



GENERAL MOTORS LLC
Global Interior and Safety Center

August 26, 2011

Scott Yon, Chief
Vehicle Integrity Division
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Ave., S. E., Room W46-409
Washington, D.C. 20590

N110175

NVS-212cag
PE11-021

Dear Mr. Yon:

This letter is General Motors (GM) partial response to your Preliminary Evaluation (PE), dated July 7, 2011, to investigate allegations of unintentional vehicle movement due to a transmission shift indicator misalignment/mis-indication and/or a transmission shift cable failure in certain model year (MY) 2007 Saturn Aura vehicles manufactured by General Motors Corporation.

This letter contains the responsive information to request numbers 2, 3, 4, 5 and 6. As agreed to in an e-mail from you dated August 15, 2011, the remainder of the responsive information will be provided by September 2, 2011.

Your requests and our corresponding replies are as follows:

2. State the number of each of the following, received by GM, or of which GM is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer and employee field reports;
 - c. Reports involving a crash, injury, or fatality, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - d. Reports involving a fire, notices received by the manufacturer alleging or proving that a fire was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - e. Property damage claims; and
 - f. Third-party arbitration proceedings where GM is or was a party to the arbitration; and
 - g. Lawsuits, both pending and closed, in which GM is or was a defendant or codefendant.



For subparts "a" through "e," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "g," provide a summary description of the alleged problem and causal and contributing factors and mfg's short name's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "f" and "g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Table 2-1 below summarizes records that may relate to allegations of the transmission shift cable failing resulting in unintended vehicle motion. GM has organized the records by the GM file number within each attachment. Refer to access database "Q_03_COMPLAINT 2 DATA" for categories prescribed by NHTSA.

TYPE OF REPORT	GM REPORTS	SUBCATEGORIES				
		CORRESPONDING TO NHTSA REPORTS	NUMBER WITH PROPERTY DAMAGE	NUMBER WITH CRASH	NUMBER WITH INJURIES/FATALITIES*	NUMBER WITH FIRES
Owner Reports	24	0	1	3	1/0	0
Field Reports	2	0	0	0	0/0	0
Not-In-Suit Claims	1	0	1	1	0/0	0
Subrogation Claims	0	0	0	0	0/0	0
Third Party Arbitration Proceedings	0	0	0	0	0/0	0
Product Liability Lawsuits	0	0	0	0	0/0	0
Total Reports (Including Duplicates)	27	0	2	4	1/0	0
Total Vehicles with Reports (Unique VIN)	27	0	2	4	1/0	0

TABLE 2-1: ALLEGATIONS OF TRANSMISSION SHIFT CABLE FAILURE
WITH UNINTENDED VEHICLE MOVEMENT

* THERE WERE NO FATALITIES ASSOCIATED WITH THIS ISSUE

GM is also providing records that contain allegations of transmission shift cable failure, but which do not include an allegation of unintended vehicle movement. These records are not included in Table 2-1 but are included in "Q_03_COMPLAINT 2 DATA."

In response to your request for a summary of each item in part (c) through (g) we are attaching a file "Q_2 Part C Detail." The requested information is provided on the ATT_1_GM disk; folder labeled "Q_02."

The sources of the requested information and the last date the searches were conducted are tabulated in Table 2-2 below.

SOURCE SYSTEM	LAST DATE GATHERED
Customer Assistance Center	7/14/2011
Technical Assistance Center	7/25/2011
Field Information Network Database (FIND)	7/18/2011
Field Product Report Database (FPRD)	7/18/2011
Company Vehicle Evaluation Program (CVEP)	7/18/2011
Captured Test Fleet (CTF)	7/18/2011
Early Quality Feedback (EQF)	7/18/2011
Legal/Employee Self Insured Services (ESIS)/Product Liability Claims/Lawsuits	7/22/2011

TABLE 2-2: DATA SOURCES

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
 - a. GM's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle's owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's mileage at time of incident;
 - f. Incident date;
 - g. Report or claim date;
 - h. Whether a crash is alleged;
 - i. Whether a fire is alleged;
 - j. Whether property damage is alleged;
 - k. Number of alleged injuries, if any; and
 - l. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2007, or a compatible format, entitled "COMPLAINT DATA".

The requested information is provided on the ATT_1_GM disk; folder labeled "Q_03". Refer to "Q_03_COMPLAINT 2 DATA".

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method GM used for organizing the documents.

Copies of the records summarized in Table 2-1 are embedded in the file provided in ATT_1_GM disk; folder labeled "Q_03." Refer to the Microsoft Access file labeled "Q_03_COMPLAINT 2 DATA." GM has organized the records by the GM file number within each attachment.

5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by GM to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. GM's claim number;
- b. Vehicle's owner or fleet name (and fleet contact person) and telephone number;
- c. Vehicle's VIN;
- d. Date of manufacture;
- e. Repair date;
- f. Vehicle mileage at time of repair;
- g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- h. Labor operation number;
- i. Problem code;
- j. Replacement part number(s) and description(s);
- k. Concern stated by customer; and
- l. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2007, or a compatible format, entitled "WARRANTY DATA."

For the subject vehicles, the regular warranty and goodwill warranty claims with indication of transmission shift cable failure and unintended vehicle movement are summarized in Table 5-1. There are no MIC extended service contract claims or UWC extended service contract claims with indication of transmission shift cable failure and unintended vehicle movement. Refer to access database "Q_05_WARRANTY DATA."

Make	Model	2007 MY Production
Saturn	Aura	13

TABLE 5-1: REGULAR WARRANTY CLAIMS WITH INDICATION OF TRANSMISSION
SHIFT CABLE FAILURE WITH UNINTENDED VEHICLE MOVEMENT

GM is also providing claims for transmission shift cable replacement, but which do not include an indication of unintended vehicle movement. These claims are not included in Table 5-1 but are included in "Q_05 WARRANTY DATA."

6. Describe in detail the search criteria used by GM to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by GM on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that GM offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

GM searched the GM Global Analysis and Reporting Tool (GART-regular warranty), the Motors Insurance Corporation (MIC – extended service contract claims) and the Universal Warranty Corporation (UWC – extended service contract claims) databases to collect the warranty data for this response.

GM searched for the labor codes shown in Table 6-1, which are used for shift cable replacement and adjustment. If either the labor code definition or the verbatim description associated with a claim indicated that the cable was replaced, this claim was included in "Q_05 WARRANTY DATA."

Labor Code	Description
K5167	Range Selector Lever Cable Adjustment
K5168	Range Selector Lever Cable Replacement
K5175	Control Cable - Adjust
K5180	Cable, Shift Control - Replace

TABLE 6-1: LABOR CODES USED IN WARRANTY AND MIC SEARCH

Universal Warranty Corporation (UWC) does not use labor codes or trouble codes.

The subject vehicles are covered by a bumper-to-bumper new vehicle warranty for three years or 36,000 miles, whichever occurs first. Many different extended warranty options are available through GM dealerships. They are offered at different prices and for varying lengths of time, based on customers' preference, up to 7 years from the date of purchase or up to a total of 100,000 vehicle miles.

The number of extended service contracts on the subject vehicles that have been sold by MIC and UWC as of July 12, 2011 regardless of status (in-force, expired, or cancelled) is contained in Table 6-2.

Make	Model	MY	MIC	UWC
Saturn	Aura	2007	27,451	11,711

TABLE 6-2: SUBJECT VEHICLES: MIC AND UWC EXTENDED SERVICE COVERAGE
CONTRACTS SOLD (REGARDLESS OF STATUS: IN-FORCE, EXPIRED, CANCELLED)

* * *

GM claims that certain information, in documents that are part of lawsuit and claims files maintained by the GM Legal Staff, is attorney work product and/or privileged. That information includes notes, memos, reports, photographs, and evaluations by attorneys (and by consultants, claims analysts, investigators, and engineers working at the request of attorneys). GM is producing responsive documents from claims files that are neither attorney work product nor privileged, and withholding those that are attorney work product and/or privileged.

This response is based on searches of General Motors (GM) locations where documents determined to be responsive to your request would ordinarily be found. As a result, the scope of this search did not include, nor could it reasonably include, "including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of GM (including all business units and persons previously referred to), who are or, in or after 2002, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
- b. Testing, assessment, evaluation, service, or quality;
- c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
- d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers."

This response was compiled and prepared by this office upon review of the documents produced by various GM locations, and does not include documents generated or received at those GM locations subsequent to their searches.

Please contact me if you require further information about this response or the nature or scope of our searches.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Carmen Benavides". The signature is fluid and cursive, with the first name "M. Carmen" and the last name "Benavides" clearly distinguishable.

M. Carmen Benavides
Director, Product Investigations
and Safety Regulations

Attachments

PE11-021

GM

8/26/2011

ATTACHMENT 1

Q3

EAA Inspection Request

Date: May 20, 2009

TO: EAA

EAA/SPX Field Coordinator

Phone: 586-582-5835

Fax: 586-582-5840

Email: eaafc@servicesolutions.spx.com

From: Cameron Holmes

PAR Customer Relations **Specialist**

Email: Cameron_Holmes@gmexpert.com

Phone: 866-790-5600 ext.

or 866-790-5700 ext.41358

Fax: 866-842-9481

Mailing Address:

GM PAR Investigations

7401 E. Ben White

Building 3

Austin, TX 78741

Vehicle Information

VIN#: 3GNEK13T03G

Year/Make: 2003 Chevrolet

Model: Avalanche

Contact's Name: Anyone

Contact's Number:

Vehicle Location:

Nashville TN,

If located at a Salvage/Auction Yard:

Ins. Adj. Name: Insurance Auto Auction

Phone #: 651-742-0006

Claim or Salvage ID #: (Stock Number)

Claimant Information

PAR File #: 71-725025535

Claimant Name:

Claimant Home #:

Claimant Work #:

Claimant Cell #:

Address: 310

Clarksville TN,

Required Actions:

☒ Advise PAR CRS via voicemail/email of inspection date.

☐ Repair Estimate Required

☒ Review All PAR File information

☒ Contact PAR CRS After Inspection

Please Use Form(s):

<input type="checkbox"/> Accelerator/Throttle Control	<input checked="" type="checkbox"/> Restraint-SIR/Seatbelts	<input type="checkbox"/> Seats
<input type="checkbox"/> Brake/ABS/TCS/VSES	<input type="checkbox"/> Side Impact	<input type="checkbox"/> Power Sliding Door
<input type="checkbox"/> Steering/Suspension/Tires/Wheels	<input type="checkbox"/> Inadvertent Deployment	<input type="checkbox"/> OnStar
<input type="checkbox"/> Engine Exhaust/Odor	<input type="checkbox"/> Transmission/Transaxle	<input type="checkbox"/> OTHER: _____
<input type="checkbox"/> Engine Stalling	<input type="checkbox"/> Thermal Events	

Special Instructions:

Interview Owner? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Vetronix Requested	<input type="checkbox"/> Obtain Fire/Police Report
<input type="checkbox"/> <u>Other (define)</u>		

Investigations can only be rushed if e-mailed by one of the following:

☐ **RUSH** (Name of Team Manager or Ops Mgr Approving the Rush): _____



EAA Internal Use Only

To: SA:	Date E-Mailed to SA: _____
From: EAA Field Coordinator	Due Date: _____

EAA SA Use Only

Case Acceptance/Investigation: <input type="checkbox"/> YES <input type="checkbox"/> NO
Please acknowledge acceptance of this case promptly by phone, fax or email.
Date Report Uploaded to EAA FTP SITE: _____

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>		<u>Inspection Date:</u>	5/29/09
<u>Vehicle Brand:</u>	SATURN	<u>Model:</u>	AURA
<u>File #</u>	71-725831888	<u>VIN:</u>	1G8ZV57767E 

Description

1501 VIEW OF PRODUCTION LABEL
1507 EXTERIOR VIEW OF VEHICLE
1508 EXTERIOR VIEW OF VEHICLE
1509 EXTERIOR VIEW OF VEHICLE
1510 EXTERIOR VIEW OF VEHICLE
1511 EXTERIOR VIEW OF VEHICLE
1512 EXTERIOR VIEW OF VEHICLE
1513 EXTERIOR VIEW OF VEHICLE
1514 EXTERIOR VIEW OF VEHICLE
1515 INTERIOR VIEW OF VEHICLE
1516 INTERIOR VIEW OF VEHICLE
1517 INTERIOR VIEW OF VEHICLE
1518 INTERIOR VIEW OF VEHICLE
1519 VIEW OF ENGINE COMPARTMENT
1520 VIEW OF ENGINE COMPARTMENT
1521 VIEW OF ENGINE COMPARTMENT
1522 VIEW OF ENGINE COMPARTMENT
1523 VIEW OF ENGINE COMPARTMENT
1524 VIEW OF ENGINE COMPARTMENT
1525 VIEW OF ENGINE COMPARTMENT
1526 VIEW OF AFTER MARKET RADAR DETECTOR
1527 VIEW OF BRAKE AND ACCELERATOR PEDAL LINKAGE
1528 VIEW OF BRAKE AND ACCELERATOR PEDAL LINKAGE
1529 VIEW OF BRAKE AND ACCELERATOR PEDAL LINKAGE
1530 VIEW OF BRAKE AND ACCELERATOR PEDAL LINKAGE
1532 VIEW OF DRIVER'S SEAT BELT
1535 VIEW OF SHIFT PATTERN ON CONSOLE
1536 VIEW OF VEHICLE UNDER BODY
1537 VIEW OF VEHICLE UNDER BODY
1538 VIEW OF VEHICLE UNDER BODY
1539 VIEW OF VEHICLE UNDER BODY
1540 VIEW OF VEHICLE UNDER BODY
1541 VIEW OF VEHICLE UNDER BODY
1542 VIEW OF VEHICLE UNDER BODY
1543 VIEW OF VEHICLE UNDER BOYD
1545 VIEW OF VEHICLE UNDER BODY
1546 VIEW OF VEHICLE UNDER BODY
1547 VIEW OF VEHICLE UNDER BODY

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	5/29/09
<u>Vehicle Brand:</u>	SATURN	<u>Model:</u>	AURA
<u>File #</u>	71-725831888	<u>VIN:</u>	1G8ZV57767F [REDACTED]

[illegible]

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
AUTOMATIC TRANSMISSION

Customer's Name: [REDACTED]
5/29/09

Inspection Date:

Vehicle Brand: SATURN Model: AURA
File # 71-725831888 VIN: 1G8ZV57767E [REDACTED]

Mileage at Inspection: 56908
TALLAHASSEE

Inspection Location: SATURN OF

TALLAHASSEE, FLORIDA

Inspector's phone number: 407-880-1258

Inspected By: TERRY DUNHAM - EAA

Section 1 INSPECTION SUMMARY

Briefly describe the customer's allegation:

MR. [REDACTED] ALLEGES THAT HE HAD "JUST PULLED INTO A PARKING SPACE AND WAS PULLING FORWARD." THE CUSTOMER FURTHER ALLEGES THAT WHEN HE WAS IN THE PARKING SPACE "I SHIFTED MY CAR INTO PARK, THE DOORS DID NOT UNLOCK AS THEY NORMALLY DO, MY CAR DID NOT GO INTO PARK AND KEPT ROLLING FORWARD." THE CUSTOMER FURTHER ALLEGES THAT "I THEN PUT MY CAR INTO REVERSE AND THEN BACK INTO PARK, AND THAT TIME THE TRANSMISSION WENT INTO PARK AND THE DOORS UNLOCKED AS THEY NORMALLY DO." MR. [REDACTED] FURTHER STATED THAT HIS CAR HAD FAILED TO PROPERLY ENGAGE THE PARK POSITION "SEVERAL DIFFERENT TIMES" AND THAT HE HAD TAKEN HIS VEHICLE INTO SATURN OF TALLAHASSEE "THREE OR FOUR TIMES" WITH THE CONCERN.

