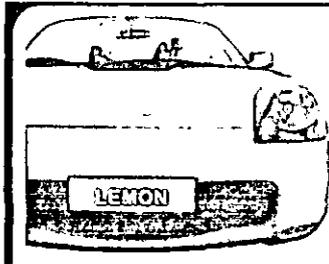
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Technical Service Bulletins for the CADILLAC CTS 2006 - 022520  
 SUSPENSION - REAR - AXLE - NON-POWERED AXLE  
 ASSEMBLY

Make : CADILLAC                      Model : CTS                      Year : 2006  
 Service Bulletin Number: 3152  
 Replacement Service Bulletin Number: 3152G  
 NHTSA Campaign ID Number : 10010276  
 Date of Bulletin: 01/01/1901              Date Added to Database: 11/09/2004  
 Component: 022520 SUSPENSION:REAR:AXLE:NON-POWERED AXLE ASSEMBLY  
 Summary: SHUDDER OR BIND ON LOW SPEED TURNS. \*TT

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Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have Lemon Law Rights.

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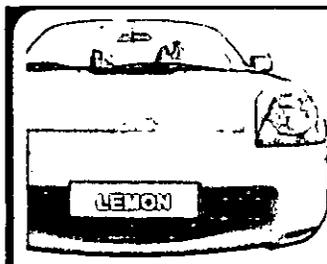
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 100000

### POWER TRAIN

Make : CADILLAC      Model : CTS      Year : 2006

Service Bulletin Number: 3268  
 Replacement Service Bulletin Number: 3268B  
 NHTSA Campaign ID Number : 10014922  
 Date of Bulletin: 01/01/1901      Date Added to Database: 05/11/2005  
 Component: 100000 POWER TRAIN  
 Summary: INTERMITTENT UNWANTED DOWNSHIFT, NO UPSHIFT 5L40E/5L50E. \*TT

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Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have Lemon Law Rights.

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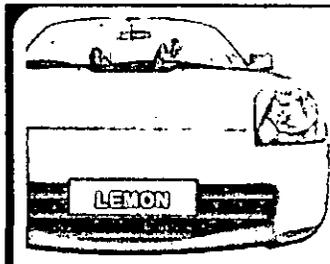
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 110000

#### ELECTRICAL SYSTEM

Make : CADILLAC Model : CTS Year : 2006

Service Bulletin Number: 3505

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10016460

Date of Bulletin: 01/01/1901

Date Added to Database: 09/14/2005

Component: 110000 ELECTRICAL SYSTEM

Summary: DIAGNOSTIC TROUBLE CODES INVOLVING MASS AIR FLOW (MAF)/INTAKE AIR TEMPERATURE (IAT) SENSOR; BAROMETRIC PRESSURE (BARO) SENSOR; ENGINE OIL PRESSURE (EOP) SENSOR; THROTTLE POSITION (TP) SENSOR; ACCELERATOR PEDAL POSITION (APP) SENSOR; A/C REF

#### More Information

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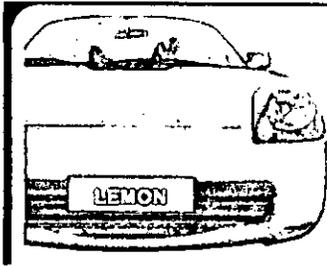
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 190000

### TIRES

Make : CADILLAC                      Model : CTS                      Year : 2006  
 Service Bulletin Number: 3703  
 Replacement Service Bulletin Number:  
 NHTSA Campaign ID Number : 10016944  
 Date of Bulletin: 01/01/1501              Date Added to Database: 10/18/2005  
 Component: 190000 TIRES  
 Summary: BULLETIN-SIT-BULLETIN-1705714: IRREGULAR TIRE WEAR. \*SC

### More information

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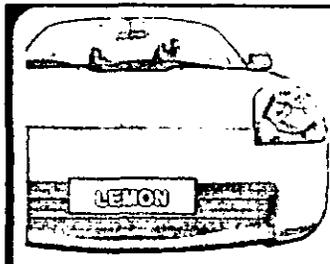
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 110000

#### ELECTRICAL SYSTEM

Make : CADILLAC      Model : CTS      Year : 2006

Service Bulletin Number: 3488A

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10016954

Date of Bulletin: 01/01/1991      Date Added to Database: 10/16/2005

Component: 110000 ELECTRICAL SYSTEM

Summary: BULLETIN-SIT-BULLETIN-1099890: TECH 2 DISPLAYS THE INCORRECT FUEL SENDER. \*SC

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Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have Lemon Law Rights.

A Lemon Law repair log is helpful for keeping track of all the work performed on your vehicle. If your vehicle is still covered by the manufacturer's warranty, and you think it is a lemon, contact a Lemon Law Attorney in your state to find out if you qualify for the State Lemon Law or the Federal Lemon Law.

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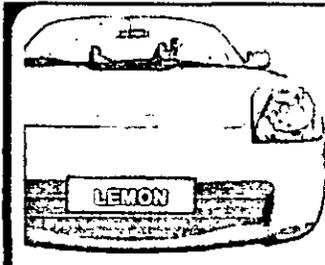
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 180000 VEHICLE SPEED CONTROL

Make : CADILLAC Model : CTS Year : 2006  
 Service Bulletin Number: 3456A  
 Replacement Service Bulletin Number: 3456B  
 NHTSA Campaign ID Number : 10017145  
 Date of Bulletin: 01/01/1991 Date Added to Database: 10/25/2005  
 Component: 180000 VEHICLE SPEED CONTROL  
 Summary: TCC SURGE, SHUDDER OR CHUGGLE ON LIGHT LOAD JUST AFTER TORQUE CONVERTER CLUTCH ENGAGEMENT WITH TRANSMISSION AT OPERATING TEMPERATURE.  
 \*SC

#### More Information

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have Lemon Law Rights.

A Lemon Law repair log is helpful for keeping track of all the work performed on your vehicle. If your vehicle is still covered by the manufacturer's warranty, and you think it is a lemon, contact a Lemon Law Attorney in your state to find out if you qualify for the State Lemon Law or the Federal Lemon Law.

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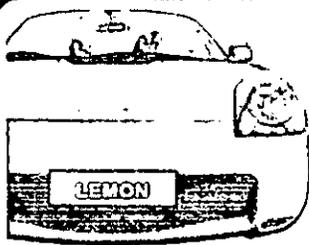
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 062200 ENGINE AND ENGINE COOLING - COOLING SYSTEM - FAN

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 050602010

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10017757

Date of Bulletin: 10/01/2005      Date Added to Database: 11/29/2005

Component: 062200 ENGINE AND ENGINE COOLING:COOLING SYSTEM:FAN

Summary: AVAILABILITY OF HIGH CAPACITY ENGINE COOLING FANS FOR TOWING. \*TT

### More Information

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have Lemon Law Rights.

A Lemon Law repair log is helpful for keeping track of all the work performed on your vehicle. If your vehicle is still covered by the manufacturer's warranty, and you think it is a lemon, contact a Lemon Law Attorney in your state to find out if you qualify for the State Lemon Law or the Federal Lemon Law.

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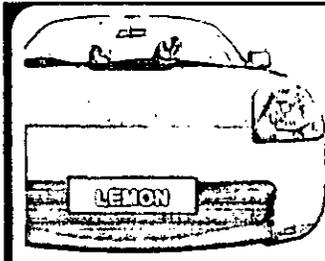
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 060000

### ENGINE AND ENGINE COOLING

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 050504054

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10017023

Date of Bulletin: 09/12/05

Date Added to Database: 12/02/2005

Component: 060000 ENGINE AND ENGINE COOLING

Summary: ROUGH, UNSTABLE OR INCORRECT IDLE WITH AIR CONDITIONING (A/C) MANUALLY TURNED ON FOR FIRST MINUTE OF RUN TIME. \*\*

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### More Information

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have **Lemon Law Rights**.

A **Lemon Law repair log** is helpful for keeping track of all the work performed on your vehicle. If your vehicle is still covered by the **manufacturer's warranty**, and you think it is a lemon, contact a **Lemon Law Attorney in your state** to find out if you qualify for the **State Lemon Law** or the **Federal Lemon Law**.

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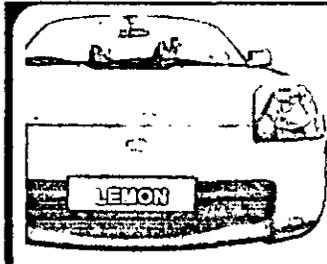
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 110000 ELECTRICAL SYSTEM

Make : CADILLAC      Model : CTS      Year : 2006  
 Service Bulletin Number: 050644027  
 Replacement Service Bulletin Number:  
 NHTSA Campaign ID Number : 10017841  
 Date of Bulletin: 09/01/2005      Date Added to Database: 12/05/2005  
 Component: 110000 ELECTRICAL SYSTEM  
 Summary: INFORMATION ON VEHICLES WITH A STORED HISTORY DTC B1259 ANTENNA GROUND CIRCUIT. 'TT

### More information:

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have Lemon Law Rights.

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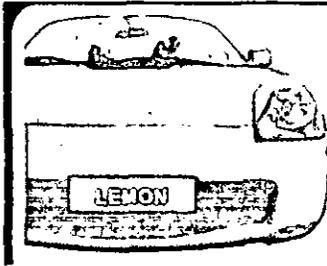
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 060000

#### ENGINE AND ENGINE COOLING

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 709

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10018126

Date of Bulletin: 09/01/2005

Date Added to Database: 12/15/2005

Component: 060000 ENGINE AND ENGINE COOLING

Summary: OIL LIFE SYSTEM RESET PROCEDURES - CARS, GM TECH LINK, TT

#### More Information:

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have Lemon Law Rights.

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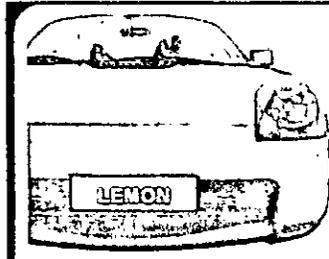
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 134000

### VISIBILITY - SUN ROOF ASSEMBLY

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 3757

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 15018645

Date of Bulletin: 01/01/1901 Date Added to Database: 01/09/2006

Component: 134000 VISIBILITY:SUN ROOF ASSEMBLY

Summary: SUNROOF INOPERATIVE BINDING OR STUCK \*TT

### More Information

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have Lemon Law Rights.

A Lemon Law repair log is helpful for keeping track of all the work performed on your vehicle. If your vehicle is still covered by the manufacturer's warranty, and you think it is a lemon, contact a **Lemon Law Attorney in your state to find out** if you qualify for the State Lemon Law or the Federal Lemon Law.