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Following the inspection, summarize the facts and observations:

MR. TERRY BLANCHARD, THE SERVICE MANAGER AT SATURN OF TALLAHASSEE, STATED TO THE WRITER THAT HIS SERVICE DEPARTMENT HAD BEEN UNABLE TO DUPLICATE MR. [REDACTED] CONCERN. THE VEHICLE WAS STATICALLY CHECKED BY THE WRITER FOR PROPER OPERATION OF THE GEAR SELECTOR. THE SELECTOR WAS FOUND TO BE OPERATING NORMALLY. THE VEHICLE'S BRAKES WERE STATICALLY CHECKED AND WERE ALSO FOUND TO BE OPERATING NORMALLY. WITH THE ENGINE OFF, WITH BOOSTER VACUUM EXHAUSTED, AND WITH PRESSURE ON THE BRAKE PEDAL, THE ENGINE WAS RE STARTED. THE BRAKE PEDAL WAS PULLED TOWARD THE FLOOR. WITH THE BRAKE PEDAL DEPRESSED, THE BRAKES WERE FOUND TO BE CAPABLE OF HOLDING THE VEHICLE AT WIDE OPEN THROTTLE. THE VEHICLE WAS ROAD TESTED WITH MR. BLANCHARD FOR A DISTANCE OF APPROXIMATELY THREE MILES. THE TRANSMISSION SHIFTED NORMALLY AND THE BRAKES OPERATED NORMALLY. DURING THE ROAD TEST THE TRANSMISSION WAS PLACED IN THE PARK POSITION WITH THE VEHICLE STATIONARY ON BOTH LEVEL SURFACES AND ON AN INCLINE. THE TRANSMISSION WENT INTO THE PARK POSITION NORMALLY AND HELD THE VEHICLE NORMALLY. BOSCH CDR EQUIPMENT WAS CONNECTED TO THE VEHICLE AND CDR DATA WAS SUCCESSFULLY DOWN LOADED. CDR DATA INDICATES "EVENTS RECOVERED – NONE." SEE CDR DATA SENT WITH THIS REPORT.

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Section 2 INTERVIEW - INCIDENT DETAILS

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
AUTOMATIC TRANSMISSION

Customer's Name: [REDACTED] _____
5/29/09

Inspection Date:

Vehicle Brand: SATURN Model: AURA
 File # 71-725831888 VIN: 1G8ZV57767E [REDACTED]

1. Name, address & phone number of person being interviewed: [REDACTED]

[REDACTED] TALLAHASSEE, FL [REDACTED]
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Interview mode: ☒ By Telephone ☐ In Person

Interview date: **5/27/09**

Was a police/fire department report obtained? ☐ Yes ☒ No

Provide driver/claimant's complete description of incident. Do not paraphrase the customer's words. This is a very important section of the report. Determine how familiar the customer is with the vehicle – drives it regularly, not the regular driver, is it just a recent acquisition, etc.? Has this type of behavior been observed prior to this incident? **MR.**

[REDACTED] **ALLEGES THAT HE HAD "JUST PULLED INTO A PARKING LOT AND WAS PULLING FORWARD." THE CUSTOMER FURTHER ALLEGES THAT WHEN HE WAS IN THE PARKING SPACE "I PUT MY CAR INTO PARK, THE DOORS DID NOT UNLOCK AS THEY NORMALLY DO, AND MY CAR KEPT ROLLING FORWARD." THE CUSTOMER FURTHER ALLEGES THAT "I THEN PUT MY CAR INTO REVERSE AND THEN BACK INTO PARK, AND THE TRANSMISSION WENT INTO PARK AND THE DOORS UNLOCKED AS THEY NORMALLY DO." MR. [REDACTED] FURTHER STATED THAT HIS CAR HAD FAILED TO PROPERLY ENGAGE THE PARK POSITION ON "SEVERAL DIFFERENT OCCASIONS" AND THAT HE HAD TAKEN HIS VEHICLE INTO SATURN OF TALLAHASSEE "THREE OR FOUR TIMES" WITH THE SAME CONCERN.**

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If the description of the incident provided by the driver does not include the following information, fill in all of the blanks in section 2A by questioning the driver.

Section 2A

INTERVIEW-ADDITIONAL DETAIL

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
AUTOMATIC TRANSMISSION

Customer's Name: [REDACTED] Inspection Date: 5/29/09

Vehicle Brand: **SATURN** Model: **AURA**
 File # **71-725831888** VIN: **1G8ZV57767R** [REDACTED]

	Before the Incident	At the Beginning* and During the Incident
Transmission operation (normal, slips into gear, etc)	<u>NORMAL</u>	<u>"THE TRANSMISSION SELECTOR WAS PLACED IN THE PARK POSITION AND IT DID NOT HOLD THE VEHICLE."</u>
Transmission selector position	<u>NORMAL</u>	<u>"THE TRANSMISSION SELECTOR WAS PLACED IN THE PARK POSITION AND IT DID NOT HOLD THE VEHICLE."</u>
Engine operation (normal, surges, rough/fast idle, stalls, starts in gear, etc.)	<u>NORMAL</u>	<u>NORMAL</u>
Brake operation (normal, fade, pull, grab, etc.)	<u>NORMAL</u>	<u>NORMAL</u>
Warning lights/messages displayed. Describe	<u>"THE TRACTION CONTROL LIGHT AND THE SERVICE AIR BAG LIGHT CAME ON."</u>	<u>"THE SERVICE AIR BAG LIGHT CAME ON WHILE I WAS GOING DOWN THE ROAD."</u>
Unusual odors/smoke (from where?)	<u>NONE</u>	<u>NONE</u>
Park brake function	<u>NORMAL</u>	<u>NORMAL</u>
Other <u>NONE</u>	<u>NONE</u>	<u>NONE</u>

* The beginning of the incident is the initiation of the sequence during which the incident occurred.

Estimated vehicle speed: 1 MPH at the beginning of the incident.

Incident occurred while: Starting, Accelerating, Reversing, Turning, Braking, Coasting, Driving normally : XX Parked,

Describe what the driver did during the incident: **APPLIED THE FOOT BRAKE AND SHIFTED INTO THE PARK POSITION**

Has this type of vehicle behavior ever occurred before? If "YES", describe: **YES. THE OWNER ALLEGES THE SAME CONDITION OCCURRED "ON THREE OR FOUR OTHER OCCASIONS."**

Other comments or observations that have not been covered? **NONE**

Driver's physical description from interview, driver's license or police report (include name, gender, height, weight, & disabilities): **MALE**

Drive length this trip: Hrs. { } Min. 1

Exact incident location: **IN THE BEST BUY PARKING LOT AT TALLAHASSEE, FLORIDA.** Exact incident date and time: **5/24/09 @ 11:30 AM**

Weather conditions & Visibility: **CLEAR AND DRY** Approximate Temp (°F): **"LOW 80s"**

Road Surface: ☐ Concrete ☒ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt
 Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: { }
 Shoulder ☐ Curb ☒ ☒ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt
 Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: { }

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
AUTOMATIC TRANSMISSION

Customer's Name: [REDACTED] [REDACTED]
5/29/09

Inspection Date:

Vehicle Brand: **SATURN** Model: **AURA**
 File # **71-725831888** VIN: **1G8ZV57767E** [REDACTED]

Any physical visual obstructions? **NONE**

Where was the driver's seat positioned during the incident? (distance from brake pedal to front of seat): **"ALL THE WAY TO THE REAR."**

Describe the steering wheel (tilt) position during the incident: **"MID POINT"**

If the vehicle is a truck or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer **NONE** (lbs)
 Load description: **NONE**

Section 2B **INTERVIEW – AT BEGINNING & DURING THE INCIDENT**

Section 3 **VEHICLE HISTORY**

1. Did the owner purchase the vehicle ☒ New or ☐ Used? Purchase Date: **2/2007**

2. **Prior related repairs** (date, description, etc.): **"I WAS INTO THE DEALERSHIP WITH THIS CONCERN THREE OR FOUR TIMES."**

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Repaired by: **N/A**

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3. **Repairs** outside of warranty (what, when, by whom?): **NEW TIRES WERE INSTALLED SEVERAL MONTHS AGO, NEW BRAKE PADS INSTALLED BY SEARS 5 MONTHS AGO.**

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4. **Vehicle modifications or after-market equipment?** (e.g., add-on cruise control, hand controls for disabled persons, add-on air conditioning, radio, phone, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, floor mats, aftermarket pedals, remote starter, etc.).

Item(s), date installed, and by whom (name, phone):

NONE

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5. Other **vehicle history** information (from person being interviewed or GM Warranty History):

NONE

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Section 4 **VEHICLE INSPECTION**

Take color photographs of the following and enter observations/comments on the form:

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.

A. Exterior:

Front

Rear

Right side

Left side

VIN

Comments: **NONE**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
AUTOMATIC TRANSMISSION

Customer's Name: [REDACTED] _____
5/29/09

Inspection Date:

Vehicle Brand: SATURN Model: AURA
File # 71-725831888 VIN: 1G8ZV57767E [REDACTED]

B. Interior:

Instrument panel & odometer

Comments: **NONE**

C. Underhood:

Engine compartment

Transmission fluid level, condition (smell, color, etc)

Transmission shift linkage

Comments: **TRANSMISSION FLUID LEVEL AND CONDITION WERE NORMAL.**

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D. Underbody:

Scrapes or impact damage

Bottom of transmission

Comments: **NONE**

E. General Photos/information:

Anything on vehicle which is after-market: **RADAR DETECTOR**

Anything on vehicle which is a modification (note tire sizes): **NO MODIFICATIONS WERE NOTED, TIRE SIZES WERE NORMAL.**

Anything on vehicle which is unusual, out-of-place, etc.: **NONE**

Other: **NONE**

Are the tires/wheels the proper size for the vehicle? **TIRES AND WHEELS WERE THE PROPER SIZE FOR THE VEHICLE.**

{ _____

Other: **NONE**

{ _____

Section 5

SYSTEM INSPECTION

Transmission Control

Check transmission shift indicator alignment. Record observations: **TRANSMISSION SHIFT INDICATOR ALIGNMENT WAS NORMAL.** Do the shifter mechanical indications agree with the I/P display of transmission gear selection? ☒ Yes
☐ No

Record your observations and measurements for the sections and questions which relate to the incident and items which were inspected. Write N/A for sections and questions unrelated to the customer allegation.

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results if applicable. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part.

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
AUTOMATIC TRANSMISSION

Customer's Name:

5/29/09

Inspection Date:

Vehicle Brand: **SATURN**Model: **AURA**File # **71-725831888**VIN: **1G8ZV57767E**

	OBSERVATIONS/TEST RESULTS
Transmission mounting (normal, broken mounts, missing bolts, etc.)	<u>NORMAL</u>
Transmission controls (normal, misaligned, position at inspection, binding etc.)	<u>NORMAL</u>
Transmission park mechanism (normal, etc.)	<u>NORMAL</u>
Transmission fluid level (hot, cold engine running?) and condition	<u>NORMAL</u>
Engine mounting/operation (normal, cracked mounts, missing bolts, rough operation, incorrect idle, stall speed etc.)	<u>NORMAL</u>
Throttle system (normal, misadjusted binding, TPS voltage at closed and WOT, etc.)	<u>NORMAL</u>
Brake system operation (normal, grabs, pulls, high pedal effort, excessive pedal travel, etc.)	<u>NORMAL</u>
Park brake function	<u>NORMAL</u>
Other <u>NONE</u>	<u>NONE</u>

Using a "Tech 1/Tech 2" or other device, run a diagnostics check of the electronic module (ECM/PCM) and obtain a "Diagnostics" and "History" printout, if possible (to be attached to the report). Did "Diagnostics" check indicate anything unusual? Describe any DTCs: **THE TECH 2 FOUND HISTORY CODE B0081 = PASSENGER PRESENCE SYSTEM NO SERIAL DATA RECEIVED. NO OTHER DTC CODES WERE PRESENT IN THE VEHICLE.**

Other comments: **NONE****Brake System**

Statically test and operate the brake system. Record observations (vacuum, fluid level, feel, pedal wear pattern, etc.): **THE BRAKES HELD THE VEHICLE AT WIDE OPEN THROTTLE. WITH THE ENGINE OFF, VACUUM IN THE BOOSTER EXHAUSTED, AND PRESSURE ON THE BRAKE PEDAL, THE ENGINE WAS RESTARTED. THE BRAKE PEDAL WAS PULLED TOWARD THE FLOOR. BRAKE FLUID LEVEL AND CONDITION WERE NORMAL.** (It may be necessary to refer to the Brake system inspection form for instructions.)

Measure brake pedal travel from bottom of steering wheel with the engine "off". Deplete the booster by stroking the brake pedal until a hard pedal results. Measure the distance from the lower edge of the steering wheel to the face of the brake pedal. Then apply 70-80 lbs. of pedal force and measure the distance from the same point on the steering wheel to the same point on the brake pedal. The difference between the two is the pedal travel. The shop manual describes the exact pedal force and the specification for the pedal travel. Record the pedal travel in inches. **1.25 INCHES**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
AUTOMATIC TRANSMISSION

Customer's Name:

5/29/09

Inspection Date:

Vehicle Brand:

SATURN

Model:

AURA

File #

71-725831888

VIN:

1G8ZV57767E

Note whether there is a wear pattern on the brake pedal and describe. **MINOR WEAR IS SHOWING ON THE RIGHT 1/3 OF THE BRAKE PEDAL.**

{

Other

Did air bags(s) deploy during this incident? ☐ Yes ☒ No If yes, describe: {

{

If there was a collision involved, the Vetronix CDR should be used to download the SDM/DERM data to provide information concerning the incident. If Pre-Crash data is available, it may be helpful in resolving the customer concern.

Please note in the report whether the Vetronix CDR was used to download the data and provide a color copy of the CDR report. The CDR electronic file should be included with the report materials sent to GM.

Comment on the results of this download in the report summary.

Inspect occupant restraints, seat belts, shoulder harnesses for those seating positions occupied during the incident.

Record observations: **THE DRIVER'S SEAT BELT LATCHED, UN LATCHED, AND LOCKED UP NORMALLY WHEN IT WAS JERKED SHARPLY.**

{

OPERATIONAL TESTS

Check the Brake Transmission Shift Interlock (BTSI) system as follows: Turn the ignition key to the "On" position and attempt to move the transmission gear selector from Park to Reverse or Neutral. Could the gear selector be moved? ☐ Yes ☒ No If no, apply the brake and attempt to move the gear selector. The BTSI system should prevent the driver from moving the gear selector from Park into any other transmission gear or neutral unless the brake pedal is depressed.

Brake Transmission Shift Interlock (BTSI) system operation normal? ☒ Yes ☐ No Record observations:

{

{

Can the ignition key be removed from the lock cylinder with the transmission selector in any position other than Park?

☐ Yes ☒ No Record observations : **NONE**

If possible, check idle speeds (see service manual for specific procedures).

Warm, stable idle **828** RPM Fast idle speed (warm re-start) **824** RPM. Record the throttle position and IAC counts using the Tech II diagnostic tool, if available. Note any DTCs current or history. **THERE WERE NO CURRENT HISTORY CODES FOUND BY THE TECH 2.**

With the engine running, operate the accelerator system and, if possible, road test the vehicle. Record observations:

Describe throttle feel: **THROTTLE FEEL IS NORMAL.**

{

Describe engine speed as the throttle is opened and then closed. Did the engine speed return to idle?: **ENGINE SPEED WAS NORMAL AS THE THROTTLE WAS OPENED AND CLOSED. THE ENGINE RETURNED TO IDLE WITH THE THROTTLE CLOSED.**

Describe shift indications: **SHIFT INDICATIONS WERE NORMAL.**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
AUTOMATIC TRANSMISSION

Customer's Name: [REDACTED] Inspection Date:
5/29/09

Vehicle Brand: **SATURN** Model: **AURA**
File # **71-725831888** VIN: **1G8ZV57767E** [REDACTED]

Describe braking performance: **BRAKE PERFORMANCE WAS NORMAL.**

During the road test, set the cruise control and then disengage by applying the brake. Does the cruise system disengage properly? X Yes ☐ No

Conduct the following tests with the vehicle in a safe area clear of obstructions for 200 ft.:

Brake Torque Test – Hold left foot on the brake pedal with medium force (approx. 80 lbs.) with transmission in drive. Gradually apply full throttle with right foot. Record observations and Tech II data during this test:

THE BRAKES HELD THE VEHICLE AT WIDE OPEN THROTTLE.

{

Pedal Bridging Test – With vehicle in drive, bridge the right foot across accelerator and brake pedals and apply both pedals evenly. Record observations and Tech II data during this test:

THE PEDAL BRIDGING TEST WAS NORMAL.

{

If the customer alleges that the vehicle rolled while the transmission selector was in Park, attempt to replicate the customer's allegation using the same or a similar grade condition. Describe the results:

WITH THE VEHICLE ON BOTH FLAT SURFACES AND ON INCLINES, THE TRANSMISSION WAS SHIFTED INTO PARK. THE TRANSMISSION WENT INTO THE PARK POSITION AND HELD THE VEHICLE NORMALLY.

Section 6

SITE INSPECTION

Carefully consider the facts in the case and then document the basis of your decision concerning whether to inspect the site of the incident. General Motors prefers site inspections as noted on the assignment sheet. If an inspection of the site is done, it is important to move quickly so that valuable information is not lost.

NONE

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Site inspections can be very important in cases of this type. Make every effort to determine the exact location of the incident. Inspect the scene for tire marks, curb impacts, building or fence damage, etc. If the vehicle was parked just prior to the incident, identify the position of the vehicle relative to the other vehicles, buildings, etc. If possible, have the driver make a sketch showing the incident site. Take color photographs and enter comments below. If other significant vehicle or property damage occurred, take pictures of the damage and make notes as necessary.

Comments:

NONE

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Section 7

COMMENT OVERFLOW SHEET

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
AUTOMATIC TRANSMISSION

Customer's Name: [REDACTED] _____
5/29/09

Inspection Date:

Vehicle Brand: SATURN Model: AURA
File # 71-725831888 VIN: 1G8ZV57767E [REDACTED]

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

NONE

{ _____
 { _____
 { _____
 { _____
 { _____

Section 8

OTHER REPORT INFORMATION

- ☐ Check here if there was evidence of a "Fire-Related" event.
 According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)

X Photographs X Data Downloads ☐ Other Records

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 5/29/09

Vehicle Brand: SATURN

Model: AURA

File # 71-725831888

VIN: 1G8ZV57767E [REDACTED]

Description

1548 VIEW OF VEHICLE UNDER
BODY



1549 VIEW OF VEHICLE UNDER
BODY

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 5/29/09

Vehicle Brand: SATURN

Model: AURA

File # 71-725831888

VIN: 1G8ZV57767E [REDACTED]



1550 VIEW OF VEHICLE UNDER
BODY

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Customer's Name:

[REDACTED]

Inspection Date:

5/29/09

Vehicle Brand:

SATURN

Model:

AURA

File #

71-725831888

VIN:

1G8ZV57767E

[REDACTED]



1551 VIEW OF VEHICLE UNDER
BODY

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Customer's Name:

[REDACTED]

Inspection Date:

5/29/09

Vehicle Brand:

SATURN

Model:

AURA

File #

71-725831888

VIN:

1G8ZV57767E [REDACTED]



**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Customer's Name:

[REDACTED]

Inspection Date:

5/29/09

Vehicle Brand:

SATURN

Model:

AURA

File #

71-725831888

VIN:

1G8ZV57767E [REDACTED] 8

1552 VIEW OF TRANSAXLE SHIFT
LINKAGE



1554 VIEW OF TRANSAXLE SHIFT LINKAGE

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Customer's Name:

[REDACTED]

Inspection Date:

5/29/09

Vehicle Brand:

SATURN

Model:

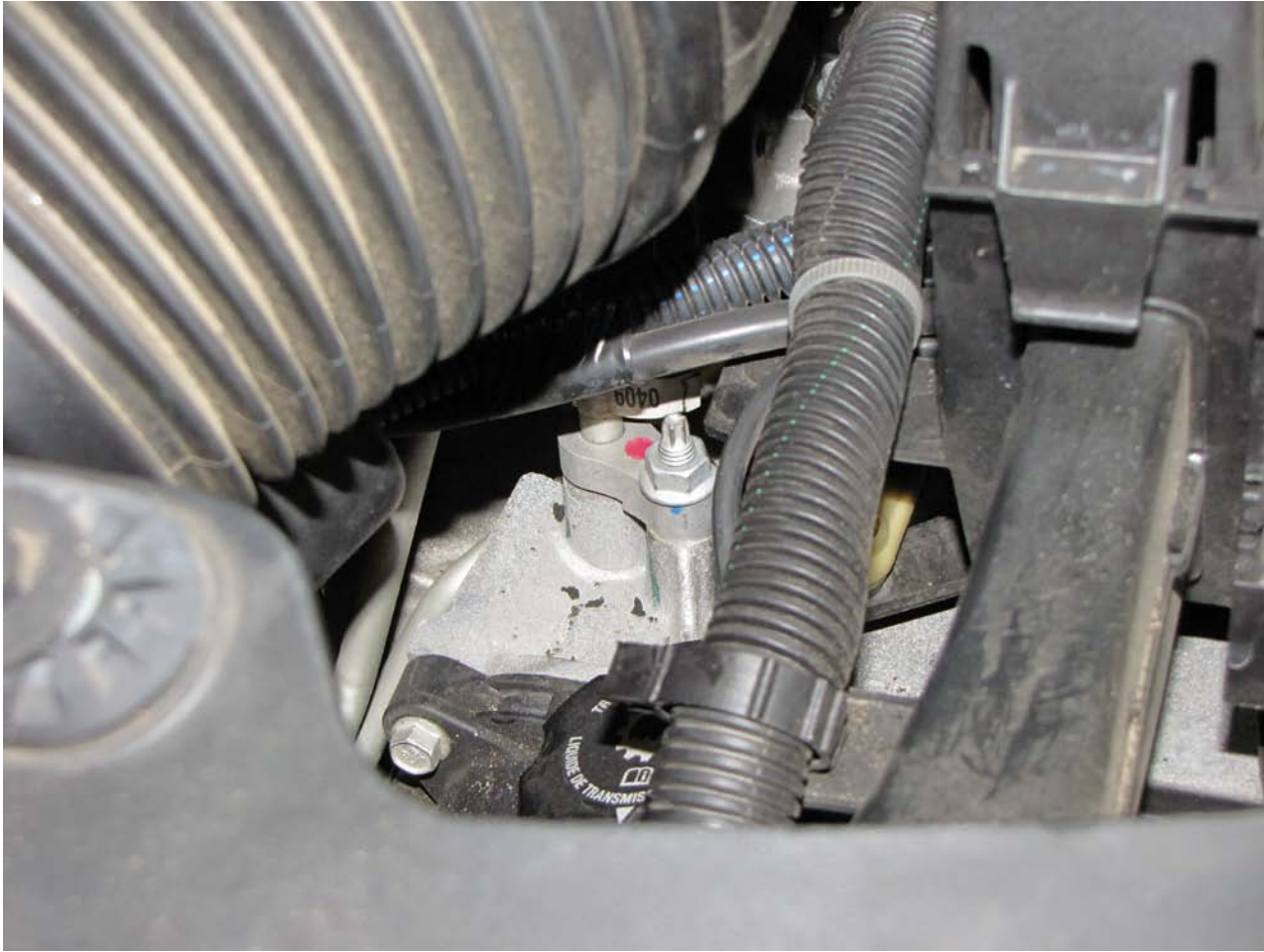
AURA

File #

71-725831888

VIN:

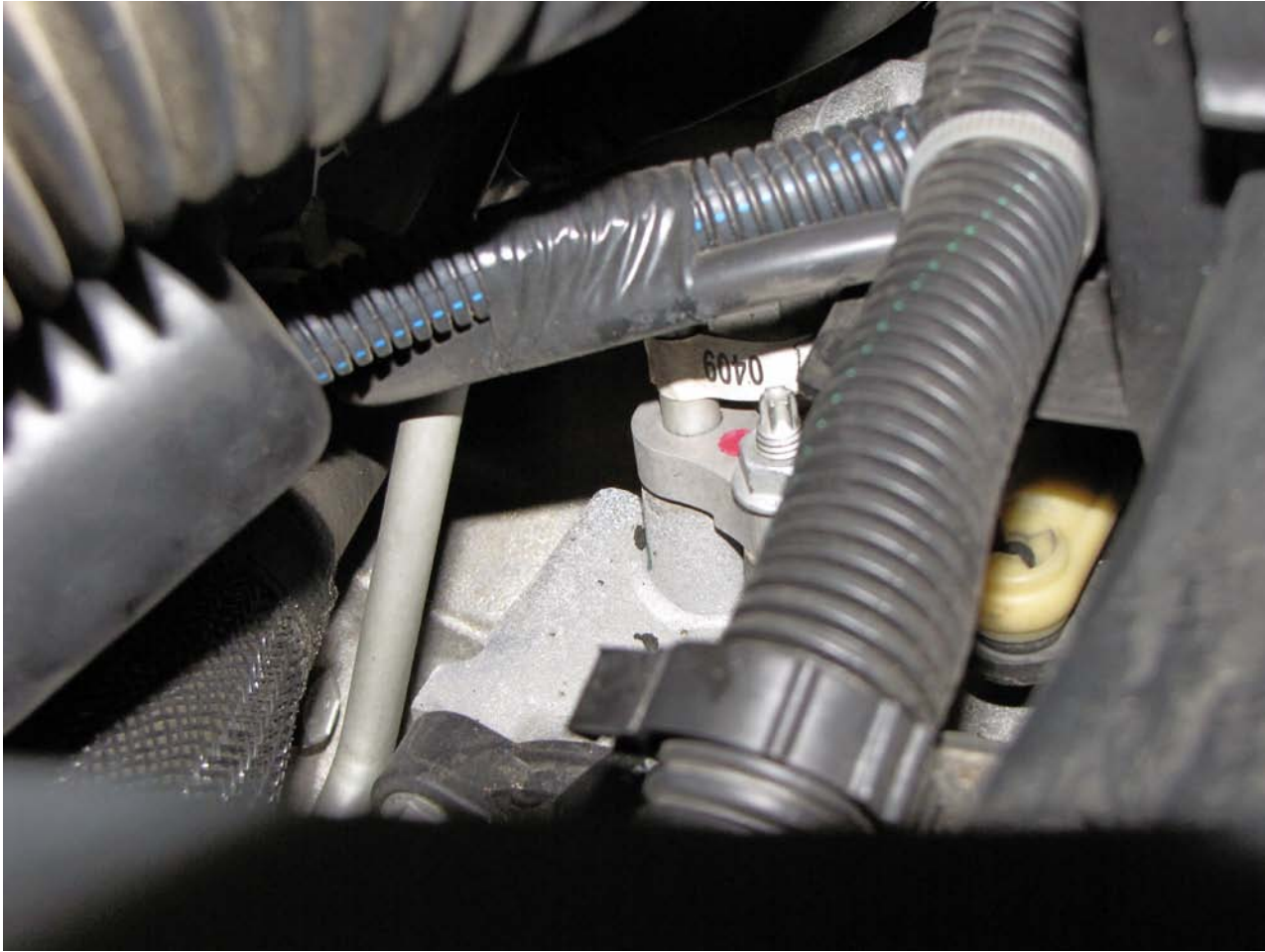
1G8ZV57767E [REDACTED]



1555 VIEW OF TRANSAXLE SHIFT
LINKAGE

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 5/29/09
Vehicle Brand: SATURN Model: AURA
File # 71-725831888 VIN: 1G8ZV57767E [REDACTED]



1556 VIEW OF
ODOMETER

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date:

5/29/09

Vehicle Brand:

SATURN

Model:

AURA

File #

71-725831888

VIN:

1G8ZV57767E [REDACTED]



1559 VIEW OF TRANSAXLE SHIFT
CABLE

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

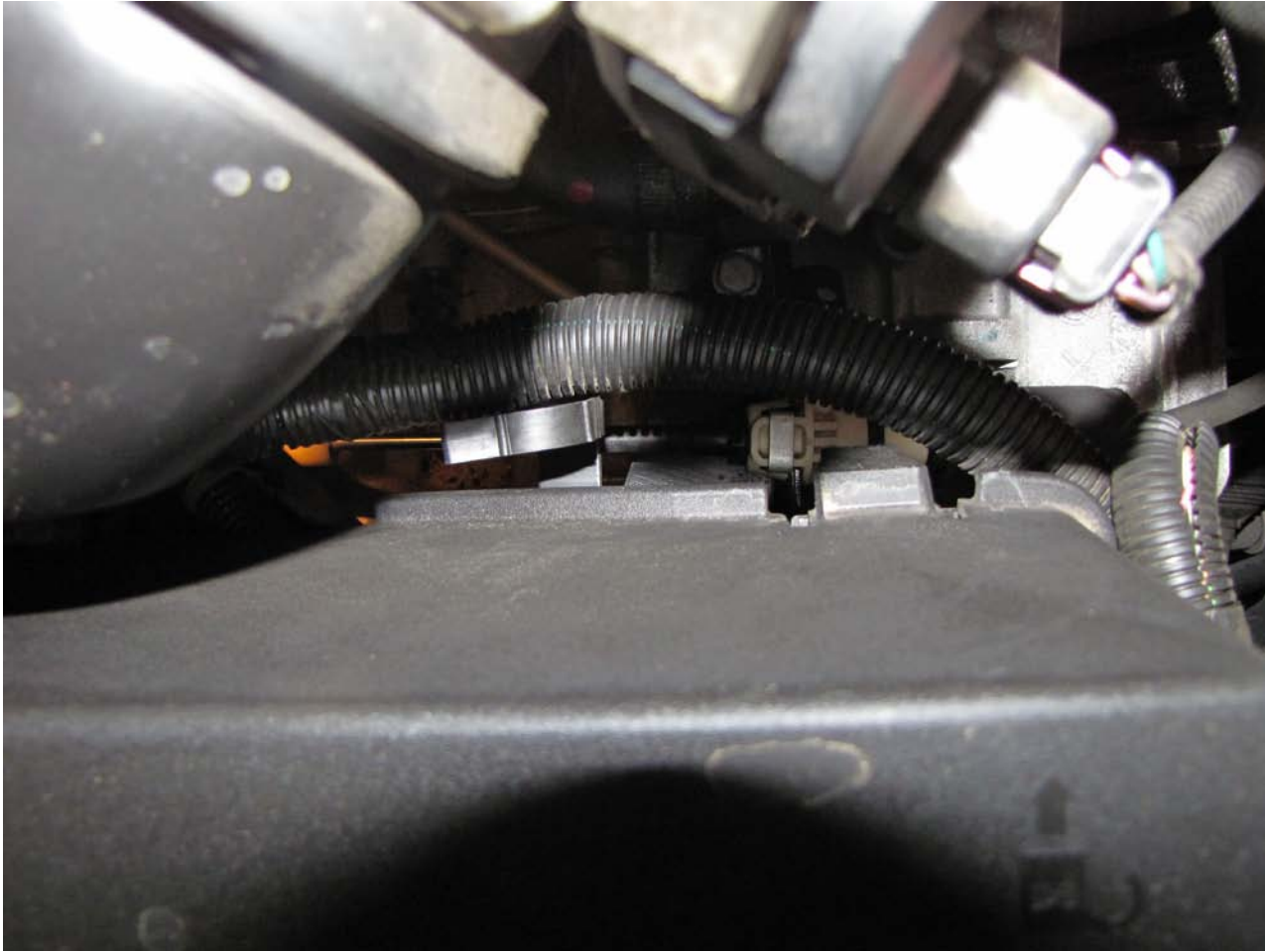
Inspection Date: 5/29/09

Vehicle Brand: SATURN

Model: AURA

File # 71-725831888

VIN: 1G8ZV57767E [REDACTED]



1562 VIEW OF TRANS AXLE SHIFT
LINKAGE

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 5/29/09

Vehicle Brand: SATURN

Model: AURA

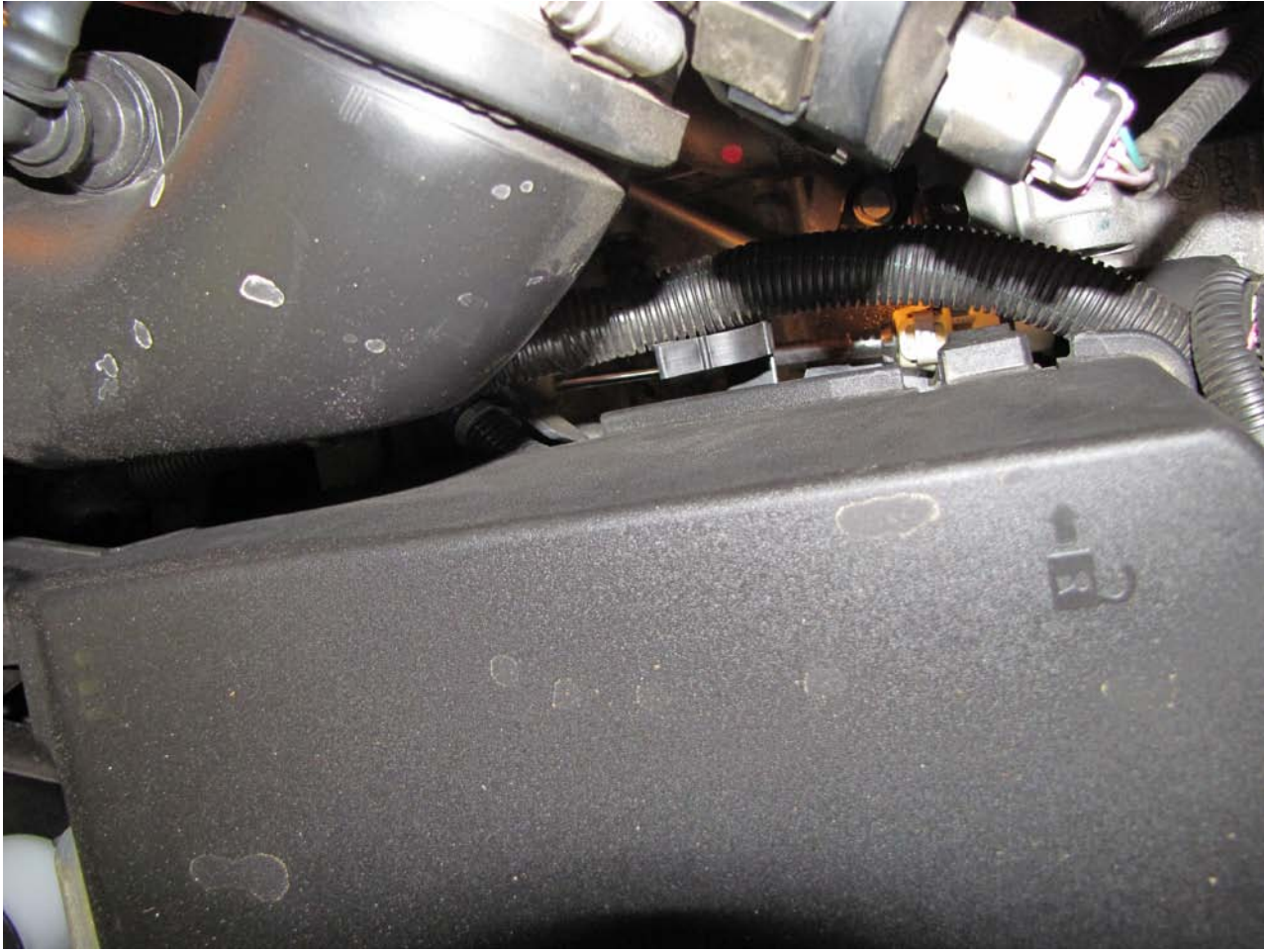
File # 71-725831888

VIN: 1G8ZV57767E [REDACTED]



1565 VIEW OF TRANSAXLE SHIFT
CABLE

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	5/29/09
<u>Vehicle Brand:</u>	SATURN	<u>Model:</u>	AURA
<u>File #</u>	71-725831888	<u>VIN:</u>	1G8ZV57767E [REDACTED]

[illegible]

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: **5/29/09**
Vehicle Brand: **SATURN** Model: **AURA**
File # **71-725831888** VIN: **1G8ZV57767E** [REDACTED]

CDR File Information

User Entered VIN	1G8ZV57767F
User	TERRY DUNHAM
Case Number	71-725831888
EDR Data Imaging Date	Friday, May 29 2009
Crash Date	N/A
Filename	1G8ZV57767F173838.CDR
Saved on	Friday, May 29 2009 at 12:52:35 PM
Collected with CDR version	Crash Data Retrieval Tool 3.1.1
Reported with CDR version	Crash Data Retrieval Tool 3.1.1
EDR Device Type	airbag control module
Event(s) recovered	None

IMPORTANT NOTICE: Robert Bosch LLC recommends that the latest production release of Crash Data Retrieval software be utilized when viewing, printing or exporting any retrieved data from within the CDR program. This ensures that the retrieved data has been translated using the most recent information including but not limited to that which was provided by the manufacturers of the vehicles supported in this product.

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH. A Non-Deployment Event contains Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as Deployment Event #2, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds of a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM.

The second type of SDM recorded crash event is the Deployment Event. It also contains Pre-Crash and Crash data. The SDM can store up to two different Deployment Events. If a second Deployment Event occurs any time after the Deployment Event, the Deployment Event #2 will overwrite any non-locked Non-Deployment Event. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

Data:

-SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM can record up to the first 300 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.

-Maximum Recorded Vehicle Velocity Change is the maximum square root value of the sum of the squares for the vehicle's combined "X" and "Y" axis change in velocity.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:

- significant changes in the tire's rolling radius

- final drive axle ratio changes

- wheel lockup and wheel slip

-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.

-Pre-Crash data is recorded asynchronously.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:

- the SDM receives a message with an "invalid" flag from the module sending the pre-crash data

- no data is received from the module sending the pre-crash data

- no module is present to send the pre-crash data

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for 2005 vehicles is available only on the Cadillac STS. The Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), always reports a default value of "Buckled," because there is no passenger belt switch with the Recaro seat option.

-The Time Between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value when the steering wheel is turned to the right and a negative value when the steering wheel is turned to the left, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), when the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed. The Steering Wheel Angle data is reported in 16 degree increments.

Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.

-The Belt Switch Circuit is wired directly to the SDM.

Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

```
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$02 30 0D 10 00 00 00 00
$03 06 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 50 06
$07 00 69 00 00 00 00 00
$08 00 FF 00 00 00 00 00
$09 00 9A 95 00 00 00 00
$0A 00 00 00 00 00 00 00
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$0E 00 00 00 00 00 00 00
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$11 36 37 46 31 37 33 38
$12 33 38 00 00 00 00 00
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$15 6D E7 C6 23 00 00 00
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$1C FF 30 00 66 00 1A 00
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$1E 4F 4F 00 4F 00 01 00
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$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
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$B7 50 AA 01 0F 07
$B8 43 54 69 09 21
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$CA 30 46 30 37
$CB 01 89 72 AE
$CC 01 89 72 AE
$D1 00 00
$DB 00 00
$DC 00 00
```

Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

Tallahassee.