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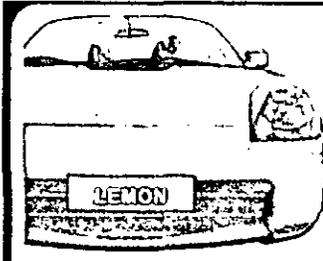
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**Technical Service Bulletins for the CADILLAC CTS 2006 - 021540 SUSPENSION - FRONT - CONTROL ARM - LOWER BALL JOINT**  
 Make : CADILLAC      Model : CTS      Year : 2006

Service Bulletin Number: 050308016  
 Replacement Service Bulletin Number:  
 NHTSA Campaign ID Number : 10018698  
 Date of Bulletin: 11/01/2005      Date Added to Database: 01/10/2006  
 Component: 021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT  
 Summary: INSPECTING LOWER CONTROL ARM BALL JOINT TAPERED SEAT AFTER FRONT END IMPACT (ACCIDENT SITUATION, WHEEL DAMAGE FROM CURB IMPACT, ETC.).  
 \*AK

**More information**

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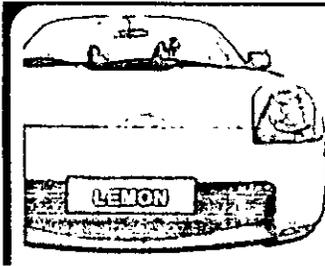
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 171100

#### LATCHES/LOCKS/LINKAGES - DOORS - LATCH

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 3812

Replacement Service Bulletin Number: 3812A

NHTSA Campaign ID Number : 10018920

Date of Bulletin: 01/01/1901 Date Added to Database: 01/24/2006

Component: 171100 LATCHES/LOCKS/LINKAGES:DOORS:LATCH

Summary: DOOR LOCKS ACTUATORS CYCLE AND INTERIOR LIGHT TURNS ON AND OFF AT RANDOM. \*\*T

#### More information

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A Lemon Law repair log is helpful for keeping track of all the work performed on your vehicle. If your vehicle is still covered by the manufacturer's warranty, and you think it is a lemon, contact a Lemon Law Attorney in your state to find out if you qualify for the State Lemon Law or the Federal Lemon Law.

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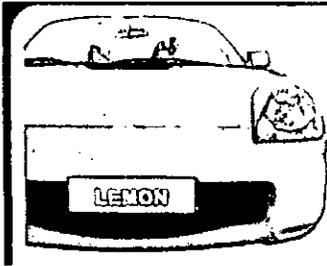
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Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 3812

Replacement Service Bulletin Number: 3812A

NHTSA Campaign ID Number : 10018920

Date of Bulletin: 01/01/1901 Date Added to Database: 01/24/2006

Component: 171100 LATCHES/LOCKS/LINKAGES:DOORS:LATCH

Summary: DOOR LOCKS ACTUATORS CYCLE AND INTERIOR LIGHT TURNS ON AND OFF AT RANDOM. \*\*

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Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have Lemon Law Rights.

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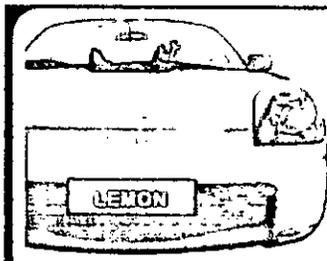
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 061000 ENGINE AND ENGINE COOLING - ENGINE

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 3656

Replacement Service Bulletin Number: 3658A

NHTSA Campaign ID Number : 10519193

Date of Bulletin: 01/01/1991 Date Added to Database: 02/16/2005

Component: 061000 ENGINE AND ENGINE COOLING-ENGINE

Summary: TCC SURGE CHUGGLE OR FISHBITE SL40E WITH V6 ENGINE -TT

### More Information

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have Lemon Law Rights.

A Lemon Law repair log is helpful for keeping track of all the work performed on your vehicle. If your vehicle is still covered by the manufacturer's warranty, and you think it is a lemon, contact a Lemon Law Attorney in your state to find out if you qualify for the State Lemon Law or the Federal Lemon Law.

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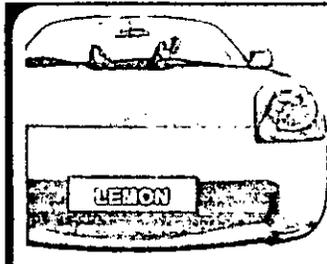
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 106000

#### POWER TRAIN - AXLE ASSEMBLY

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 3671

Replacement Service Bulletin Number: 3671E

NHTSA Campaign ID Number : 19019195

Date of Bulletin: 01/01/1901 Date Added to Database: 02/16/2005

Component: 106000 POWER TRAIN/AXLE ASSEMBLY

Summary: REAR AXLE PINION SEAL MAY EXPERIENCE A FLUID LEAK CONDITION. \*TT  
UPDATED 04-26-07. \*KB

### More Information

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A Lemon Law repair log is helpful for keeping track of all the work performed on your vehicle. If your vehicle is still covered by the manufacturer's warranty, and you think it is a lemon, contact a Lemon Law Attorney in your state to find out if you qualify for the State Lemon Law or the Federal Lemon Law.

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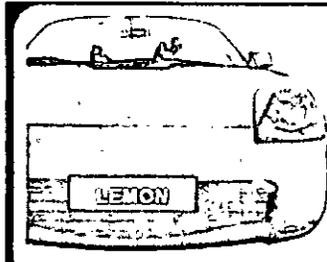
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 185000

#### VEHICLE SPEED CONTROL - CRUISE CONTROL

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 3070

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10019203

Date of Bulletin: 07/01/1991

Date Added to Database: 02/17/2006

Component: 185000 VEHICLE SPEED CONTROL/CRUISE CONTROL

**Summary:** CRUISE CONTROL INOPERATIVE AND/OR MALFUNCTION INDICATOR LAMP ON WITH DIAGNOSTIC TROUBLE CODE P1633 STORED. THE CONDITION MAY NOT BE ABLE TO BE DUPLICATED BY THE DEALER, YET THE CONSUMER MAY HAVE A REPEAT CONCERN. \*A\*

### More Information

**Technical service bulletins and vehicle recalls** such as the one you are presently viewing may mean that your car is a lemon and that you have **Lemon Law Rights**.

A **Lemon Law repair log** is helpful for keeping track of all the work performed on your vehicle. If your vehicle is still covered by the **manufacturer's warranty**, and you think it is a lemon, contact a **Lemon Law Attorney** in your state to find out if you qualify for the **State Lemon Law** or the **Federal Lemon Law**.

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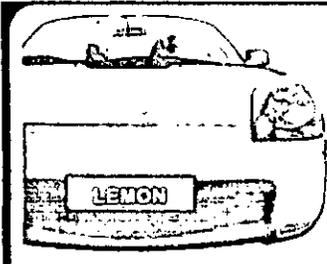
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 063100 ENGINE AND ENGINE COOLING - EXHAUST SYSTEM - EMISSION CONTROL

Make : CADILLAC      Model : CTS      Year : 2006

Service Bulletin Number: 3679

Replacement Service Bulletin Number:  
NHTSA Campaign ID Number : 10019236

Date of Bulletin: 01/01/1901      Date Added to Database: 02/22/2006

Component: 063100 ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:EMISSION CONTROL  
Summary: SERVICE VME - DIAGNOSTIC TROUBLE CODE P0420 OR P0430. \*AK

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### More Information

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have **Lemon Law Rights**.

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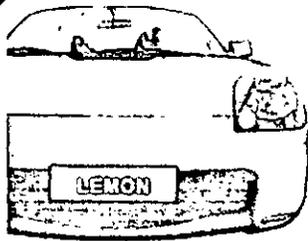
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 355200 EQUIPMENT - OTHER - OWNERS/SERVICE/OTHER MANUAL

Make : CADILLAC      Model : CTS      Year : 2006

Service Bulletin Number: 3680  
 Replacement Service Bulletin Number:  
 NHTSA Campaign ID Number : 10019276  
 Date of Bulletin: 01/01/1901      Date Added to Database: 02/23/2006  
 Component: 355200 EQUIPMENT;OTHER;OWNERS/SERVICE/OTHER MANUAL  
 Summary: SERVICE VME-DIAGNOSTIC TROUBLE CODE U1016 IN HISTORY. \*AK

### More Information

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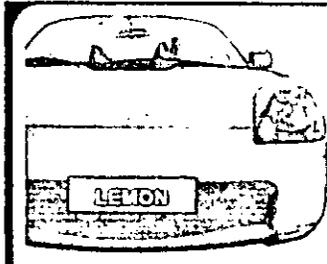
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 198000 TIRES - TEMPORARY/EMERGENCY SPARE TIRE

Make : CADILLAC      Model : CTS      Year : 2006

Service Bulletin Number: 06004

Replacement Service Bulletin Number: 06004A

NHTSA Campaign ID Number : 10019753

Date of Bulletin: 02/01/2006      Date Added to Database: 04/25/2006

Component: 198000 TIRES:TEMPORARY/EMERGENCY SPARE TIRE

Summary: INCORRECT SPARE TIRE \*AK

### More Information

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have **Lemon Law Rights**.

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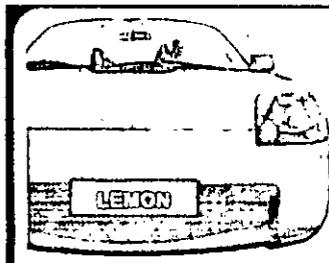
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 010000

#### STEERING

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 3655

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10019662

Date of Bulletin: 01/01/2001

Date Added to Database: 03/05/2006

Component: 010000 STEERING

Summary: STEERING BIND OR CLICK NOISE ON LEFT TURN. \*AK

[Click here to read about lemon laws for a CADILLAC CTS or to locate a lemon law lawyer.](#)

### More Information

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have **Lemon Law Rights**

A **Lemon Law repair log** is helpful for keeping track of all the work performed on your vehicle. If your vehicle is still covered by the **manufacturer's warranty**, and you think it is a lemon, contact a **Lemon Law Attorney** in your state to find out if you qualify for the **State Lemon Law** or the **Federal Lemon Law**.

You could be entitled to a cash settlement or new vehicle! Best of all, the manufacturer has to pay your **attorney fees** for qualified claims.

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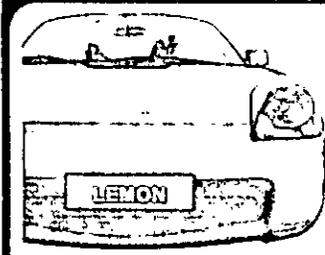
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 355100 EQUIPMENT - OTHER - LABELS

Make : CADILLAC      Model : CTS      Year : 2006  
Service Bulletin Number: 06048  
Replacement Service Bulletin Number:  
NHTSA Campaign ID Number : 10020203  
Date of Bulletin: 06/01/2006      Date Added to Database: 05/11/2006  
Component: 355100 EQUIPMENT-OTHER-LABELS  
Summary: MISSING MERCURY DISPOSAL NOTICE LABEL ATT

### More information

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have **Lemon Law Rights**

A **Lemon Law repair log** is helpful for keeping track of all the work performed on your vehicle. If your vehicle is still covered by the **manufacturer's warranty**, and you think it is a lemon, contact a **Lemon Law Attorney** in your state to find out if you qualify for the **State Lemon Law** or the **Federal Lemon Law**

You could be entitled to a cash settlement or new vehicle! Best of all the manufacturer has to pay your **attorney fees** for qualified claims

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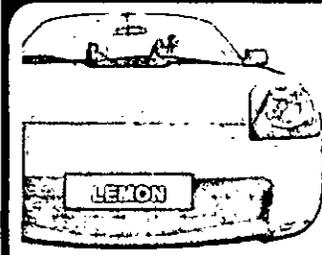
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 040000

#### SERVICE BRAKES, AIR

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 060522003

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10020842

Date of Bulletin: 05/01/2006 Date Added to Database: 01/24/2007

Component: 040000 SERVICE BRAKES, AIR

Summary: HARD BRAKE PEDAL ON COLD STARTS AT HIGH ALTITUDES. \*KB

[Click here to read about lemon laws for a CADILLAC CTS or to locate a lemon law lawyer.](#)

### More information

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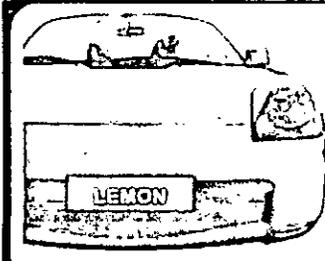
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## Technical Service Bulletins for the CADILLAC CTS 2006 - 061000 ENGINE AND ENGINE COOLING - ENGINE

Make : CADILLAC

Model : CTS

Year : 2006

Service Bulletin Number: 4185

Replacement Service Bulletin Number:

NHTSA Campaign ID Number : 10022450

Date of Bulletin: 01/01/1901

Date Added to Database: 08/15/2007

Component: 061000 ENGINE AND ENGINE COOLING:ENGINE

Summary: DTC P0300 COMPLETE BANK MISFIRES \*KB

### More Information

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have **Lemon Law Rights**.