**RETURN RECEIPT
REQUESTED**



7009 1410 0000 8979 7921



1000



37174

U.S. POSTAGE
PAID
THOMASVILLE, GA
31792
JUL 25, 09
AMOUNT

\$5.54

00064200-03

08-03-09A08:37 KC10
SATURN Repair/Replace LAW Coordinator
SATURN Customer Assistance Center
100 SATURN PARKWAY
MAIL CODE 371-999-522
Spring Hill, TN 37174-1500
3717432499 R017

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

☒ I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

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.

Description of continuing defect(s) or condition(s) TRANSMISSION JUMPS OUT OF
DATA ON AN INTERMITTENT BASIS RESULTING IN
CAR ROLLING FORWARD OR BACKWARDS

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

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make SATURN AURA XR Year 2007

VIN 1G8ZV1574610101 Date of Delivery 2-28-07

Name and City/State of selling dealer or leasing company (if applicable) SATURN OF TALLAHASSEE
12412 W. TOWNHALL ST, TALLAHASSEE, FL 32304

Name and City/State of authorized service agent(s) attempting previous repairs: SATURN OF
TALLAHASSEE
TALLAHASSEE FL

Consumer Address [REDACTED] Home phone [REDACTED]
Work phone [REDACTED]
Signature [REDACTED]

TALLAHASSEE, FL Date Mailed 7-25-09 (1/98)

October 27, 2011

[REDACTED]
[REDACTED]
Tallahassee, FL [REDACTED]

Service request: 71-746463153

VIN: 1G8ZV57767F [REDACTED]

Customer Relationship Specialist: Brittany Bridges

Dear Mr. [REDACTED]:

Thank you for your recent correspondence regarding your 2007 Saturn AURA. We are sorry you are dissatisfied with your Saturn. Our continued success depends upon the satisfaction our customers receive from their vehicles.

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

This letter is to confirm your scheduled repair opportunity at N B W Llc located in Tallahassee, FL. As per our conversation on Wednesday, August 05, 2009 this repair opportunity will take place on August 10, 2009 at 9:00 AMEST.

If you have further questions, please contact our Saturn Customer Assistance Center at 1-800-553-6000 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

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

Sincerely,

Saturn Customer Assistance Center

March 9, 2010

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1880 John F Kennedy Blvd Ste 1101
Philadelphia, PA 19103

RE: [REDACTED] v. General Motors
Service Request: 71-772682870
2007 Saturn AURA
Vehicle Identification Number: 1G8ZS57NX7F [REDACTED]
Customer Relationship Specialist: Shera

Dear Mr. Kantrowitz:

Enclosed please find a check in the amount of \$4,500.00 made payable to Jennifer Pegues and David Gorberg and Associates to settle the above-referenced case.

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

Sincerely,

General Motors

LG0062
V10132009

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



CHECK No. 902009402

50-937
213

DATE
03/11/10

*****4,500 DOLLARS

AMOUNT
*****4,500.00

PAY
TO THE
ORDER
OF

ARDMORE PA

North American Operations
General Motors Corporation
Disbursement Account

Ben D. Albee
SIGNATURE

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

AUDIT

ENDOR
UNS NO. BB 000000034
ENDOR NAME

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 902009402
PAYMENT
DATE 03/11/10

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G8ZS57NX7F	03/10/10 71-772682870	VM 1-DEDJVD 1-DEDJVD	00.0000	4,500.00	00	4,500.00
TOTAL				4,500.00	.00	4,500.00

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

M3



VIA FAX ONLY

November 13, 2009

Laura Applegate, Esq.
David J Gorberg & Associates
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [REDACTED]
Service Request: 71-772682870
2007 Saturn AURA
Vehicle Identification Number: 1G8ZS57NX7F [REDACTED]
Customer Relationship Specialist: Otisha

Dear Ms. Applegate:

After careful research and evaluation of the above case by General Motors, our research indicates the following facts that lead to the denial of your request:

- ◆ We have factually investigated this matter and at this time have concluded that General Motors has fulfilled its obligations as contained in its written limited warranty.

General Motors would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverage. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

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

Sincerely,

General Motors

cc: FILE

LG0007
V10142009



**General Motors Company
Legal Staff**

Facsimile
(248) 287-3677

Telephone
(512) 386-0748

December 23, 2009

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1880 John F. Kennedy Boulevard
Suite 1101
Philadelphia, PA 19103

Dear Mr. Kantrowitz:

Re: GM Case No. 682083
[REDACTED] v. General Motors

This will acknowledge your agreement to represent General Motors in this case.

This case is not part of the Early Resolution Program, however, the Business Resource Center (BRC) will complete a preliminary evaluation and include its evaluation when it furnishes you with a copy of all relevant files. Please forward your written recommendation directly to me, setting forth: (1) the present settlement demand from the plaintiff; (2) your evaluation of that demand; (3) your initial overall settlement recommendation, including your best estimate of how much it will take to settle the case; and (4) your present evaluation of the chances and potential range of an adverse judgment. Please include in your evaluation the total amount you roughly anticipate it will cost General Motors for attorneys' fees and disbursements through final resolution of this matter, including trial if necessary.

Information necessary to support your preliminary settlement evaluation should not be obtained through formal discovery procedures. Rather, it is suggested that pertinent information such as vehicle mileage, out-of-pocket expenses, repair history, continuing complaints, etc., can be obtained from the BRC and plaintiff's attorney.

Sincerely,

Elizabeth Martin
Legal Assistant

1/10/10

682083

**Service of Process
Transmittal**

12/21/2009

CT Log Number 515894853

TO: Heather Hoey
General Motors Legal Staff
400 Renaissance Center, Mail Code 482-038-210
Detroit, MI 48265-4000

RE: Process Served in Pennsylvania

FOR: General Motors LLC (Domestic State: DE)

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

TITLE OF ACTION: [REDACTED] Pltf. vs. General Motors, LLC, Dft.
Name discrepancy noted.

DOCUMENT(S) SERVED: Letter, Attachments, Cover Sheet, Complaint, Verification, Exhibit

COURT/AGENCY: Allegheny County, Court of Common Pleas, PA *filed 12/17/09*
Case # AR09014261

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Failure to correct and/or repair defects on 2007 Saturn Aura, VIN: 1G8ZS57N07F287610

ON WHOM PROCESS WAS SERVED: CT Corporation System, Harrisburg, PA

DATE AND HOUR OF SERVICE: By Certified Mail on 12/21/2009 postmarked on 12/17/2009

APPEARANCE OR ANSWER DUE: Within 20 days - Written Appearance // 02/24/2010 at 9:00 a.m. - Hearing

ATTORNEY(S) / SENDER(S): David J. Gorberg
David J. Gorberg & Associates, P.C.
2325 Grant Bldg.
330 Grant Street
Pittsburgh, PA 15219
412-894-9970

ACTION ITEMS: [REDACTED] via Fed Ex 2 Day , 791251163144
Image SOP
Email Notification, SOP Recipient gm_sop@gm.com
Fax Transmittal, Rosemarie Williams 313-665-7572
CC Recipient(s)
Rosemarie Williams, via Regular Mail

SIGNED: CT Corporation System
PER: Sabra Dudding
ADDRESS: 116 Pine Street
3rd Floor, Suite 320
Harrisburg, PA 17101
TELEPHONE: 717-234-6004

*CTweb
12/21/09
4:48 pm*

*Non-ER
Elizabeth Martin*

*Kantrowitz & Phillippi
Steven Kantrowitz*

PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL

BRC CASE ASSESSMENT

Latest Revision Date:

All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-772682870
By: Rachal Ross (Legal Research)

GM Legal File / BBB Case No.: N/A
Negotiator: Otisha Lloyd

Customer Last Name: [REDACTED]

State: PA

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.: 1G8ZS57NX7 [REDACTED]
In Service Date: 7/7/2007

Vehicle Purchased: NEW
BAC Code: 121771

Year, Make & Model: 2007 Saturn AURA

Vehicle Purchased Used on: N/A

Current Mileage: 30,247 miles

Dealer Name : Saturn of West Liberty
Avenue
CAM Name: Craig Joseph
Phone Number: 914-244-6130

Sale Type: Purchase ☒

Lien holder: GMAC ☒

DVM Name: Martin C. Crocker
Phone/Cell Number: 603-726-6221

Purchase Price of Vehicle: \$ 24889.00

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

DVM requests involvement?: No
response

Attorney Involvement: David J. Gorberg (David J. Gorberg &
Associates, PC)
Phone Number : 215-665-7660
Fax Number : 215-563-8738

Service Manager Name: Ted Gebadlo
Phone Number : 412-572-7000

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.)
and phone number. Repeat as necessary.
N/A

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone
number. Repeat as necessary.
Saturn of West Liberty Avenue, FOM, Ted Gebadlo, PH 412-572-7000 (selling)
Saturn of Pleasant Hills, FOM, Dan Parise, PH 412-469-4000

If TAC was contacted, what did they say? (Include TAC case #)
**FOM, Ted Gebadlo (Saturn of West Liberty Avenue) contacted TAC regarding the radio; was
advised to replace the switch on steering wheel; there was no TAC CASE #.**

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved,
regardless of dealership explanation.
N/A

DVM/DSM Notified Regarding TAC Involvement? N/A

VEHICLE REPAIR HISTORY:

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

☒ **Verified: Once completed, please enter an "X" in this box to verify that the following listing has been compared to GMVIS for accuracy.**

☒ **Verified: Once completed, please enter an "X" in this box to verify that the following listing has been compared to GWM for accuracy.**

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/10/2009	1095571	*	29514	(Saturn of Pleasant Hills) C/S brakes pulsate / Verified unsafe brake pulsation on road test – inspected brake system and found excessive run out on both front disc brake rotors – refinished both front rotors. C/S brakes pulsate / Verified unsafe brake pulsation on road test – inspected brake system and found excessive run out on both rear disc brake rotors – machined both rear rotors and road tested ok.

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/29/2009	146513	*	28335	(Saturn of West Liberty Avenue) C/S speedometer quit working / COULD NOT DUPLICATE CUSTOMER'S CONCERN.

☐ Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/29/2009	146513	*	28335	(Saturn of West Liberty Avenue) Line 3 C/S air-bag light on / No/bad communication – upon inspection Tech found B0081 showing passenger system invalid – Tech replaced sensor and rechecked – all good at this time. C/S passenger air-bag light inoperative / Related to Line 3 (above)

☐ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/10/09	1095571	*	29514	(Saturn of Pleasant Hills) C/S knock in steering when turning / Verified knock in steering - traced to faulty intermediate steering shaft – replaced shaft and road tested ok. Intermediate steering shaft replacement. C/S power steering leak / Verified power steering fluid leaking from seal at bottom of steering gear – replaced steering gear and reset toe. Gear

assembly, power steering – replace.

☐ Transmission

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/29/09	146513	*	28335	(Saturn of West Liberty Avenue) C/S transmission engaging harsh into gear / Tech COULD NOT DUPLICATE CUSTOMER'S CONCERN.
10/10/09	109557 1	*	29514	(Saturn of Pleasant Hills) C/S at times on acceleration from dead stops, car won't shift; then shifts real hard into 2 nd / UNABLE TO VERIFY CONCERN AT THIS TIME – transmission diagnostics – NO PROBLEM FOUND.
10/26/09	109575 0	*	30020	(Saturn of Pleasant Hills) C/S at times shifting from 1 st to 2 nd car bangs into gear / UNABLE TO VERIFY CUSTOMER CONCERN after road testing with customer and checking for codes – no codes found – road tested again after sitting overnight – OPERATING AS DESIGNED AT THIS TIME.
11/3/09	109582 8	?	30247	Saturn of Pleasant Hills Global Warranty: Cable Shaft Control replace.

☐ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9/17/2009	146721	1	28845	(Saturn of West Liberty Avenue) C/S passenger rocker panel warped / Interior – warp/wavy/wrinkle – check and replace molding and retest – ok.

☐ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/29/2009	146513	4	28335	(Saturn of West Liberty Avenue) C/S volume control inoperative / COULD NOT DUPLICATE CUSTOMER'S CONCERN. - 4 days courtesy transportation
9/17/2009	146721	*	28845	(Saturn of West Liberty Avenue) C/S radio control spike at times / Check and found steering wheel radio control button sticking – ordered buttons.
10/10/2009	109557 1	4	29514	(Saturn of Pleasant Hills) C/S only volume down radio button on steering wheel works / Verified switch will only lower volume – replaced steering wheel volume control switch – retested ok. - 4 days courtesy transportation
		*		C/S reads check TI instead of check TIRES / Ordered new speedo cluster – parts on order. C/S at times speedo sticks on zero then flip flops; falls to zero stopping / Ordered cluster.
10/26/2009	109575 0	3	30020	(Saturn of Pleasant Hills) C/S shows check TI instead of check TIRES; SOP / Verified dash display

shows check TI instead of saying check TIRES – traced to faulty instrument display – replaced and reprogrammed instrument cluster – retested ok – loaner provided while vehicle is in for repairs VIN # 2G1WT75K291142303.
Instrument cluster replacement.
- 3 days courtesy transportation

☐ Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
2/05/2008	139270	N/A	8068	(Saturn of West Liberty Avenue) C/S RR tire loose air / Mount and balance 1 tire – right rear – blown out. (non-warranty)
8/29/2009	146513	*	28335	(Saturn of West Liberty Avenue) C/S low tire pressure light on / Upon inspection Tech found LR at 20 and the other three tires at 45 – Tech adjusted tire pressure and reset sensors.

Important: SES light is to be captured under affected component above.

Repeat as necessary

N

$$\overline{Y}$$

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N

N/A

Y

Date & Offer/Result: {TEXT}

BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? {State}

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:
{Eligibility Detail}

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:
{Eligibility Detail}

Customer/Plaintiff Seeks:

None specified in the demand letter.

Customer/Plaintiff Theory:

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.

Claiming relief under the Pennsylvania Automobile Lemon Law Act, Magnuson-Moss Warranty Act, Uniform Commercial Code, and The Unfair Trade Practices due to defects in the transmission and electrical system.

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: Yes

Under what State? PA` Claimed Presumptive? Yes

Does Purchase Qualify? Yes If not, why? N/A

State Presumption Is:

# of Visits for a Non-Conformity?	3 or more	# of Days out of Service?	30 or more
# of visits for a Safety Complaint?	N/A	# of Visits Total?	N/A
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	No
Time Period for filing a Claim?	12/12		

Vehicle Service History (During Presumptive Period) is:

# of Visits for a Non-Conformity?	0	# of Days out of Service?	0
# of visits for a Safety Complaint?	N/A	# of Visits Total?	N/A
Complaint appears to Continue?	No	Final Repair/Arbitration Complete?	N/A

Does History appear Presumptive: No

Vehicle Service History (During Limited Warranty Period) is:

# of Visits for a Non-Conformity?	1 brakes, 1 engine, 1 restraints, 1 steering, 4 trans (3NPF), 1 body & trim, 3 electrical	# of Days out of Service?	12
# of visits for a Safety Complaint?	N/A	# of Visits Total?	N/A
Must Complaint Continue to Exist?	N/A	Final Repair or Arbitration Req'd?	N/A

Related Repairs beyond NVLW:

Customer Pay?	N/A	If no, identify responsible party:	N/A
Additional Days out of Service?	N/A	Additional # of Repair Visits?	N/A

Other Considerations: No

Outcome/Findings of Arb/Final Repair:

Prior Goodwill/reimbursement: N/A

Out of Pocket Expenses: N/A

RECOMMENDATION AND RATIONALE:

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

Pertinent vehicle information provided by DVM/DSM/CAM:

None

Pertinent vehicle information provided by dealer Service Manager:

11/03/09

FOM, Ted Gebadlo (Saturn of West Liberty Avenue) states dealer CND the trans concern; shift hard from 1st to 2nd gear; 3 complaints on trans concerns; the same concern. The electrical concerns pertain to the radio, speedometer inoperative, air-bag light on; volume button inoperative; no repeat repairs.

TAC? Y about the radio; TAC advised to replace switch on steering wheel; no TAC #; just a quick call.

Identify at least three main strengths of the customer's case?

Vehicle in three times for electrical and four times for the transmission.

Vehicle still under warranty.

Identify at least three main weaknesses of the customer's case?

All concerns with the vehicle began late in mileage at 28,335 miles.

Majority of concerns were singular or could not be duplicated.

No out of pocket expense for the customer.

Are there any considerations to be made under other applicable laws? (Explain in detail)

None

Recommendation:

Recommendation is for a denial. However, could warrant cash of \$2900-3900 due to fourth actual repair in the transmission.

Removed to LC and settled for \$4500 due to transmission issues.

Rationale:

It does not appear that the vehicle meets presumption with no days out or repair attempts during the period parameters. The concerns outlined in the demand letter include defective transmission and electrical. In the transmission the vehicle was in three times and there was no problem found with the vehicle, however as recently as 11/03/09 there was a minor repair performed to replace the shift control cable. In the electrical the vehicle was in three times, however the concerns were for different concerns and were minor repairs. Twice the part was ordered and then put in on the next repair. All other concerns with vehicle again began late in miles, were singular, and have been resolved since 10/10/09.

Settlement/Defense Strategy:

All concerns with the vehicle began late in mileage at 28,335 miles.

Majority of concerns were singular or could not be duplicated.

No out of pocket expense for the customer.

HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for Legal Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: Amount to Plaintiff/Atty: \$0/\$0 Inclusive Offer: \$0	Settlement Type: N/A Date: N/A	N/A
CRS Intial Offer: Amount to Plaintiff/Atty: Inclusive Offer: \$4500	Settlement Type: Cash Date: 3/9/10	Accepted
Plaintiff Counter:: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Recommendation of CRS:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: { GW/Repurchase/Repair }		Attorney Fees (if applicable): \${ Amount }
Recommendation of Field:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: { GW/Repurchase/Repair }		Attorney Fees (if applicable): \${ Amount }
Final Decision:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: { GW/Repurchase Repair }		Attorney Fees (if applicable): \${ Amount }

TEAM LEAD APPROVING:

{ Name }

Date:{ mm/dd/yy }

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

KANTROWITZ & PHILLIPPI, LLC

ATTORNEYS AT LAW

1880 John F. Kennedy Boulevard

Suite 1101

PHILADELPHIA, PA 19103

(215) 496-9400

FAX: (215) 496-9089

NEW JERSEY OFFICE
810 Bear Tavern Road, Suite 301
Mountain View Office Park
Ewing, New Jersey 08625
(609) 530-1919

FAX: (609) 530-0722

March 3, 2010

Ms. Elizabeth Martin
Legal Coordinator
7401 East Ben White Blvd.
Building 3
Austin, TX 78741

03-09-10
Approved
E. Martin

Re: [REDACTED] v. General Motors LLC
C.C.P. Allegheny County, AR-09-14261
2007 Saturn Aura
Vin No.: 1G8ZS57NX7F [REDACTED]
GMC File: 682083
Our File: 3030-59212

Dear Ms. Martin:

Based upon an unfavorable repair history involving repeat repairs to the transmission, air bag light, and radio issues, as well as other miscellaneous repairs, we negotiated a settlement of this case for the total amount of \$4,500.00, inclusive of counsel fees.

UCC Codes: K02- Transmission-Inoperative
N34- Electrical Gauges Instrument Cluster-Inoperative

Please forward the following draft to this office:

- (1) a draft for \$4,500.00 made payable to:

[REDACTED] Pittsburgh, Pa [REDACTED]

Telephone Number [REDACTED]

Odometer: Est. 32,000; and

David J. Gorberg & Associates, P.C.

700 Times Building, Suburban Square, Ardmore, Pa 19003

Tax ID Number: 74-3097153

KANTROWITZ AND PHILLIPPI, LLC
March 3, 2010
Page 2

Thank you for your cooperation. Please feel free to contact me with any questions.

Very truly yours,


STEVEN B. KANTROWITZ

SBK/es

Attachment: W9 Form

PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL

BRC CASE ASSESSMENT

Latest Revision Date:

All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-772682870
By: Rachal Ross (Legal Research)

GM Legal File / BBB Case No.: N/A
Negotiator: Otisha Lloyd

Customer Last Name: [REDACTED]

State: PA

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.: 1G8ZS57NX7F [REDACTED]
In Service Date: 7/7/2007

Vehicle Purchased: NEW
BAC Code: 121771

Year, Make & Model: 2007 Saturn AURA

Vehicle Purchased Used on: N/A

Current Mileage: 30,247 miles

Sale Type: Purchase ☒

Lien holder: GMAC ☒

Dealer Name : Saturn of West Liberty
Avenue
CAM Name: Craig Joseph
Phone Number: 914-244-6130

DVM Name: Martin C. Crocker
Phone/Cell Number: 603-726-6221

Purchase Price of Vehicle: \$ 24889.00

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

DVM requests involvement?: No
response

Attorney Involvement: David J. Gorberg (David J. Gorberg &
Associates, PC)
Phone Number : 215-665-7660
Fax Number : 215-563-8738

Service Manager Name: Ted Gebadlo
Phone Number : 412-572-7000

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.)
and phone number. Repeat as necessary.
N/A

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone
number. Repeat as necessary.
Saturn of West Liberty Avenue, FOM, Ted Gebadlo, PH 412-572-7000 (selling)
Saturn of Pleasant Hills, FOM, Dan Parise, PH 412-469-4000

If TAC was contacted, what did they say? (Include TAC case #)
**FOM, Ted Gebadlo (Saturn of West Liberty Avenue) contacted TAC regarding the radio; was
advised to replace the switch on steering wheel; there was no TAC CASE #.**

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved,
regardless of dealership explanation.
N/A

DVM/DSM Notified Regarding TAC Involvement? N/A

VEHICLE REPAIR HISTORY:

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

☒ **Verified: Once completed, please enter an "X" in this box to verify that the following listing has been compared to GMVIS for accuracy.**

☒ **Verified: Once completed, please enter an "X" in this box to verify that the following listing has been compared to GWM for accuracy.**

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/10/2009	1095571	*	29514	(Saturn of Pleasant Hills) C/S brakes pulsate / Verified unsafe brake pulsation on road test – inspected brake system and found excessive run out on both front disc brake rotors – refinished both front rotors. C/S brakes pulsate / Verified unsafe brake pulsation on road test – inspected brake system and found excessive run out on both rear disc brake rotors – machined both rear rotors and road tested ok.

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/29/2009	146513	*	28335	(Saturn of West Liberty Avenue) C/S speedometer quit working / COULD NOT DUPLICATE CUSTOMER'S CONCERN.

☐ Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/29/2009	146513	*	28335	(Saturn of West Liberty Avenue) Line 3 C/S air-bag light on / No/bad communication – upon inspection Tech found B0081 showing passenger system invalid – Tech replaced sensor and rechecked – all good at this time. C/S passenger air-bag light inoperative / Related to Line 3 (above)

☐ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/10/09	1095571	*	29514	(Saturn of Pleasant Hills) C/S knock in steering when turning / Verified knock in steering - traced to faulty intermediate steering shaft – replaced shaft and road tested ok. Intermediate steering shaft replacement. C/S power steering leak / Verified power steering fluid leaking from seal at bottom of steering gear – replaced steering gear and reset toe. Gear

assembly, power steering – replace.

☐ Transmission

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/29/09	146513	*	28335	(Saturn of West Liberty Avenue) C/S transmission engaging harsh into gear / Tech COULD NOT DUPLICATE CUSTOMER'S CONCERN.
10/10/09	109557 1	*	29514	(Saturn of Pleasant Hills) C/S at times on acceleration from dead stops, car won't shift; then shifts real hard into 2 nd / UNABLE TO VERIFY CONCERN AT THIS TIME – transmission diagnostics – NO PROBLEM FOUND.
10/26/09	109575 0	*	30020	(Saturn of Pleasant Hills) C/S at times shifting from 1 st to 2 nd car bangs into gear / UNABLE TO VERIFY CUSTOMER CONCERN after road testing with customer and checking for codes – no codes found – road tested again after sitting overnight – OPERATING AS DESIGNED AT THIS TIME.
11/3/09	109582 8	?	30247	Saturn of Pleasant Hills Global Warranty: Cable Shaft Control replace.

☐ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9/17/2009	146721	1	28845	(Saturn of West Liberty Avenue) C/S passenger rocker panel warped / Interior – warp/wavy/wrinkle – check and replace molding and retest – ok.

☐ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/29/2009	146513	4	28335	(Saturn of West Liberty Avenue) C/S volume control inoperative / COULD NOT DUPLICATE CUSTOMER'S CONCERN. - 4 days courtesy transportation
9/17/2009	146721	*	28845	(Saturn of West Liberty Avenue) C/S radio control spike at times / Check and found steering wheel radio control button sticking – ordered buttons.
10/10/2009	109557 1	4	29514	(Saturn of Pleasant Hills) C/S only volume down radio button on steering wheel works / Verified switch will only lower volume – replaced steering wheel volume control switch – retested ok. - 4 days courtesy transportation
		*		C/S reads check TI instead of check TIRES / Ordered new speedo cluster – parts on order. C/S at times speedo sticks on zero then flip flops; falls to zero stopping / Ordered cluster.
10/26/2009	109575 0	3	30020	(Saturn of Pleasant Hills) C/S shows check TI instead of check TIRES; SOP / Verified dash display

shows check TI instead of saying check TIRES – traced to faulty instrument display – replaced and reprogrammed instrument cluster – retested ok – loaner provided while vehicle is in for repairs VIN # 2G1WT75K291 [REDACTED]
Instrument cluster replacement.
- 3 days courtesy transportation

☐ Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
2/05/2008	139270	N/A	8068	(Saturn of West Liberty Avenue) C/S RR tire loose air / Mount and balance 1 tire – right rear – blown out. (non-warranty)
8/29/2009	146513	*	28335	(Saturn of West Liberty Avenue) C/S low tire pressure light on / Upon inspection Tech found LR at 20 and the other three tires at 45 – Tech adjusted tire pressure and reset sensors.

Important: SES light is to be captured under affected component above.

Repeat as necessary

N

$$\overline{Y}$$

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N

N/A

Y

Date & Offer/Result: {TEXT}

BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? {State}

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:
{Eligibility Detail}

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:
{Eligibility Detail}

Customer/Plaintiff Seeks:

None specified in the demand letter.

Customer/Plaintiff Theory:

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.

Claiming relief under the Pennsylvania Automobile Lemon Law Act, Magnuson-Moss Warranty Act, Uniform Commercial Code, and The Unfair Trade Practices due to defects in the transmission and electrical system.