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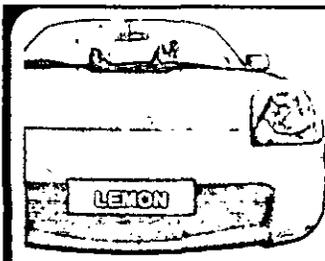
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### Technical Service Bulletins for the CADILLAC CTS 2006 - 091200 FUEL SYSTEM, OTHER - STORAGE - FUEL GAUGE SYSTEM

Make : CADILLAC      Model : CTS      Year : 2006

Service Bulletin Number: 4550

Replacement Service Bulletin Number: 4560B

NHTSA Campaign ID Number : 10023433

Date of Bulletin: 10/01/2007      Date Added to Database: 12/11/2007

Component: 091200 FUEL SYSTEM, OTHER, STORAGE; FUEL GAUGE SYSTEM

Summary: FUEL GAUGE STUCK ON EMPTY DTC P2066 (2.8L (LPI) OR 3.6L (LY7) ENGINES), INJ

### More Information

Technical service bulletins and vehicle recalls such as the one you are presently viewing may mean that your car is a lemon and that you have Lemon Law Rights

A Lemon Law repair log is helpful for keeping track of all the work performed on your vehicle. If your vehicle is still covered by the manufacturer's warranty, and you think it is a lemon, contact a Lemon Law Attorney in your state to find out if you qualify for the State Lemon Law or the Federal Lemon Law.

You could be entitled to a cash settlement or new vehicle. Best of all, the manufacturer has to pay your attorney fees for qualified claims.

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# GMAC Payments

04/07/08	\$ 393.97
03/07/08	\$ 393.97
02/07/08	\$ 393.97
01/07/08	\$ 393.97
12/07/07	\$ 393.97
11/07/07	\$ 393.97
10/07/07	\$ 393.97
09/07/07	\$ 393.97
08/07/07	\$ 393.97
07/07/07	\$ 393.97
06/07/07	\$ 393.97
05/07/07	\$ 393.97
04/07/07	\$ 393.97
03/07/07	\$ 393.97
02/07/07	\$ 393.97
01/07/07	\$ 393.97
12/07/06	\$ 393.97
11/07/06	\$ 393.97
10/07/06	\$ 393.97
09/07/06	\$ 393.97
08/07/06	\$ 393.97
07/07/06	\$ 393.97
06/07/06	\$ 393.97
TOTAL	\$ 9,061.31
DOWN PAYMENT	\$ 2,250.00
	<hr/>
	\$ 11,311.31



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VILLAGE OF PALMETTO BAY FL



TDD/TTY (HEARING IMPAIRED): 800-833-4622



MAKE/MODEL: 06 CADILCTS  
VIN: 1G6DM57T760

PAGE 1 OF 1

ACCOUNT NUMBER : [REDACTED]

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 03/14/08

**ACCOUNT SUMMARY**

NEXT PAYMENT DUE		PAST DUE PAYMENTS REMIT IMMEDIATELY		OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Due Date	04/07/08	Due Date	Amount	Late Charge	
Base Payment	368.20			Extension Fee	
Sales/Use Tax	25.77			Summons	
Per. Property Tax				Registration Fee	
Other Scheduled				Miscellaneous	
<b>TOTAL</b>	<b>393.97</b>	<b>TOTAL</b>		<b>TOTAL</b>	

# REMAINING PAYMENTS: 16

SCHEDULED END DATE: 08/06/09

**TOTAL DUE: 393.97**

**MESSAGES**

OUR RECORDS INDICATE THAT THE LICENSE PLATE(S) ON THE VEHICLE EXPIRE(S) IN 05/08. IF YOU PLAN TO DRIVE THIS VEHICLE BEYOND THE RE-REGISTRATION DATE, PLEASE RENEW THE REGISTRATION BEFORE EXPIRATION.

FOR INFORMATION ABOUT OTHER GMAC PRODUCTS AND SERVICES PLEASE CALL THE FOLLOWING: GMAC MORTGAGE RATE QUOTES - 1-877-484-4622, GMAC INSURANCE RATE QUOTES - 1-888-589-4550, GMAC BANK INFORMATION - 1-866-246-2265.



*2008-03-14*

*DD # 01230178  
Check # 402  
\$ 373.97*



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View and sort your current account activity for all of your accounts.

View Account: x-6442 50+ FREE INTEREST CHECKING \$10,712.30

Account Number	x-66442	Overdraft Protection	\$0.00
YTD Interest	\$0.21	Ledger Balance	\$10,912.30
Interest Rate	0.10 %	Available Balance	\$10,712.30

Pending Transactions

Date	Type	Description/Category	Status	Debit (-)	Credit (+)	Projected Balance
4/8/2008	AW	FALLS BRANCH	PND	(\$200.00)		\$10,712.30

Transaction History

From: 03/24/2008 To: 04/08/2008

Filter Transaction History By: (Select One)

Date	Type	Description/Category	Status	Debit (-)	Credit (+)	Balance
04/07/2008	CHECK		CLR	\$100.00		\$10,912.30
04/07/2008	DEBIT		CLR	\$203.73		\$11,012.30
04/07/2008	DEBIT		CLR	\$350.00		\$11,216.03
04/07/2008	DEPOSIT		CLR		\$1,100.00	\$11,566.03
04/07/2008	DEPOSIT		CLR		\$10,000.00	\$10,466.03
04/04/2008	DEBIT		CLR	\$117.94		\$466.03
04/04/2008	CHECK		CLR	\$393.97		\$583.97
04/04/2008	DEBIT		CLR	\$1,000.00		\$977.94
04/03/2008	CHECK		CLR	\$42.00		\$1,977.94
04/03/2008	DEBIT		CLR	\$100.00		\$2,019.94
04/03/2008	DEBIT		CLR	\$150.00		\$2,119.94
04/02/2008	CHECK		CLR	\$35.00		\$2,269.94
04/02/2008	CHECK		CLR	\$38.36		\$2,304.94
04/02/2008	CHECK		CLR	\$66.78		\$2,343.30
04/02/2008	CHECK		CLR	\$85.00		\$2,410.08
04/01/2008	DEBIT		CLR	\$20.00		\$2,495.08
04/01/2008	CHECK		CLR	\$30.00		\$2,515.08
04/01/2008	CHECK		CLR	\$81.00		\$2,545.08
04/01/2008	CHECK		CLR	\$90.50		\$2,626.08
04/01/2008	DEBIT		CLR	\$1,156.42		\$2,716.58
04/01/2008	DEBIT		CLR	\$1,298.43		\$3,873.00
04/01/2008	DEBIT		CLR	\$3,317.71		\$5,171.43
03/31/2008	DEBIT		CLR	\$20.00		\$8,489.14
03/31/2008	DEBIT		CLR	\$25.00		\$8,509.14
03/31/2008	DEBIT		CLR	\$30.00		\$8,534.14
03/31/2008	DEBIT		CLR	\$40.00		\$8,564.14
03/31/2008	DEBIT		CLR	\$40.00		\$8,604.14
03/31/2008	DEBIT		CLR	\$42.24		\$8,644.14
03/31/2008	DEBIT		CLR	\$50.00		\$8,686.38
03/31/2008	CHECK		CLR	\$68.75		\$8,736.38
03/31/2008	CHECK		CLR	\$86.25		\$8,805.13
03/31/2008	CHECK		CLR	\$88.25		\$8,891.38
03/31/2008	DEBIT		CLR	\$100.00		\$8,979.63
03/31/2008	ATM DEBIT		CLR	\$101.00		\$9,079.63

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VILLAGE OF PALMETTO BAY FL

MAKE/MODEL: 06 CADILCTS  
VIN: 1G6DM57T760

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ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 02/14/08

ACCOUNT SUMMARY

NEXT PAYMENT DUE		PAST DUE PAYMENTS REMIT IMMEDIATELY		OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Due Date	03/07/08	Due Date	Amount	Late Charge	
Base Payment	368.20			Extension Fee	
Sales/Use Tax	25.77			Summons	
Per. Property Tax				Registration Fee	
Other Scheduled				Miscellaneous	
<b>TOTAL</b>	<b>393.97</b>	<b>TOTAL</b>	<b>393.97</b>	<b>TOTAL</b>	

*Handwritten notes in the 'PAST DUE PAYMENTS' section:*  
27 Feb 2008  
Total 393.97

# REMAINING PAYMENTS: 17

SCHEDULED END DATE: 08/06/09

TOTAL DUE: 393.97

MESSAGES



OUR RECORDS INDICATE THAT THE LICENSE PLATE(S) ON THE VEHICLE EXPIRE(S) IN 05/08. IF YOU PLAN TO DRIVE THIS VEHICLE BEYOND THE RE-REGISTRATION DATE, PLEASE RENEW THE REGISTRATION BEFORE EXPIRATION.

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Account Number	x-66442	Overdraft Protection	\$0.00
YTD Interest	\$0.21	Ledger Balance	\$10,912.30
Interest Rate	0.10 %	Available Balance	\$10,712.30

**Pending Transactions**

Date	Type	Description/Category	Status	Debit (-)	Credit (+)	Projected Balance
------	------	----------------------	--------	-----------	------------	-------------------

There are no current day transactions pending.

**Transaction History**

From: 02/01/2008 To: 02/29/2008

Filter Transaction History By: (Select One:)

Date	Type	Description/Category	Status	Debit (-)	Credit (+)	Balance
02/29/2008	DEBIT	HOME DEPOT/EXPO CHECK PYMT	CLR	\$30.00		\$3,228.91
02/29/2008	DEBIT	FIA CardServices CHECK PYMT	CLR	\$50.00		\$3,256.91
02/29/2008	DEBIT	GEMB RSF CHECKPAYMT	CLR	\$50.00		\$3,306.91
02/29/2008	CHECK	CHECK #345	CLR	\$85.00		\$3,356.91
02/29/2008	DEBIT	GEMB RSF CHECKPAYMT	CLR	\$100.00		\$3,441.91
02/29/2008	DEBIT	DIRECTV INC CHECKPYMT	CLR	\$142.70		\$3,541.91
02/29/2008	DEBIT	RETAIL SERVICES3 CHECKPAYMT	CLR	\$200.00		\$3,684.61
02/29/2008	CHECK	CHECK #352	CLR	\$393.97		\$3,884.61
02/28/2008	CHECK	CHECK #348	CLR	\$379.12		\$4,278.58
02/27/2008	CHECK	CHECK #340	CLR	\$464.84		\$4,657.70
02/26/2008	DEPOSIT	DEPOSIT	CLR		\$5,000.00	\$5,122.54
02/12/2008	DEPOSIT	DEPOSIT	CLR		\$60.00	\$122.54

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MAKE/MODEL: 06 CADILCTS  
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PAGE 1 OF 1

ACCOUNT NUMBER :



STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 01/16/08

### ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	02/07/08
Base Payment	368.20
Sales/Use Tax	25.77
Per. Property Tax	
Other Scheduled	
<b>TOTAL</b>	<b>393.97</b>