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: Yes

Under what State? PA` Claimed Presumptive? Yes

Does Purchase Qualify? Yes If not, why? N/A

State Presumption Is:

# of Visits for a Non-Conformity?	3 or more	# of Days out of Service?	30 or more
# of visits for a Safety Complaint?	N/A	# of Visits Total?	N/A
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	No
Time Period for filing a Claim?	12/12		

Vehicle Service History (During Presumptive Period) is:

# of Visits for a Non-Conformity?	0	# of Days out of Service?	0
# of visits for a Safety Complaint?	N/A	# of Visits Total?	N/A
Complaint appears to Continue?	No	Final Repair/Arbitration Complete?	N/A

Does History appear Presumptive: No

Vehicle Service History (During Limited Warranty Period) is:

# of Visits for a Non-Conformity?	1 brakes, 1 engine, 1 restraints, 1 steering, 4 trans (3NPF), 1 body & trim, 3 electrical	# of Days out of Service?	12
# of visits for a Safety Complaint?	N/A	# of Visits Total?	N/A
Must Complaint Continue to Exist?	N/A	Final Repair or Arbitration Req'd?	N/A

Related Repairs beyond NVLW:

Customer Pay?	N/A	If no, identify responsible party:	N/A
Additional Days out of Service?	N/A	Additional # of Repair Visits?	N/A

Other Considerations: No

Outcome/Findings of Arb/Final Repair:

Prior Goodwill/reimbursement: N/A

Out of Pocket Expenses: N/A

RECOMMENDATION AND RATIONALE:

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

Pertinent vehicle information provided by DVM/DSM/CAM:

None

Pertinent vehicle information provided by dealer Service Manager:

11/03/09

FOM, Ted Gebadlo (Saturn of West Liberty Avenue) states dealer CND the trans concern; shift hard from 1st to 2nd gear; 3 complaints on trans concerns; the same concern. The electrical concerns pertain to the radio, speedometer inoperative, air-bag light on; volume button inoperative; no repeat repairs.

TAC? Y about the radio; TAC advised to replace switch on steering wheel; no TAC #; just a quick call.

Identify at least three main strengths of the customer's case?

Vehicle in three times for electrical and four times for the transmission.

Vehicle still under warranty.

Identify at least three main weaknesses of the customer's case?

All concerns with the vehicle began late in mileage at 28,335 miles.

Majority of concerns were singular or could not be duplicated.

No out of pocket expense for the customer.

Are there any considerations to be made under other applicable laws? (Explain in detail)

None

Recommendation:

Recommendation is for a denial. However, could warrant cash of \$2900-3900 due to fourth actual repair in the transmission.

Rationale:

It does not appear that the vehicle meets presumption with no days out or repair attempts during the period parameters. The concerns outlined in the demand letter include defective transmission and electrical. In the transmission the vehicle was in three times and there was no problem found with the vehicle, however as recently as 11/03/09 there was a minor repair performed to replace the shift control cable. In the electrical the vehicle was in three times, however the concerns were for different concerns and were minor repairs. Twice the part was ordered and then put in on the next repair. All other concerns with vehicle again began late in miles, were singular, and have been resolved since 10/10/09.

Settlement/Defense Strategy:

All concerns with the vehicle began late in mileage at 28,335 miles.

Majority of concerns were singular or could not be duplicated.

No out of pocket expense for the customer.

HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for Legal Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: Amount to Plaintiff/Atty: \$0/\$0 Inclusive Offer: \$0	Settlement Type: N/A Date: N/A	N/A
CRS Intial Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: Denial Date: 11/13/09	Denied
Plaintiff Counter:: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Recommendation of CRS:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: { GW/Repurchase/Repair }		Attorney Fees (if applicable): \${Amount}
Recommendation of Field:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: { GW/Repurchase/Repair }		Attorney Fees (if applicable): \${Amount}
Final Decision:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: { GW/Repurchase Repair }		Attorney Fees (if applicable): \${Amount}

TEAM LEAD APPROVING:

{ Name }

Date:{ mm/dd/yy }

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



VIA FAX ONLY

November 3, 2009

Debbie Morton
Office Manager
Saturn of West Liberty Avenue
2855 West Liberty Avenue
Dormont, PA 15216-2609

RE: [REDACTED]
Service Request: 71-772682870
2007 Saturn AURA
Vehicle Identification Number: 1G8ZS57NX7F [REDACTED]
Legal Research Specialist: Rachal Ross

Dear Ms. Morton:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales documents regarding this vehicle. Please refer to Policies and Procedures Art. 1.6.3 Section d. The specific documents required are:

All sales purchase (buyer's order)
Finance agreements with lien holder information
Incentives acknowledgement form
Actual Case Value statement of any trade
Application for title or MV-1
Please ensure that all Social Security information is blacked out prior to sending this information

This is a time sensitive legal matter. Please fax them as soon as possible to my personal fax number: 866-255-3679.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me directly at 866-790-5600 extension 11141, Monday through Friday between 9:00 a.m. and 4:45 p.m., Eastern Time. Email address: rachal_ross@gmexpert.com

Sincerely,

Rachal Ross
General Motors



Rachal Ross/Austin/GM1

11/03/2009 01:06 PM

To martin.c.crocker@gm.com

cc

bcc

Subject Not-in-Suit Matter SR 71-772682870 Pegues

Martin C. Crocker
District Service Manager

Mr. Crocker:

This email is regarding Service Request 71-772682870 for customer, Ms. [REDACTED]. The customer's vehicle is a 2007 Saturn AURA with approximately 30,020 miles. The VIN is 1G8ZS57NX7F [REDACTED]. The customer has been working with [REDACTED] in Pleasant Hills, PA and [REDACTED] in Dormont, PA.

The GM Business Resource Center has created a case for the above referenced customer and vehicle. We are reviewing this case for possible settlement. The settlements offers can range from cash, other goodwill, or repurchase depending on the severity of the concerns, but can also result in a denial to the Customer. You will be notified of the BRC settlement decision.

Thank you,

Rachal Adam-Ross
Legal Research Specialist
Business Resource Center

Aditya Birla Minacs
Phone: 866-790-5600 ext 11141
Fax : 866-255-3679
Email: rachal_ross@gmexpert.com

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2007 SATURN AURA XE 4DR SEDAN			GENERAL MOTORS CORPORATION
67U SILVER PEARL	/V6G		& SUBSIDIARIES
852 GRAY			RENAISSANCE CENTER
ORDER NO. KSCH01/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G8 ZS57 NX 7F			VEHICLE INVOICE ZAD02246742
			*****22*10141S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
ZZS69 SATURN AURA XE 4DR SEDAN	20345.00	19022.58	INVOICE 04/24/07
CF5 POWER SUNROOF	800.00	736.00	SHIPPED 04/24/07
FE9 FEDERAL EMISSIONS	N/C	N/C	EXP I/T 05/03/07
LZ4 ENGINE, 3.5L V6 SFI	N/C	N/C	INT COM 05/03/07
MN5 TRANSMISSION, 4 SPEED AUTO	0.00	0.00	PRC EFF 04/24/07
PCM PREFERRED PKG:	375.00	345.00	KEYS G1074 G1074
*POWER SEAT ADJUST, DRIVER, 8 WAY			WFP-S MTH OPT-2
WITH LUMBAR ADJUST			BANK: GMAC - 004
*STEERING WHEEL RADIO CONTROLS			CHG-TO 10-141
*FOLDING POWER OUTSIDE MIRRORS,			
HEATED			SHIP WT: 3510
PCQ PREMIUM TRIM PKG:	800.00	736.00	HP: 36.5
*LEATHER APPOINTED SEATS			GMS: 22572.34
*LEATHER WRAPPED STEERING WHEEL			SUPPLR: 23581.35
*LEATHER WRAPPED SHIFT KNOB			MRM: 24694.00
PCR CONVENIENCE PKG:	700.00	644.00	MEMO 1052.20
*UNIVERSAL HOME REMOTE			
*REMOTE VEHICLE START			
*HEATED FRONT SEATS			
*INSIDE REARVIEW MIRROR WITH			
AUTO DIMMING AND COMPASS			
PDD ENHANCED CONVENIENCE PKG:	425.00	391.00	
*PASSENGER SEAT, POWER 6-WAY			
*POWER ADJUSTABLE PEDALS			
PFG 17" MACHINE FACED ALUMINUM WHEEL	400.00	368.00	
R6H SDS CHARGE	0.00	51.00	
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	
R7Y COMMUNICATIONS PLUS	0.00	17.00	
U2K XM SATELLITE RADIO - SERVICE	199.00	183.08	
FEE EXTRA 1ST 3 MONTHS INCL.			
TOTAL MODEL & OPTIONS	24044.00	22493.66	ACT 231 22422.34
DESTINATION CHARGE	650.00	650.00	H/B 261 721.32
MARKETING SERVICE CHARGE		400.00	ACT 231 400.00
TOTAL	24694.00	23543.66	PAY 310 23543.66
MEMO: TOTAL LESS HOLDBACK AND			
APPROX WHOLESALE FINANCE CREDIT		22517.16	

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

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.			
REMIT TO GMAC NO. 004			
VIN 1G8ZS57NX7F			
\$ 23543.66 INV ZAD02246742			
DUE 05/03/07 DEALER 10-141			

SATURN OF WEST LIBERTY AVENUE

VIN: 1G8ZS57NX 7F [REDACTED] SELLG SCE: 22 MDL YR: 07 ORD NO: KSCH01

ODATE: 01/11/07 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 22 10141
DDATE: 07/07/07 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 07/10/07 ORDER BY:

CANC:

CANC DOE:

TRADE:

DLVY TO: JR PEGUES

TRD DOE: 3707 OAKLEAF RD

SRVC IN: PITTSBURGH

PA 15227

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
FFC	01	22 10141	00032686031	07/11/07	37.76	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLVY INC MEMO NO: 00032686031

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
JBG	01	22 10141	00032686031	07/11/07	200.00	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLR INC MEMO NO: 00032686031 AUTH PUR CD:

MISC DATE: 07/07/07 MISC: RETAILER INVENTORY ALLOWANCE

POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
NBC	01	22 10141	00032702952	07/13/07	750.00	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLR INC MEMO NO: 00032702952 AUTH PUR CD:

MISC DATE: 07/07/07 MISC: BONUS CASH PROGRAM

POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
PDN	01	22 10141	00032710833	07/14/07	500.00	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLR INC MEMO NO: 00032710833 AUTH PUR CD:

MISC DATE: 07/07/07 MISC: CONQUEST CASH

POLICY PYMT CMNT: ACTV TYPE: 6

VIN: 1G8ZS57NX 7F [REDACTED]

SELLG SCE: 22 MDL YR: 07 ORD NO: KSCH01

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
XMC	01	22 10141	311413	07/28/07	3,027.58	OP		0.00	9

PROCESS TYPE: 004 CHECK NO:
DATA SCE: GMAC INC MEMO NO: 311413
MISC DATE: 07/07/07 MISC: 0000064680 A1
POLICY PYMT CMNT:

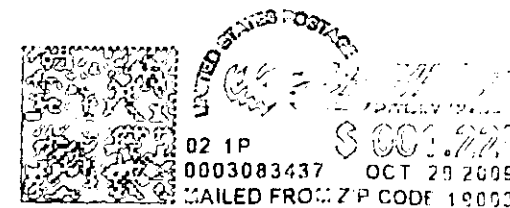
SSN:
AUTH PUR CD:

ACTV TYPE: 6

VIN: 1G8ZS57NX 7F [REDACTED] SELLG SCE: 22 MDL YR: 07 ORD NO: KSCH01
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	22 10141	311413		07/28/07	XMC	3,027.58	
INCTV PAYMENT	22 10141	311413		07/28/07	XMC	3,027.58	
INCTV APPLICATN	22 10141	311413		07/28/07	XMC	3,027.58	
INCENTIVE MEMO	22 10141	00032710833		07/14/07	PDN	500.00	
INCTV PAYMENT	22 10141	00032710833		07/14/07	PDN	500.00	
INCENTIVE MEMO	22 10141	00032702952		07/13/07	NBC	750.00	
INCTV PAYMENT	22 10141	00032702952		07/13/07	NBC	750.00	
INCTV APPLICATN	22 10141	00032702952		07/13/07	NBC	750.00	
INCTV APPLICATN	22 10141	00032710833		07/11/07	PDN	500.00	
INCENTIVE MEMO	22 10141	00032686031		07/11/07	JBG	200.00	
INCTV PAYMENT	22 10141	00032686031		07/11/07	JBG	200.00	
INCTV APPLICATN	22 10141	00032686031		07/11/07	JBG	200.00	
INCENTIVE MEMO	22 10141	00032686031		07/11/07	FFC	37.76	
INCTV PAYMENT	22 10141	00032686031		07/11/07	FFC	37.76	
INCTV APPLICATN	22 10141	00032686031		07/11/07	FFC	37.76	
DELIVERY D.O.E.	22 10141			07/10/07		0.00	
DELIVERY TO CUS	22 10141			07/07/07		0.00	
EXPIRATION TRAN	22 10141	ZAD02246742		05/03/07		0.00	
SETTLEMENT DATE	22 10141	ZAD02246742		05/03/07		23,543.66	CR
ORIGINAL INVOIC	22 10141	ZAD02246742		04/24/07		23,543.66	
COV/NVIS DATE	22 10141	ZAD02246742		04/24/07		0.00	
SHIPMENT DATE	22 10141			04/24/07		0.00	
PRODUCTION (BUI	22 10141			04/24/07		0.00	
PREFERENCE TO P	22 10141			04/10/07		0.00	
GM ORDER ACCEPT	22 10141			01/11/07		0.00	
GM ORDER ACCEPT				01/11/07		0.00	

LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.
700 TIMES BUILDING
SUBURBAN SQUARE
ARDMORE, PA 19003



FIRST CLASS MAIL

GENERAL MOTORS CORPORATION
SATURN CUSTOMER ASSISTANCE
P O BOX 33173
DETROIT, MI 48232-5173



DAVID J. GORBERG & ASSOCIATES, P.C.