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
<b>TOTAL</b>	

# REMAINING PAYMENTS: 18

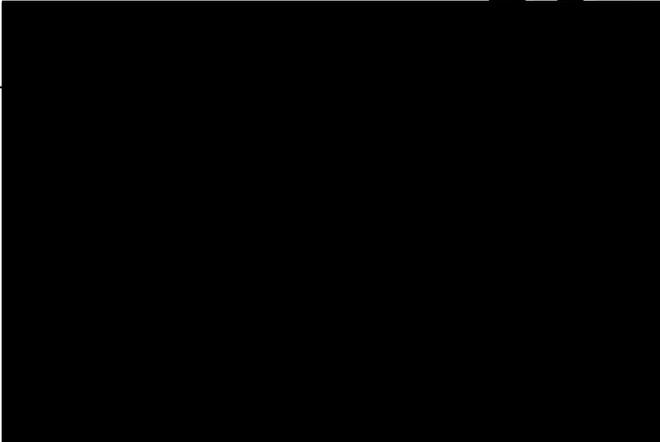
SCHEDULED END DATE: 08/06/09

TOTAL DUE: 393.97

### MESSAGES



*22 January 2008  
Check # 9449  
\$ 393.97*





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MAKE/MODEL: 06 CADILCTS  
VIN: 1G6DM57T760

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ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 12/14/07

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	01/07/08
Base Payment	368.20
Sales/Use Tax	25.77
Per. Property Tax	
Other Scheduled	
<b>TOTAL</b>	<b>393.97</b>

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
<b>TOTAL</b>	

# REMAINING PAYMENTS: 19

SCHEDULED END DATE: 08/06/09

TOTAL DUE: 393.97

MESSAGES



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*24 December 2007  
check 9399  
\$ 393.97*



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ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 11/15/07

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	12/07/07
Base Payment	368.20
Sales/Use Tax	25.77
Per. Property Tax	
Other Scheduled	
<b>TOTAL</b>	<b>393.97</b>

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
<b>TOTAL</b>	

# REMAINING PAYMENTS: 20

SCHEDULED END DATE: 08/06/09

TOTAL DUE: 393.97

MESSAGES



15 Nov 2007  
check # 313  
\$ 393.97



Regions Bank

The Falls  
8801 SW 136 Street  
Miami, FL 33176

MIAMI FL [REDACTED]

ACCOUNT # [REDACTED]

Cycle 092  
Enclosures 17  
Page 6  
2 of 3

**CHECKS CONVERTED BY MERCHANT TO ELECTRONIC WITHDRAWALS (CONTINUED)**

Date	Check No.	Description of Check Payment	Amount
12/12	0330 ✓	Fpl Payment Ctr Bill Pymt 8473532375	308.66 ✓
Total Checks Converted			\$2,399.67

Checks that are converted by a merchant to an electronic withdrawal are not returned to Regions. Therefore, if you receive check enclosures or check images with your monthly statement, checks listed above are not included with this statement.

**CHECKS**

Date	Check No.	Amount	Date	Check No.	Amount
12/13	301 ✓	25.00 ✓	12/12	326 ✓	85.00 ✓
12/03	302 ✓	35.00 ✓	12/19	327 ✓	1,121.73 ✓
12/06	303 ✓	25.00 ✓	12/17	329 ✓	140.00 ✓
12/17	307 ✓	7,217.38 ✓	12/19	331 ✓	318.50 ✓
12/03	313 ✓	393.97 ✓	12/24	333 ✓	135.00 ✓
12/03	314 ✓	42.00 ✓	12/26	335 ✓	50.00 ✓
12/03	316 ✓	379.12 ✓	Total Checks \$9,967.70		

\* Break In Check Number Sequence. Missing items may appear in the "Checks Converted by Merchant to Electronic Withdrawals" section of the statement.

**DAILY BALANCE SUMMARY**

Date	Balance	Date	Balance	Date	Balance
11/30	12,847.63	12/11	9,991.89	12/24	640.62
12/03	11,281.09	12/12	9,598.23	12/26	487.62
12/04	11,231.09	12/13	9,573.23	12/27	489.54
12/06	11,206.09	12/17	2,215.85		
12/07	10,484.09	12/19	775.62		

OPEN AN ACCOUNT THAT COUNTS, AND REGIONS WILL MAKE A DONATION TO TOYS FOR TOTS TO PROVIDE BIKES FOR UNDERPRIVILEGED CHILDREN THIS HOLIDAY. PLEASE STOP BY YOUR NEAREST BRANCH TO OPEN AN ACCOUNT THAT COUNTS, OR CALL 1-800-REGIONS.

PO BOX 2182  
GREELEY CO 80632



THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC.

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622

VILLAGE OF PALMETTO BAY FL

MAKE/MODEL: 06 CADI CTS  
VIN: 1G6DM57T760203711

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 10/16/07

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	11/07/07
Base Payment	368.20
Sales/Use Tax	25.77
Per. Property Tax	
Other Scheduled	
<b>TOTAL</b>	<b>393.97</b>

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
<b>TOTAL</b>	

# REMAINING PAYMENTS: 21

SCHEDULED END DATE: 08/06/09

**TOTAL DUE: 393.97**

MESSAGES



19 October 2007  
check # 276  
\$ 393.97



LOG OUT CONTACT US SITE MAP

ACCOUNTS ▾ TRANSFERS ▾ PAYMENTS ▾ E-SERVICES ▾ E-STATEMENTS CUSTOMER SERVICE ▾ MESSAGES

Summary → View Detail / Register View / Edit Alerts Download to Desktop Software

**Account Details - 50+ FREE INTEREST CHECKING \*\*\*\*\*6442**

Print Page

View and sort your current account activity for all of your accounts.

View Account: x-6442 50+ FREE INTEREST CHECKING \$10,712.30

Account Number	x-66442	Overdraft Protection	\$0.00
YTD Interest	\$0.21	Ledger Balance	\$10,912.30
Interest Rate	0.10 %	Available Balance	\$10,712.30

**Pending Transactions**

Date	Type	Description/Category	Status	Debit (-)	Credit (+)	Projected Balance
------	------	----------------------	--------	-----------	------------	-------------------

There are no current day transactions pending.

**Transaction History**

From: 05/01/2007 To: 12/31/2007

Filter Transaction History By: CHECK

Date	Type	Description/Category	Status	Debit (-)	Credit (+)
12/31/2007	CHECK	CHECK #332	CLR	\$20.00	
12/31/2007	CHECK	CHECK #338	CLR	\$75.00	
12/28/2007	CHECK	CHECK #334	CLR	\$28.00	
12/26/2007	CHECK	CHECK #335	CLR	\$50.00	
12/24/2007	CHECK	CHECK #333	CLR	\$135.00	
12/18/2007	CHECK	CHECK #331	CLR	\$318.50	
12/19/2007	CHECK	CHECK #327	CLR	\$1,121.73	
12/17/2007	CHECK	CHECK #329	CLR	\$140.00	
12/17/2007	CHECK	CHECK #307	CLR	\$7,217.38	
12/13/2007	CHECK	CHECK #301	CLR	\$25.00	
12/12/2007	CHECK	CHECK #326	CLR	\$85.00	
12/06/2007	CHECK	CHECK #303	CLR	\$25.00	
12/03/2007	CHECK	CHECK #302	CLR	\$35.00	
12/03/2007	CHECK	CHECK #314	CLR	\$42.00	
12/03/2007	CHECK	CHECK #316	CLR	\$379.12	
12/03/2007	CHECK	CHECK #313	CLR	\$393.97	
11/28/2007	CHECK	CHECK #299	CLR	\$25.00	
11/28/2007	CHECK	CHECK #300	CLR	\$25.00	
11/28/2007	CHECK	CHECK #296	CLR	\$47.00	
11/28/2007	CHECK	CHECK #297	CLR	\$58.23	
11/26/2007	CHECK	CHECK #315	CLR	\$85.00	
11/26/2007	CHECK	CHECK #310	CLR	\$100.00	
11/26/2007	CHECK	CHECK #304	CLR	\$500.00	
11/26/2007	CHECK	CHECK #306	CLR	\$569.00	
11/21/2007	CHECK	CHECK #311	CLR	\$600.00	
11/15/2007	CHECK	CHECK #293	CLR	\$31.96	
11/08/2007	CHECK	CHECK #283	CLR	\$50.00	
11/08/2007	CHECK	CHECK #292	CLR	\$525.00	
11/05/2007	CHECK	CHECK #285	CLR	\$4.95	
11/02/2007	CHECK	CHECK #284	CLR	\$18.00	
11/01/2007	CHECK	CHECK #290	CLR	\$178.85	
10/31/2007	CHECK	CHECK #273	CLR	\$42.00	
10/31/2007	CHECK	CHECK #276	CLR	\$393.97	
10/29/2007	CHECK	CHECK #287	CLR	\$115.00	



THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC.

PO BOX 2182  
GREELEY CO 80632

FOR ASSISTANCE CALL: 800-200-4622

VILLAGE OF PALMETTO BAY FL

TDD/TTY (HEARING IMPAIRED): 800-833-4622

MAKE/MODEL: 06 CADI CTS  
VIN: 1G6DM57T760203711

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 09/14/07

### ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	10/07/07
Base Payment	368.20
Sales/Use Tax	25.77
Per. Property Tax	
Other Scheduled	
<b>TOTAL</b>	<b>393.97</b>

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
<b>TOTAL</b>	

# REMAINING PAYMENTS: 22

SCHEDULED END DATE: 08/06/09

**TOTAL DUE: 393.97**

### MESSAGES

FOR INFORMATION ABOUT OTHER GMAC PRODUCTS AND SERVICES PLEASE CALL THE FOLLOWING: GMAC MORTGAGE RATE QUOTES - 1-877-484-4622, GMAC INSURANCE RATE QUOTES - 1-888-589-4550, GMAC BANK INFORMATION - 1-866-246-2265.



*21 September 2007  
Check # 9293  
\$ 393.97*



THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC.

PO BOX 2182  
GREELEY CO 80632

FOR ASSISTANCE CALL: 800-200-4622

VILLAGE OF PALMETTO BAY FL

TDD/TTY (HEARING IMPAIRED): 800-833-4622

MAKE/MODEL: 06 CADI CTS  
VIN: 1G6DM57T760203711

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 08/16/07

### ACCOUNT SUMMARY

NEXT PAYMENT DUE		PAST DUE PAYMENTS REMIT IMMEDIATELY		OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Due Date	09/07/07	Due Date	Amount	Late Charge	
Base Payment	368.20			Extension Fee	
Sales/Use Tax	25.77			Summons	
Per. Property Tax				Registration Fee	
Other Scheduled				Miscellaneous	
<b>TOTAL</b>	<b>393.97</b>	<b>TOTAL</b>		<b>TOTAL</b>	

# REMAINING PAYMENTS: 23

SCHEDULED END DATE: 08/06/09

**TOTAL DUE: 393.97**

### MESSAGES



27 Aug 2007  
check # 9283  
\$ 393.97



THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC.

PO BOX 2182  
GREELEY CO 80632

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622

VILLAGE OF PALMETTO BAY FL

MAKE/MODEL: 06 CADI CTS  
VIN: 1G6DM57T760203711

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 07/16/07

### ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	08/07/07
Base Payment	368.20
Sales/Use Tax	25.77
Per. Property Tax	
Other Scheduled	
<b>TOTAL</b>	<b>393.97</b>

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
<b>TOTAL</b>	

# REMAINING PAYMENTS: 24

SCHEDULED END DATE: 08/06/09

**TOTAL DUE: 393.97**

### MESSAGES



*21 July 2007  
check # 199  
\$ 393.97*

10/29/2007	CHECK	CHECK #281	CLR	\$1,000.00
10/26/2007	CHECK	CHECK #274	CLR	\$700.00
10/24/2007	CHECK	CHECK #272	CLR	\$31.96
10/17/2007	CHECK	CHECK #269	CLR	\$80.00
10/09/2007	CHECK	CHECK #271	CLR	\$85.00
10/04/2007	CHECK	CHECK #263	CLR	\$160.00
10/01/2007	CHECK	CHECK #267	CLR	\$3,060.01
09/24/2007	CHECK	CHECK #249	CLR	\$48.00
09/20/2007	CHECK	CHECK #250	CLR	\$13.00
09/19/2007	CHECK	CHECK #247	CLR	\$28.95
09/19/2007	CHECK	CHECK #243	CLR	\$38.36
09/19/2007	CHECK	CHECK #248	CLR	\$47.00
09/19/2007	CHECK	CHECK #245	CLR	\$800.00
09/19/2007	CHECK	CHECK #244	CLR	\$1,241.84
09/18/2007	CHECK	CHECK #246	CLR	\$317.00
09/14/2007	CHECK	CHECK #221	CLR	\$200.00
09/05/2007	CHECK	CHECK #242	CLR	\$100.00
09/04/2007	CHECK	CHECK #0	CLR	\$12.90
09/04/2007	CHECK	CHECK #240	CLR	\$200.00
08/28/2007	CHECK	CHECK #226	CLR	\$80.00
08/28/2007	CHECK	CHECK #239	CLR	\$300.00
08/27/2007	CHECK	CHECK #237	CLR	\$23.00
08/24/2007	CHECK	CHECK #233	CLR	\$200.00
08/24/2007	CHECK	CHECK #232	CLR	\$1,298.43
08/23/2007	CHECK	CHECK #228	CLR	\$1,000.00
08/23/2007	CHECK	CHECK #229	CLR	\$1,000.00
08/15/2007	CHECK	CHECK #222	CLR	\$31.96
08/14/2007	CHECK	CHECK #219	CLR	\$85.00
08/14/2007	CHECK	CHECK #195	CLR	\$2,125.36
08/13/2007	CHECK	CHECK #201	CLR	\$150.00
08/13/2007	CHECK	CHECK #215	CLR	\$267.80
08/08/2007	CHECK	CHECK #214	CLR	\$60.00
08/06/2007	CHECK	CHECK #218	CLR	\$2.00
08/03/2007	CHECK	CHECK #206	CLR	\$105.00
08/02/2007	CHECK	CHECK #202	CLR	\$8.45
08/01/2007	CHECK	CHECK #216	CLR	\$10,896.78
07/31/2007	CHECK	CHECK #198	CLR	\$100.00
07/31/2007	CHECK	CHECK #205	CLR	\$187.38
07/31/2007	CHECK	CHECK #199	CLR	\$393.97 ✓
07/30/2007	CHECK	CHECK #200	CLR	\$24.50
07/30/2007	CHECK	CHECK #217	CLR	\$85.00
07/30/2007	CHECK	CHECK #209	CLR	\$188.62
07/26/2007	CHECK	CHECK #195	CLR	\$700.00
07/16/2007	CHECK	CHECK #189	CLR	\$85.00
07/09/2007	CHECK	CHECK #182	CLR	\$105.00
07/06/2007	CHECK	CHECK #166	CLR	\$550.00
07/05/2007	CHECK	CHECK #167	CLR	\$100.00
07/03/2007	CHECK	CHECK #177	CLR	\$50.00
07/03/2007	CHECK	CHECK #184	CLR	\$60.00
07/03/2007	CHECK	CHECK #174	CLR	\$393.97 ✓
07/02/2007	CHECK	CHECK #179	CLR	\$18.85
07/02/2007	CHECK	CHECK #178	CLR	\$20.00
07/02/2007	CHECK	CHECK #169	CLR	\$150.00
06/29/2007	CHECK	CHECK #172	CLR	\$100.00
06/29/2007	CHECK	CHECK #183	CLR	\$5,000.00
06/28/2007	CHECK	CHECK #159	CLR	\$2.95
06/28/2007	CHECK	CHECK #156	CLR	\$5.00
06/27/2007	CHECK	CHECK #171	CLR	\$10.00
06/27/2007	CHECK	CHECK #168	CLR	\$19.95
06/22/2007	CHECK	CHECK #161	CLR	\$500.00
06/21/2007	CHECK	CHECK #152	CLR	\$9.95
06/18/2007	CHECK	CHECK #145	CLR	\$8.85
06/18/2007	CHECK	CHECK #141	CLR	\$18.10
06/18/2007	CHECK	CHECK #155	CLR	\$175.00



THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC.

PO BOX 2182  
GREELEY CO 80632

FOR ASSISTANCE CALL: 800-200-4622



TDD/TTY (HEARING IMPAIRED): 800-833-4622

VILLAGE OF PALMETTO BAY FL



MAKE/MODEL: 06 CADI CTS  
VIN: 1G6DM57T760203711

PAGE 1 OF 1

ACCOUNT NUMBER : [REDACTED]

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 06/15/07

**ACCOUNT SUMMARY**

NEXT PAYMENT DUE	
Due Date	07/07/07
Base Payment	368.20
Sales/Use Tax	25.77
Per. Property Tax	
Other Scheduled	
<b>TOTAL</b>	<b>393.97</b>

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
<b>TOTAL</b>	

# REMAINING PAYMENTS: 25

SCHEDULED END DATE: 08/06/09

**TOTAL DUE: 393.97**

**MESSAGES**

FOR INFORMATION ABOUT OTHER GMAC PRODUCTS AND SERVICES PLEASE CALL THE FOLLOWING: GMAC MORTGAGE RATE QUOTES - 1-877-484-4622, GMAC INSURANCE RATE QUOTES - 1-888-589-4550, GMAC BANK INFORMATION - 1-866-246-2265.



*20 June 2007  
Check # 174  
\$393.97*

10/29/2007	CHECK	CHECK #261	CLR	\$1,000.00
10/26/2007	CHECK	CHECK #274	CLR	\$700.00
10/24/2007	CHECK	CHECK #272	CLR	\$31.96
10/17/2007	CHECK	CHECK #269	CLR	\$80.00
10/09/2007	CHECK	CHECK #271	CLR	\$85.00
10/04/2007	CHECK	CHECK #263	CLR	\$160.00
10/01/2007	CHECK	CHECK #267	CLR	\$3,060.01
09/24/2007	CHECK	CHECK #249	CLR	\$48.00
09/20/2007	CHECK	CHECK #250	CLR	\$13.00
09/19/2007	CHECK	CHECK #247	CLR	\$29.95
09/19/2007	CHECK	CHECK #243	CLR	\$38.36
09/19/2007	CHECK	CHECK #248	CLR	\$47.00
09/19/2007	CHECK	CHECK #245	CLR	\$600.00
09/19/2007	CHECK	CHECK #244	CLR	\$1,241.84
09/18/2007	CHECK	CHECK #246	CLR	\$317.00
09/14/2007	CHECK	CHECK #221	CLR	\$200.00
09/05/2007	CHECK	CHECK #242	CLR	\$100.00
09/04/2007	CHECK	CHECK #0	CLR	\$12.90
09/04/2007	CHECK	CHECK #240	CLR	\$200.00
08/28/2007	CHECK	CHECK #226	CLR	\$80.00
08/28/2007	CHECK	CHECK #239	CLR	\$300.00
08/27/2007	CHECK	CHECK #237	CLR	\$23.00
08/24/2007	CHECK	CHECK #233	CLR	\$200.00
08/24/2007	CHECK	CHECK #232	CLR	\$1,298.43
08/23/2007	CHECK	CHECK #228	CLR	\$1,000.00
08/23/2007	CHECK	CHECK #229	CLR	\$1,000.00
08/15/2007	CHECK	CHECK #222	CLR	\$31.96
08/14/2007	CHECK	CHECK #219	CLR	\$85.00
08/14/2007	CHECK	CHECK #195	CLR	\$2,125.36
08/13/2007	CHECK	CHECK #201	CLR	\$150.00
08/13/2007	CHECK	CHECK #215	CLR	\$267.80
08/08/2007	CHECK	CHECK #214	CLR	\$60.00
08/06/2007	CHECK	CHECK #218	CLR	\$2.00
08/03/2007	CHECK	CHECK #206	CLR	\$105.00
08/02/2007	CHECK	CHECK #202	CLR	\$8.45
08/01/2007	CHECK	CHECK #216	CLR	\$10,996.78
07/31/2007	CHECK	CHECK #198	CLR	\$100.00
07/31/2007	CHECK	CHECK #205	CLR	\$187.38
07/31/2007	CHECK	CHECK #199	CLR	\$393.97 ✓
07/30/2007	CHECK	CHECK #200	CLR	\$24.60
07/30/2007	CHECK	CHECK #217	CLR	\$85.00
07/30/2007	CHECK	CHECK #209	CLR	\$188.62
07/26/2007	CHECK	CHECK #193	CLR	\$700.00
07/19/2007	CHECK	CHECK #189	CLR	\$85.00
07/09/2007	CHECK	CHECK #182	CLR	\$105.00
07/06/2007	CHECK	CHECK #186	CLR	\$550.00
07/05/2007	CHECK	CHECK #167	CLR	\$100.00
07/03/2007	CHECK	CHECK #177	CLR	\$50.00
07/03/2007	CHECK	CHECK #184	CLR	\$60.00
07/03/2007	CHECK	CHECK #174	CLR	\$393.97 ✓
07/02/2007	CHECK	CHECK #179	CLR	\$18.85
07/02/2007	CHECK	CHECK #178	CLR	\$20.00
07/02/2007	CHECK	CHECK #169	CLR	\$150.00
06/29/2007	CHECK	CHECK #172	CLR	\$100.00
06/29/2007	CHECK	CHECK #183	CLR	\$5,000.00
06/28/2007	CHECK	CHECK #159	CLR	\$2.95
06/28/2007	CHECK	CHECK #156	CLR	\$5.00
06/27/2007	CHECK	CHECK #171	CLR	\$10.00
06/27/2007	CHECK	CHECK #168	CLR	\$19.95
06/22/2007	CHECK	CHECK #161	CLR	\$500.00
06/21/2007	CHECK	CHECK #152	CLR	\$9.95
06/18/2007	CHECK	CHECK #145	CLR	\$8.85
06/18/2007	CHECK	CHECK #141	CLR	\$18.10
06/18/2007	CHECK	CHECK #155	CLR	\$175.00



THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC.

PO BOX 2182  
GREELEY CO 80632

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622

VILLAGE OF PALMETTO BAY FL

MAKE/MODEL: 06 CADI CTS  
VIN: 1G6DM57T760203711

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 05/16/07

### ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	06/07/07
Base Payment	368.20
Sales/Use Tax	25.77
Per. Property Tax	
Other Scheduled	
<b>TOTAL</b>	<b>393.97</b>

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
<b>TOTAL</b>	

# REMAINING PAYMENTS: 26

SCHEDULED END DATE: 08/06/09

TOTAL DUE:

393.97

### MESSAGES



21 May 2007  
check # 127  
\$ 393.97

06/15/2007	CHECK	CHECK #158	CLR	\$65.00
06/15/2007	CHECK	CHECK #153	CLR	\$85.00
06/15/2007	CHECK	CHECK #154	CLR	\$300.00
06/14/2007	CHECK	CHECK #157	CLR	\$300.00
06/14/2007	CHECK	CHECK #151	CLR	\$1,000.00
06/13/2007	CHECK	CHECK #148	CLR	\$4,619.93
06/11/2007	CHECK	CHECK #146	CLR	\$280.00
06/05/2007	CHECK	CHECK #140	CLR	\$29.50
06/05/2007	CHECK	CHECK #134	CLR	\$235.00
06/04/2007	CHECK	CHECK #135	CLR	\$85.00
06/04/2007	CHECK	CHECK #139	CLR	\$379.12
06/04/2007	CHECK	CHECK #127	CLR	\$393.97 ✓
06/04/2007	CHECK	CHECK #119	CLR	\$550.00
06/01/2007	CHECK	CHECK #143	CLR	\$330.00
05/31/2007	CHECK	CHECK #129	CLR	\$23.00
05/31/2007	CHECK	CHECK #132	CLR	\$230.00
05/30/2007	CHECK	CHECK #116	CLR	\$300.00
05/30/2007	CHECK	CHECK #112	CLR	\$1,000.00
05/29/2007	CHECK	CHECK #133	CLR	\$85.00
05/29/2007	CHECK	CHECK #121	CLR	\$500.00
05/24/2007	CHECK	CHECK #130	CLR	\$32.95
05/22/2007	CHECK	CHECK #124	CLR	\$100.00
05/22/2007	CHECK	CHECK #106	CLR	\$129.55
05/22/2007	CHECK	CHECK #104	CLR	\$250.00
05/21/2007	CHECK	CHECK #108	CLR	\$90.95
05/21/2007	CHECK	CHECK #126	CLR	\$200.00
05/21/2007	CHECK	CHECK #105	CLR	\$219.50
05/21/2007	CHECK	CHECK #110	CLR	\$300.00
05/21/2007	CHECK	CHECK #109	CLR	\$349.03
05/18/2007	CHECK	CHECK #123	CLR	\$200.00

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 Equal Housing Lender  
 Member FDIC  
 2008 Regions Financial Corporation  
 1-800-REGIONS



THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC.

PO BOX 2182  
GREELEY CO 80632

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622

VILLAGE OF PALMETTO BAY FL

MAKE/MODEL: 06 CADJ CTS  
VIN: 1G6DMS7T760203711

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 04/13/07

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	05/07/07
Base Payment	368.20
Sales/Use Tax	25.77
Per. Property Tax	
Other Scheduled	
<b>TOTAL</b>	<b>393.97</b>

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
<b>TOTAL</b>	

# REMAINING PAYMENTS: 27

SCHEDULED END DATE: 08/06/09

**TOTAL DUE: 393.97**

MESSAGES

OUR RECORDS INDICATE THAT THE LICENSE PLATE(S) ON THE VEHICLE EXPIRE(S) THIS MONTH. IF YOU HAVE NOT ALREADY DONE SO, PLEASE RENEW THE REGISTRATION BEFORE EXPIRATION.



23A QW 2007  
check # 9195  
\$ 393.97



THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC.

PO BOX 2182  
GREELEY CO 80632

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622

VILLAGE OF PALMETTO BAY FL

MAKE/MODEL: 06 CAD1 CTS  
VIN: 1G6DM577760203711

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 03/16/07

ACCOUNT SUMMARY

NEXT PAYMENT DUE		PAST DUE PAYMENTS REMIT IMMEDIATELY		OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Due Date	04/07/07	Due Date	Amount	Late Charge	
Base Payment	368.20			Extension Fee	
Sales/Use Tax	25.77			Summons	
Per. Property Tax				Registration Fee	
Other Scheduled				Miscellaneous	
<b>TOTAL</b>	<b>393.97</b>	<b>TOTAL</b>		<b>TOTAL</b>	

# REMAINING PAYMENTS: 28

SCHEDULED END DATE: 08/06/09

TOTAL DUE: 393.97

MESSAGES

OUR RECORDS INDICATE THAT THE LICENSE PLATE(S) ON THE VEHICLE EXPIRE(S) IN 05/07. IF YOU PLAN TO DRIVE THIS VEHICLE BEYOND THE RE-REGISTRATION DATE, PLEASE RENEW THE REGISTRATION BEFORE EXPIRATION.



26 March 2007  
led # 9148

\$ 393.97



THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC.

PO BOX 3100  
MIDLAND TX 79702

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622

VILLAGE OF PALMETTO BAY FL

MAKE/MODEL: 06 CADI CTS  
VIN: 1G6DM57T760203711

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 02/13/07

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	03/07/07
Base Payment	368.20
Sales/Use Tax	25.77
Per. Property Tax	
Other Scheduled	
<b>TOTAL</b>	<b>393.97</b>

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
<b>TOTAL</b>	

# REMAINING PAYMENTS: 29

SCHEDULED END DATE: 08/06/09

TOTAL DUE: 393.97

MESSAGES

OUR RECORDS INDICATE THAT THE LICENSE PLATE(S) ON THE VEHICLE EXPIRE(S) IN 05/07. IF YOU PLAN TO DRIVE THIS VEHICLE BEYOND THE RE-REGISTRATION DATE, PLEASE RENEW THE REGISTRATION BEFORE EXPIRATION.



23 Feb 2008  
Check # 9117  
#393.97



THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC

PO BOX 3100  
MIDLAND TX 79702

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622

VILLAGE OF PALMETTO BAY FL

MAKE/MODEL: 06 CAD1 CTS  
VIN: 1G6DM57T760203711

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 01/16/07

ACCOUNT SUMMARY

NEXT PAYMENT DUE		PAST DUE PAYMENTS REMIT IMMEDIATELY		OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Due Date	02/07/07	Due Date	Amount	Late Charge	
Base Payment	368.20			Extension Fee	
Sales/Use Tax	25.77			Summons	
Per. Property Tax				Registration Fee	
Other Scheduled				Miscellaneous	
<b>TOTAL</b>	<b>393.97</b>	<b>TOTAL</b>		<b>TOTAL</b>	

# REMAINING PAYMENTS: 30

SCHEDULED END DATE: 08/06/09

TOTAL DUE: 393.97

MESSAGES



30 January 2007  
Check # 9050  
@ 393.97





THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC

PO BOX 3100  
MIDLAND TX 79702

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622

VILLAGE OF PALMETTO BAY FL

MAKE/MODEL: 06 CADILCTS  
VIN: 1G6DM57T760203711

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 12/15/06

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	01/07/07
Base Payment	368.20
Sales/Use Tax	25.77
Per. Property Tax	
Other Scheduled	
<b>TOTAL</b>	<b>393.97</b>

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
<b>TOTAL</b>	

# REMAINING PAYMENTS: 31

SCHEDULED END DATE: 08/06/09

**TOTAL DUE: 393.97**

MESSAGES



*23 Dec 2006  
Credit # 8987  
\$ 393.97*



THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC.

PO BOX 3100  
MIDLAND TX 79702

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622

VILLAGE OF PALMETTO BAY FL

MAKE/MODEL: 06 CAD1 CTS  
VIN: 1G6DMS7T760203711

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 11/15/06

### ACCOUNT SUMMARY

NEXT PAYMENT DUE		PAST DUE PAYMENTS REMIT IMMEDIATELY		OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Due Date	12/07/06	Due Date	Amount	Late Charge	
Base Payment	368.20			Extension Fee	
Sales/Use Tax	25.77			Summons	
Per. Property Tax				Registration Fee	
Other Scheduled				Miscellaneous	
<b>TOTAL</b>	<b>393.97</b>	<b>TOTAL</b>		<b>TOTAL</b>	

# REMAINING PAYMENTS: 32

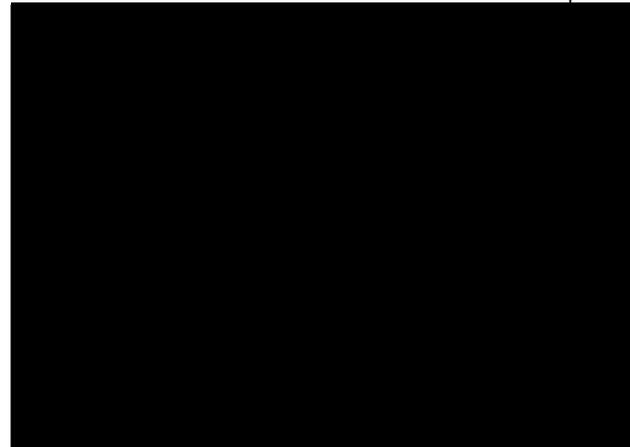
SCHEDULED END DATE: 08/06/09

**TOTAL DUE: 393.97**

### MESSAGES



*10 November 2006  
Check # 8932  
\$393.97*

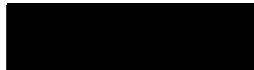




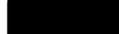
THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC.

PO BOX 3100  
MIDLAND TX 79702

FOR ASSISTANCE CALL: 800-200-4622



VILLAGE OF PALMETTO BAY FL



MAKE/MODEL: 06 CAD I CTS  
VIN: 1G6DM57T760203711

PAGE 1 OF 1

ACCOUNT NUMBER :



STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 10/16/06

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	11/07/06
Base Payment	368.20
Sales/Use Tax	25.77
Per. Property Tax	
Other Scheduled	
<b>TOTAL</b>	<b>393.97</b>

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
<b>TOTAL</b>	

# REMAINING PAYMENTS: 33

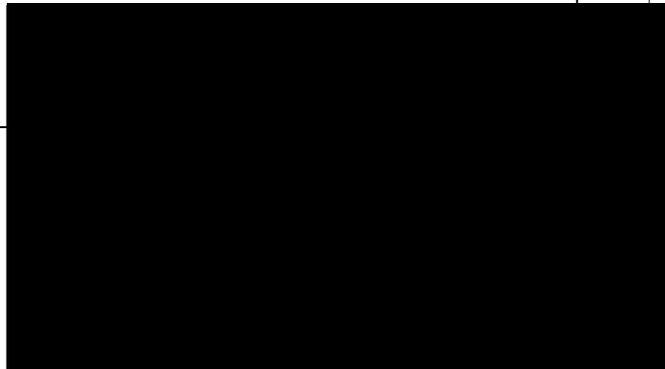
SCHEDULED END DATE: 08/06/09

TOTAL DUE: 393.97

MESSAGES



24 October 2006  
check # 8899  
\$393.97





THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC

PO BOX 3100  
MIDLAND TX 79702-3100

FOR ASSISTANCE CALL: 800-200-4622

VILLAGE OF PALMETTO BAY FL

TTD/TTY (HEARING IMPAIRED): 800-833-4622

MAKE/MODEL: 06 CADJ CTS  
VIN: 1G6DM57T760203711

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENTS RECEIVED THROUGH: 09/15/06

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	10/07/06
Base Payment	368.20
Sales/Use Tax	25.77
Per. Property Tax	
Other Scheduled	
<b>TOTAL</b>	<b>393.97</b>

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
<b>TOTAL</b>	

# REMAINING PAYMENTS: 34

SCHEDULED END DATE: 08/06/09

TOTAL DUE: 393.97

MESSAGES



GMAC ACCOUNT CENTER OFFERS ON-LINE ACCESS TO GMAC AUTOMOTIVE ACCOUNTS AT NO EXTRA CHARGE. ELIGIBLE CUSTOMERS CAN REGISTER BY SIMPLY CLICKING 'REGISTER NOW' ON THE WWW.GMACFS.COM HOME PAGE.

23 September 2006  
Check # 8853  
\$ 393.97



THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC

P.O. BOX 3100  
MIDLAND TX 79702-3100

FOR ASSISTANCE CALL: 800-200-4622

VILLAGE OF PALMETTO BAY FL

TTD/TTY (HEARING IMPAIRED): 800-833-4622

MAKE/MODEL: 06 CADI CTS  
VIN: 1G6DM57T760203711

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENTS RECEIVED THROUGH: 08/16/06

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	09/07/06
Base Payment	368.20
Sales/Use Tax	25.77
Per. Property Tax	
Other Scheduled	
<b>TOTAL</b>	<b>393.97</b>

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
<b>TOTAL</b>	

# REMAINING PAYMENTS: 35

SCHEDULED END DATE: 08/06/09

TOTAL DUE:

393.97

MESSAGES

GMAC ACCOUNT CENTER OFFERS ON-LINE ACCESS TO GMAC AUTOMOTIVE ACCOUNTS AT NO EXTRA CHARGE. ELIGIBLE CUSTOMERS CAN REGISTER BY SIMPLY CLICKING 'REGISTER NOW' ON THE WWW.GMACFS.COM HOME PAGE.

*See Side of Account Prep for Account*

*22 August 2006  
Check # 88003  
\$ 393.97*

# GMAC

P.O. Box 3100 Midland TX 79702

September 5, 2006

[REDACTED]  
Village Of Palmetto Bay, FL [REDACTED]

Account No.: [REDACTED]  
Check No.: 8802  
Check Date: 8/22/06  
Check Amount: \$0.00

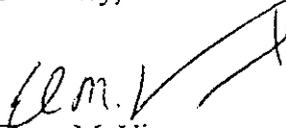
Dear GMAC Customer:

Thank-you for sending your payment; however, your check was returned for the following reason(s):

- > Check is not completed
- > Check is not signed

Please call at your convenience to discuss your payment schedule.

Sincerely,

  
Elena M. Viramontes  
Customer Service Associate  
(800) 200-4622

*Handwritten notes:*  
1800 200GMAC  
Confirmation # 6091185912  
\$ 393,979  
Extra charge 8.00  
\$ 401,97  
11 September 2006

RETURN THIS PORTION WITH YOUR PAYMENT

ACCOUNT NUMBER: [REDACTED]



NEXT PAYMENT DUE:	393.97
TOTAL PAST DUE:	
TOTAL OTHER:	
TOTAL AMOUNT DUE:	393.97
AMOUNT PAID:	

GMAC PAYMENT PROCESSING CENTER  
PO BOX 9001951  
LOUISVILLE KY 40290-1951



DO NOT SEND CASH OR POST DATED CHECKS. ALL CHECKS WILL BE DEPOSITED UPON RECEIPT. MAKE CHECKS PAYABLE TO GMAC.  
RETURN THIS NOTICE WITH YOUR PAYMENT TO THE ABOVE ADDRESS.



AUG 29 2006

8802

Village Of Palmetto Bay, FL

DATE 20 August 2006 63-4/630 FL 827

PAY TO THE ORDER OF

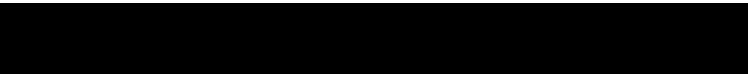
GMAC Payment Processing Center

DOLLARS Security features on this check are available at [www.bankofamerica.com](http://www.bankofamerica.com)

Bank of America



Premier Banking





THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC

PO BOX 3100  
MIDLAND TX 79702-3100

FOR ASSISTANCE CALL: 800-200-4622

VILLAGE OF PALMETTO BAY FL

TTD/TTY (HEARING IMPAIRED): 800-833-4622

MAKE/MODEL: 06 CADI CTS  
VIN: 1G6DM57T760203711

PAGE 1 OF 1

ACCOUNT NUMBER : [REDACTED]

STATEMENT REFLECTS  
PAYMENTS RECEIVED THROUGH: 07/14/06

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	08/07/06
Base Payment	368.20
Sales/Use Tax	25.77
Per. Property Tax	
Other Scheduled	
<b>TOTAL</b>	<b>393.97</b>

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
<b>TOTAL</b>	

# REMAINING PAYMENTS: 36

SCHEDULED END DATE: 08/06/09

**TOTAL DUE: 393.97**

MESSAGES



SAVE TIME AND MONEY BY MAKING YOUR PAYMENTS ELECTRONICALLY. GMAC DIRECT PAY AUTOMATICALLY WITHDRAWS YOUR CAR OR TRUCK PAYMENT FROM YOUR BANK ACCOUNT EACH MONTH. NO CHECKS, NO STAMPS, NO HASSLE! SIGNING UP HAS NEVER BEEN EASIER. YOU CAN NOW ENROLL ONLINE AT WWW.GMACFS.COM/DIRECTPAY/ OR BY CALLING 1-800-200-4622.

*20 July 2006  
Check #0921  
& 393.97*



THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC

PO BOX 3100  
MIDLAND TX 79702-3100

FOR ASSISTANCE CALL: 800-200-4622

VILLAGE OF PALMETTO BAY FL

TTD/TTY (HEARING IMPAIRED): 800-833-4622

MAKE/MODEL: 06 CADI CTS  
VIN: 1G6DM57T760203711

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENTS RECEIVED THROUGH: 06/15/06

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	07/07/06
Base Payment	368.20
Sales/Use Tax	25.77
Per. Property Tax	
Other Scheduled	
<b>TOTAL</b>	<b>393.97</b>

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
<b>TOTAL</b>	

# REMAINING PAYMENTS: 37

SCHEDULED END DATE: 08/06/09

<b>TOTAL DUE:</b>	<b>393.97</b>
-------------------	---------------

*1 June 2006  
Check # 8668  
\$393.97*

MESSAGES



IN ORDER TO KEEP YOUR LEASED VEHICLE IN SAFE OPERATING CONDITION AND TO AVOID UNNECESSARY LEASE-END EXPENSE, BE CERTAIN TO FOLLOW THE MANUFACTURER'S MAINTENANCE GUIDELINES OUTLINED IN YOUR OWNER'S MANUAL. YOUR GM DEALER IS AVAILABLE TO HANDLE ALL OF YOUR MAINTENANCE NEEDS SUCH AS OIL CHANGES, TIRE ROTATIONS, WHEEL ALIGNMENTS AND BRAKE REPAIRS.





THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC

PO BOX 3100  
MIDLAND TX 79702-3100

FOR ASSISTANCE CALL: 800-200-4622

VILLAGE OF PALMETTO BAY FL

TTD/TTY (HEARING IMPAIRED): 800-833-4622

MAKE/MODEL: 06 CAD I CT5  
VIN: 1G6DM57T760203711

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENTS RECEIVED THROUGH: 05/10/06

### ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	06/07/06
Base Payment	368.20
Sales/Use Tax	25.77
Per. Property Tax	
Other Scheduled	
<b>TOTAL</b>	<b>393.97</b>

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
<b>TOTAL</b>	

# REMAINING PAYMENTS: 38

SCHEDULED END DATE: 08/06/09

**TOTAL DUE: 393.97**

### MESSAGES



SOME OF THE MORE COMMON EXCESS WEAR CHARGES ARE FOR CHIPPED OR CRACKED GLASS, OR TIRES THAT HAVE LESS THAN THE REQUIRED 1/8 INCH TREAD DEPTH. TO AVOID THESE TYPES OF EXCESS WEAR CHARGES, BE SURE TO REPLACE WORN TIRES AND CONTACT YOUR INSURANCE CARRIER FOR REPLACEMENT GLASS PRIOR TO VEHICLE RETURN. VISIT WWW.GMACFS.COM/AUTOMOTIVE/ FOR MORE INFORMATION ON EXCESS WEAR.

*15 May 2006  
Check # 8628  
\$393.97*

**Bank of America Advantage** CHECK HERE IF TAX DEDUCTIBLE ITEM

**FREDDIE L PASCHAL**  
**GR VERONA PASCHAL** 8628  
 16360 S.W. 87TH CT.  
 VILLAGE OF PALMETTO BAY, FL 33157-3534 Date 15 May 2006  
63-4/630 FL 1229

Pay GMAC Payments Processing Center \$ 393.97  
 to the order of Three Hundred Ninety Three and 97/100 Dollars

**Bank of America**

ACH RUT 063100277

Memo AC # 029-9092-08425 *Freddie L Paschal*

⑆063000047⑆ 00119562995⑆8628 ⑆0000039397⑆

Bank of America Advantage

[Redacted]

#157116

8623

VILLAGE OF PALMETTO BAY, FL [Redacted]

63-4/630 FL 1229

Date 07 May 2006

Pay to the order of Williamson Cadillac Company \$ 2250.00

Two Thousand Two Hundred Fifty Dollars

Bank of America



Security features on reverse. Check on back.

ACH R/T 083100277

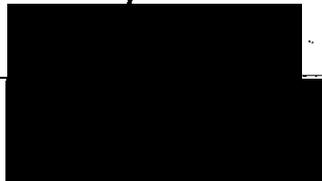
Memo Down Payment on [Redacted]

[Redacted]

WILLIAMSON CAPITAL CO. COMPANY  
ACCT. [REDACTED]  
FOR DEPOSIT ONLY

MAY - 8 '06

VS DATE 05/08/06  
P12 E C 007 W



## Service Request Activity

<b>SR No.</b>	71-487123746	<b>Ref No.</b>		<b>Goodwill</b>	No Goodwill Offered	<b>BRC Type</b>	N/A
<b>Account</b>		<b>Site</b>		<b>GW SubType</b>		<b>Bus. Unit</b>	Premium CAC - Rapid
<b>Last Name</b>		<b>First Name</b>		<b>Approval</b>	Not Initiated	<b>Area</b>	RFI Vehicle
<b>Daytime #</b>		<b>Evening #</b>		<b>UCC</b>	Restraints - (SIR) - Passenger Front	<b>Sub-Area</b>	Operation or Design
<b>Address</b>		<b>City</b>	Village Of Palmetto Bay	<b>Involved Dlr</b>		<b>Safety</b>	No
<b>State</b>	FL	<b>Postal Cd</b>		<b>Source</b>	Phone	<b>Updated</b>	3/26/2007 01:23:32 PM
<b>Serial #/VIN</b>	1G6DM57T760	<b>Model Year</b>	2006	<b>Priority</b>	Medium	<b>License #</b>	CADILLAC
<b>Make</b>	Cadillac	<b>Warr. Start</b>	05/07/2006	<b>Status</b>	Closed	<b>Opened</b>	2/26/2007 12:01:57 PM
<b>Model</b>	CTS	<b>Mileage</b>	12,700	<b>Sub-Status</b>	Satisfied	<b>Closed</b>	3/26/2007 01:22:34 PM
<b>Abstract</b>	air bags						

### Customer Description

### GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
-----------	--------------	------------------

### Component Coverage

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

### Certificate Details

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

### Pre-Authorization Basics

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

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/26/2007 01:22:34 PM	DURKEEKS	JOHNSOJ1	SR Closed - Satisfied		Done	3/26/2007 01:22:34 PM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

# Service Request Activity

## Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/26/2007 01:20:05 PM	DURKEEKS	DURKEEKS	Inbound Call Customer	Service Request Update	Done	3/26/2007 01:22:30 PM	Airbag light
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]	[REDACTED]						
------------	------------	--	--	--	--	--	--

### Comments

Cust. States: the airbag light is not on for the passenger seat and Cust wants to know what to do

Cust. Seeks: to know what to do about the passenger seat SIR

CRS Advises: it has a sensor that will activate the airbag if an adult sits in the seat it will not activate if there is not enough weight or if the weight is not centered on the seat if it does not work properly with an adult sitting in it then Cust should get it into a dealer to find out why it is not operating properly.

Kelly Durkee/Prem/RR/PDX/LVL3  
866-790-5700 ext 20512

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/26/2007 01:20:02 PM	DURKEEKS	JOHNSOJ1	SR Opened		Done	3/26/2007 01:20:02 PM	SR in Status of Closed has been Re-Opened by DURKEEKS
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]	[REDACTED]						
------------	------------	--	--	--	--	--	--

### Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/26/2007 12:35:44 PM	JOHNSOJ1	JOHNSOJ1	SR Closed - Satisfied		Done	2/26/2007 12:35:44 PM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]	[REDACTED]						
------------	------------	--	--	--	--	--	--

### Comments

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/26/2007 12:12:09 PM	JOHNSOJ1	JOHNSOJ1	Inbound Call Customer	Complex Request	Done	2/26/2007 12:35:38 PM	info
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Cust sts:Air bag is showing off & cust has paasenger sitting in passenger seat.

Crs adv:Apologize for cust inconvenience. Your vehicle has a passenger sensing system for the right front passenger position. The passenger airbag status indicator will be visible when you turn your ignition key to ON or START. The words ON and OFF or the symbol for on and off, will be visible on the rearview mirror during the system check. When the system check is complete, either the word ON or the word OFF, or the symbol for on or the symbol for off will be visible. Would adv cust to take vehicle to dlr for serv.

Cust sts:Ok thanks.

james johnson/prm/rr/atx/lvl3

### UCC Codes

UCC Code	UCC Symptom	UCC Description
C48	No Symptom Indicated	Restraints - (SIR) - Passenger Front



**STATE OF FLORIDA  
OFFICE OF THE ATTORNEY GENERAL  
FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD**

[REDACTED]

Consumer,

vs.

CASE NO.: 2008-0194/MIA

GENERAL MOTORS CORPORATION,  
CADILLAC DIVISION,

Manufacturer.

\_\_\_\_\_ /

ORDER DENYING REQUEST FOR TELEPHONIC APPEARANCE

On May 28, 2008, the Manufacturer requested that their witnesses be permitted to appear telephonically at the arbitration hearing scheduled in this case for June 10, 2008, because most of the repairs were performed at a dealership in Tallahassee, Florida. The Consumer was notified and objected. The Board Attorney notified the Board Chairperson of the request for telephonic appearance.

It is concluded that the Manufacturer's request to appear telephonically at the hearing is not reasonable. Accordingly, it is

ORDERED that the request for telephonic appearance is DENIED.

DONE and ORDERED this 28th day of May, 2008.

FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD

By: Luis M. Perez, Chairperson

Copies furnished to:

[REDACTED]  
Palmetto Bay, FL [REDACTED]

Sharon L. Allen  
11700 Great Oaks Way  
Alpharetta, GA 30022

## Service Request Activity

<b>SR No.</b>	71-545266923	<b>Ref No.</b>		<b>Goodwill</b>	No Goodwill Offered	<b>BRC Type</b>	N/A
<b>Account</b>		<b>Site</b>		<b>GW SubType</b>		<b>Bus. Unit</b>	Premium CAC - Rapid
<b>Last Name</b>		<b>First Name</b>		<b>Approval</b>	Not Initiated	<b>Area</b>	Dealer Issue
<b>Daytime #</b>		<b>Evening #</b>		<b>UCC</b>	Non Component Dealer	<b>Sub-Area</b>	Service
<b>Address</b>		<b>City</b>	Village Of Palmetto Bay	<b>Involved Dlr</b>	Proctor & Proctor, Inc.	<b>Safety</b>	No
<b>State</b>	FL	<b>Postal Cd</b>		<b>Source</b>	Email	<b>Updated</b>	8/8/2007 10:20:51 AM
<b>Serial #/VIN</b>	1G6DM57T760	<b>Model Year</b>	2006	<b>Priority</b>	Medium	<b>License #</b>	CADILLAC
<b>Make</b>	Cadillac	<b>Warr. Start</b>	05/07/2006	<b>Status</b>	Closed	<b>Opened</b>	8/8/2007 09:25:01 AM
<b>Model</b>	CTS	<b>Mileage</b>	18,000	<b>Sub-Status</b>	Satisfied	<b>Closed</b>	8/8/2007 10:20:48 AM
<b>Abstract</b>	Complaint Vehicle/Dealership						

### Customer Description

### GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
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### Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
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### Certificate Details

Certificate Number	Amount	Expiration Date
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### Pre-Authorization Basics

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

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/8/2007 10:20:48 AM	MACLENME	MACLENME	SR Closed - Satisfied		Done	8/8/2007 10:20:48 AM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

# Service Request Activity

## Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/8/2007 10:14:18 AM	MACLENME	MACLENME	Outbound Call Dealer	Made Contact	Done	8/8/2007 10:20:44 AM	Called Proctor & Proctor, Inc. spoke to Gordon
Contact Last Name	Contact First Name	Account	BAC Code				

### Comments

CRS sts  
 Drl sts:  
 Diagnosis? 2 gas tanks 1 and 2. There is a pump in 2 that will fill tank 1. Ran diagnosis test and passed all tests. Is running as designed. Normal at this point. I think that he wants to know how many gallons he is using. I am not understanding what he is complaining about. Replaced the right level fuel sensor. He puts 10 dollars in and it read quarter of a tank. \$20 half full. I asked him if he has filled the tank, he has and it runs normal when full and empty.

Estimated cost? Warranty

When will complete?Done

Maint at dlr?March 19, Oct 10

Misuse/Abuse/Lack of maint? N

Cust caused or prevented? N

Prev out of pocket expense at dlr? 2 Oil changes

Dlr provided prev GW?N

Prev related repairs?Once replace level fuel sensor

Related to age/mlg?N

General condition of vehicle? Good

Did you ride-along or test drive with the Cust?N

TAC contacted? Case#? N

Should cust receive asst? (clarify why or why not)

N/A

Will dlr be offering GW Asst on behalf of GM?/Dlr willing to participate? N/A

Meghan MacLennan/premium/chatham email

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/8/2007 09:29:08 AM	MACLENME	MACLENME	Email - Outbound		Done	8/8/2007 09:41:44 AM	Cadillac Customer Assistance
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Service Request: 71-545266923  
Customer Relationship Specialist: Meghan MacLennan

Dear Mr. [REDACTED]

Thank you for contacting the Cadillac Customer Assistance Center. We appreciate you taking the time to write us in regards to your 2007 Cadillac CTS and your unsatisfactory experience at Proctor & Proctor, Inc.

I recognize that this situation has caused you a great level of frustration, and I hope that you can accept my sincerest apology on behalf of General Motors and Cadillac.

Thank you for sharing your concerns with us regarding Proctor & Proctor, Inc. When one of our customers has an unpleasant experience with a Cadillac Dealer, it is of great concern to us. We highly recommend you stay with Proctor & Proctor so you can foster, maintain and/or build your service relationship. However, you also have a choice in going to another Cadillac Dealership.

We at the Cadillac Customer Assistance Center are unable to recommend any one dealer in your area. You can locate a dealer of your choice by visiting our website at <http://www.gm.com> and selecting "Vehicle Shopping" and then "Dealer Locator" or by simply clicking on the following URL: [http://www.gm.com/automotive/vehicle\\_shopping/dealer\\_locator/](http://www.gm.com/automotive/vehicle_shopping/dealer_locator/). You will then enter in the appropriate information to locate the dealer nearest to you.

Cadillac supports Buckle Up America. We encourage you, your family and your friends to always Buckle Up.

If you should need to contact us in the future, simply reply t...

# Service Request Activity

## Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/7/2007 06:15:16 PM		MACLENME	Email - Inbound		Done	8/8/2007 09:41:15 AM	Cadillac CTS Owner Assistance
Contact Last Name	Contact First Name	Account	BAC Code				

### Comments

What is the Nature  
of your concern? : VehicleConcern

Message : My 06 Caddilac CTS has provided me with a multitude of problems, some that have created huge saftey concerns. To begin with, a few months ago my car brakes would simply go out while I was driving. The dealership repaired the saying that it was an electrical issue. Less than a month later I had another electrical problem with the car. The Passanger airbag was defective and would not activate, it had to be replaced.

Now the problem is with the fuel tank gauge. If I am on empty and put as little as eight dollars in the tank, my fuel gauge jumps right up to half a tank. If I put twenty dollars in the tank while i'm on empty it still goes to half a tank! I took it to the dealership and they replaced the sensors in the gas tank. Less than a few weeks later, the same problem is re-occurring again, but now the dealership is telling me that the car would only give me a accurate reading if I fill it up to a full tank every time. I have owned a BMW, Infiniti, and Honda prior to this Cadillac and I have never heard that a gas tank should should give the same reading if I put in twenty dollars or eight dollars in the tank. This car is becoming a headache because it is constantly in the shop and in need of repairs. The service that I have recieved from Cadillac has been sub-par ...

## Service Request Activity

### UCC Codes

UCC Code	UCC Symptom	UCC Description
S95	Comeback/Repeat Repair	Non Component Dealer

## Service Request Activity

<b>SR No.</b>	1-427524780	<b>Ref No.</b>		<b>Goodwill</b>	No Goodwill Offered	<b>BRC Type</b>	N/A
<b>Account</b>		<b>Site</b>		<b>GW SubType</b>		<b>Bus. Unit</b>	Premium CAC - Rapid
<b>Last Name</b>		<b>First Name</b>		<b>Approval</b>	Not Initiated	<b>Area</b>	RFI Vehicle
<b>Daytime #</b>		<b>Evening #</b>		<b>UCC</b>	Non Component GM	<b>Sub-Area</b>	Maintenance & Service
<b>Address</b>		<b>City</b>	Village Of Palmetto Bay	<b>Involved Dlr</b>		<b>Safety</b>	No
<b>State</b>	FL	<b>Postal Cd</b>		<b>Source</b>	Transfer From OnStar	<b>Updated</b>	11/27/2006 12:06:50 PM
<b>Serial #/VIN</b>	1G6DM57T760	<b>Model Year</b>	2006	<b>Priority</b>	Medium	<b>License #</b>	CADILLAC
<b>Make</b>	Cadillac	<b>Warr. Start</b>	05/07/2006	<b>Status</b>	Closed	<b>Opened</b>	8/17/2006 12:39:02 PM
<b>Model</b>	CTS	<b>Mileage</b>	4,600	<b>Sub-Status</b>	Satisfied	<b>Closed</b>	8/17/2006 12:41:50 PM
<b>Abstract</b>	Maintenance Schedule						

### Customer Description

### GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
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### Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
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### Certificate Details

Certificate Number	Amount	Expiration Date
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### Pre-Authorization Basics

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

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/17/2006 12:41:50 PM	BERKANRR	BERKANRR	SR Closed - Satisfied		Done	8/17/2006 12:41:50 PM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
[REDACTED]	BERKANRR	BERKANRR	Inbound Call Third Party	Transfer/Referral	Done	8/17/2006 12:41:40 PM	Maintenance Schedule
Name	Contact First Name	Account	BAC Code				

#### Comments

Transferred by Alisha from Onstar.

#### Cust States:

\*does not know when to get oil changed

#### Cust Seeks:

\*to know when to get oil changed

#### CRM Advised:

\*cust veh has oil life system and it would advise cust of when veh needs to get the oil changed

Ronald Berkan/Prem/RR/PDX

### UCC Codes

UCC Code	UCC Symptom	UCC Description
S96	Cadillac	Non Component GM
S97	OnStar	Referred Customer to CAC