DAVID J. GORBERG†
TAMMY J. SCHMITT
LAURA L. APPELEGATE
NICOLE VITALE*

*MEMBER OF PA AND NJ BARS
†MEMBER OF PA AND NY BARS

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NEW JERSEY OFFICE

100 CENTURY PARKWAY
SUITE 305
MT. LAUREL, NJ 08054
(856) 797-0703
FAX (856) 983-6123

PITTSBURGH OFFICE

2325 GRANT BLDG.
330 GRANT STREET
PITTSBURGH, PA 15219
(412) 894-9970
FAX (412) 894-9983

October 29, 2009

**GENERAL MOTORS CORPORATION
SATURN CUSTOMER ASSISTANCE
P O BOX 33173
DETROIT, MI 48232-5173**

RE: Our Client: [REDACTED]
Vehicle: 2007 Saturn Aura
Vin #: 1G8ZS57NX7E [REDACTED]

Dear Legal Department:

Please be advised this office represents the above individual under any and all of the following claims:

Pennsylvania's Automobile Lemon Law Act, Magnuson-Moss Act, Uniform Commercial Code and Unfair Trade Practices Act.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office.

The Primary non-conformities for which relief is sought include the following:

Transmission & Electrical defects

Kindly confirm receipt of this letter, and have a representative contact our office to discuss this matter at your first convenience.

Very truly yours,

DAVID J. GORBERG

DJG/nn


SATURN OF W. LIBERTY AVENUE, INC.

A Member of the Bill Numrich Automotive Team
2865 W. Liberty Ave. & Pioneer Ave.
Dormont, PA 15218
(412) 572-7000

**SERVIC
INVOICE**

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		146513		JON NEVILLS		1G8ZS57NX7F [REDACTED]	
PITTSBURGH PA		Color	Year	Make/Model	License	Engine	SW #
Business Phone: [REDACTED]		SILVER PEARL	2007	SATURN AURA XE			7F4481
Home Phone: [REDACTED]		Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
		28335 / 28341	159	7/07/2007		1	
		Tax Exempt		Date/Time In		Date/Time Out	
				8/29/2009 10:58		9/01/2009 16:10	

-----email:-----

LINE 1 CUSTOMER STATES VOLUME CONTROL INOP
TECH COMM: COULD NOT DUPLICATE CUSTOMER CONCERN.

REPAIR 1 CHECK RADIO
OPCODE: M5002

SALE TYPE: SVC DEPT PO INT

PRIMARY TECH: STEPHEN UVEGES III

LINE 2 CUSTOMER STATES SPEEDOMETER QUIT WORKING
TECH COMM: COULD NOT DUPLICATE CUSTOMER CONCERN.

REPAIR 1 CHECK SPEEDOMETER
OPCODE: M5002

SALE TYPE: SVC DEPT PO INT

PRIMARY TECH: STEPHEN UVEGES III

LINE 3 CUSTOMER STATES AIR BAG LITE ON
CAUSE: ELECTRICAL - NO/BAD COMM
TECH COMM: CUSTOMER STATES AIR BAG LIGHT IS ON. UPON INSPECT
ION TECH FOUND B0081 SHOWING PASSENGER SYSTEM INVA
LID. TECH REPLACED SENSOR AND RECHECKED WITH ALL G
OOD AT THIS TIME.

REPAIR 1 INFLATABLE RESTRAINT PASSENGER SEAT SUPPRESSION MO
OPCODE: C8870

HRS: 1.20 OTH HRS: .30

SALE TYPE: WARRANTY - WTY

PRIMARY TECH: STEPHEN UVEGES III

WARR PARTS: 1

PARTS

SN	DESC	FP	QTY	PRICE	SALE TYPE	WTY
15780668	MODULE KI Y		1		WARRANTY - GM	WTY

NET ITEM: C RENTAL CAR SUBLET

UNIT QTY: 4 UNIT AMT: RENTAL DAYS: 4 SALE TYPE: WARRANTY - GM WTY

LINE 4 CUSTOMER STATES PASSENGER AIR BAG LITE INOP
TECH COMM: RELATED TO LINE 3

Dear valued customer, our service dept strives for excellence. If you find any reason that you could not definitely
commend our service please call our service team at 412-572-7000.

Disclaimer of Warranties

Any and all warranties on the product sold hereby are limited to those made by the manufacturer. The seller hereby expressly disclaims all warranties,
either express or implied, including but not limited to any implied warranty of merchantability or fitness for a particular purpose, and the seller neither
assumes nor authorizes any other person to assume for it and/or acknowledge any liability in connection with the sale of said products, including parts.
Any limitation contained herein does not apply where prohibited by law.

Accepted and agreed to: X


SATURN OF W. LIBERTY AVENUE, INC.

A Member of the Bill Numrich Automotive Team
2836 W. Liberty Ave. & Pioneer Ave.
Dormont, PA 15216
(412) 572-7000

**SERVIC
INVOIC**

Sold To:	Service Order Number	Service Advisor	VIN
	148513	JON NEVILLS	1G8ZS57NX7F
	Qty	Doc Count	Date/Time In
	159	1	8/29/2009 10:58
			Date/Time Out
			9/01/2009 16:19

REPAIR 1 CHECK PASSENGER AIR BAG LIGHT INOP
OPCODE: M5002

SALE TYPE: SVC DEPT PO INT

PRIMARY TECH: STEPHEN UVEGES III

LINE 5 CUSTOMER STATES TRANSMISSION ENGAGING HARSH INTO G
EAR

TECH COMM: TECH COULD NOT DUPLICATE CUSTOMER CONCERN

REPAIR 1 CHECK TRANSMISSION
OPCODE: M5003

SALE TYPE: SVC DEPT PO INT

PRIMARY TECH: STEPHEN UVEGES III

LINE 6 CUSTOMER STATES LOW TIRE PRESSURE LITE ON
CAUSE: MODL/COMPNT - REG INCORR

TECH COMM: CUSTOMER STATES LOW TIRE PRESSURE LIGHT ON. UPON I
NSPECTOIN TECH FOUND LR AT 20 AND THE OTHER THREE
TIRES AT 45. TECH ADJUSTED TIRE PRESSURE AND RESET
SENSORS.

REPAIR 1 DIAGNOSTIC SYSTEM CHECK - TIRE PRESSURE MONITORING
OPCODE: E0716

SALE TYPE: WARRANTY - WTY

HRS: .30
PRIMARY TECH: STEPHEN UVEGES III

LINE 7 MULTI POINT INSPECTION
TECH COMM: PERFORMED

REPAIR 1 INSPECT AXLE BOOTS, SUSPENSION BUSHINGS AND BALL JOINT SEALS
OPCODE: M5015

SALE TYPE: SVC DEPT PO INT

PRIMARY TECH: STEPHEN UVEGES III

LINE 8* MAINTENANCE(S) RECOMMENDED
TECH COMM: 3 TIRE
ALIGNMENT

REPAIR 1 MAINTENANCE(S) RECOMMENDED
OPCODE: M5306

SALE TYPE: SVC DEPT PO INT

PRIMARY TECH: STEPHEN UVEGES III

*** Following the line number denotes added operation.

CUSTOMER SIGNATURE
Any and all warranties on the product sold hereby are limited to those made by the manufacturer. The seller makes
other express or implied, including but not limited to any implied warranty of merchantability or fitness for a particule
assumes nor authorizes any other person to assume for it and/or acknowledge any liability in connection with the sale.
Any limitation contained herein does not apply where prohibited by law.

Accepted and agreed to: **X**

IMPORTANT
YOU MAY RECEIVE A CUSTOMER
SATISFACTION SURVEY FROM SATURN
IN THE NEAR FUTURE, IF FOR
ANY REASON YOU CANNOT GRADE US
"COMPLETELY SATISFIED", OR HAVE A
QUESTION REGARDING ANY SERVICE
PROVIDED,
PLEASE CONTACT ME
TED GEBALLO
SERVICE DIRECTOR
SATURN OF WEST LIBERTY AVENUE
(412) 572-7000
YOUR COMPLETE SATISFACTION
IS OUR GOAL

\$.00

Page 2



SATURN OF PLEASANT HILLS

 1110 Clabton Blvd. Route 51 S.
 Pleasant Hills, PA 15236
 (412) 468-4000

**SERVICE
INVOICE**

 SO# 1095571 DATE/TIME IN: 10/10/2009 8:14 DATE/TIME OUT: 10/13/2009 12:09
 TAG# 537 SA: MARK HOLLANDER DOC COUNT: 1 PAGE: 1

 03 1G8ZS57NX7F
 2007 SATURN AURA XE SILVER PEARL
 ENGINE: 7F4481
 STK#: 7F4481
 MILES IN/OUT 29514 / 29541
 SVC DATE: 7/07/2007

 LINE 1 221 CUSTOMER STATES ONLY VOLUME DOWN RADIO BUTTON ON S
 TEERING WHEEL WORKS
 TECH COMM: CUSTOMER STATES VOLUME CONTROL ON WHEEL ONLY WORKS
 DOWN. VERIFIED SWITCH WILL ONLY LOWER VOLUME. REPA
 LCD STEERING WHEEL VOLUME CONTROL SWITCH. RETESTED
 OK

 REPAIR 1 SWITCH AND/OR CONTROL, STEERING WHEEL MOUNTED - RE
 OPCODE: E7012 SALE TYPE: WARRANTY - WTY
 HRS: .30 OTH HRS: .30
 PRIMARY TECH: JAMES r NAYLOR
 VARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	15942443 SWITCH AS Y	1			WARRANTY - GM	WTY

 NET ITEM: C ENTERPRISE RENT A CAR
 SALE TYPE
 WARRANTY - GM WTY
 UNIT QTY: 4 UNIT AMT: RENTAL DAYS: 4

 LINE 2 CUSTOMER STATES READS CHECK TI INSTEAD OF CHECK TI
 RES
 TECH COMM: ORDERED NEW SPEEDO CLUSTER

 REPAIR 1 PARTS ON ORDER
 OPCODE: X5050 SALE TYPE: SVC DEPT PO INT
 PRIMARY TECH: JAMES r NAYLOR

 LINE 3 CUSTOMER STATES AT TIMES SPEEDO STICKS ON ZERO
 THEN FLIP FLOPS-FALLS TO ZERO STOPPING
 TECH COMM: ORDERED CLUSTER

 REPAIR 1 ORDERED CLUSTER
 PCODE: X5050 SALE TYPE: SVC DEPT PO INT
 PRIMARY TECH: JAMES r NAYLOR

 LINE 4 CUSTOMER STATES AT TIMES ON ACCEL FROM DEAD STOPS
 CAR WONT SHIFT- THEN SHIFTS REAL HARD INTO 2ND
 TECH COMM: UNABLE TO VERIFY CONCERN AT THIS TIME

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 61 S.
Pleasant Hills, PA 15236
(412) 489-4000SERVICE
INVOICESO# 1095571 DATE/TIME IN: 10/10/2009 8:14 DATE/TIME OUT: 10/13/2009 12:09
TAG# 537 SA: MARK HOLLANDER DOC COUNT: 1 PAGE: 2

JENNIFER R PEGUES 03 1G8ZS57NX7F287610

REPAIR 1 TRANSMISSION DIAGNOSTICS-NPF
OPCODE: M5300

SALE TYPE: SVC DEPT PO INT

PRIMARY TECH: JAMES r NAYLOR

LINE 5 REPAIR(S) RECOMMENDED

REPAIR 1 REPAIR(S) RECOMMENDED
OPCODE: M5305

SALE TYPE: SVC DEPT PO INT

LINE 6* 124 CUSTOMER STATES BRAKES PULSATE
TECH COMM: CUSTOMER STATES BRAKES PULSATE
VERIFIED UNSAFE BRAKE PULSATION ON ROAD TEST. INSP
ECTED BRAKE SYSTEM AND FOUND EXCESSIVE RUNOUT ON
BOTH FRONT DISC BRAKE ROTORS. REFINISHED BOTH FRONT
ROTORSREPAIR 1 FRONT BRAKE ROTOR REFINISHING
OPCODE: H0122

SALE TYPE: WARRANTY - WTY

HRS: 1.00 OTH HRS: .60

PRIMARY TECH: JAMES r NAYLOR

LINE 7* 124 CUSTOMER STATES BRAKES PULSATE
TECH COMM: CUSTOMER STATES BRAKES PULSATE
VERIFIED UNSAFE BRAKE PULSATION ON ROAD TEST. INSP
ECTED BRAKE SYSTEM AND FOUND EXCESSIVE RUNOUT ON
BOTH REAR DISC BRAKE ROTORS. MACHINED BOTH REAR RO
TORS AND ROAD TESTED-OKREPAIR 1 REAR BRAKE ROTOR REFINISHING
OPCODE: H0132

SALE TYPE: WARRANTY - WTY

HRS: 1.00 OTH HRS: .60

PRIMARY TECH: JAMES r NAYLOR

LINE 8* 126 CUSTOMER STATES KNOCK IN STEERING WHEN TURNING
TECH COMM: CUSTOMER STATES KNOCK IN STEERING WHEN TURNING
VERIFIED KNOCK IN STEERING. TRACED TO FAULTY INTER
MEDIATE STEERING SHAFT. REPLACED SHAFT AND ROAD
TESTED-OKREPAIR 1 INTERMEDIATE STEERING SHAFT REPLACEMENT
OPCODE: E7700

SALE TYPE: WARRANTY - WTY

HRS: .50

PRIMARY TECH: JAMES r NAYLOR

ARR PARTS: 1

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SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 61 S.
Pleasant Hills, PA 15236
(412) 488-4000**SERVICE
INVOICE**JO# 1095571 DATE/TIME IN: 10/10/2009 8:14
TAG# 537 SA: MARK HOLLANDERDATE/TIME OUT: 10/13/2009 12:09
DOC COUNT: 1 PAGE: 3

03 1G8ZS57NX7F

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	25979679 SHAFT ASM	Y	1		WARRANTY - GM	

LINE 9* 123 CUSTOMER STATES POWER STEERING LEAK
TECH COMM: CUSTOMER STATES POWER STEERING FLUID LEAK
VERIFIED POWER STEERING FLUID LEAKING FROM SEAL AT
BOTTOM OF STEERING GEAR. REPLACED STEERING GEAR AND
D RESET TOE.

REPAIR 1 GEAR ASSEMBLY, POWER STEERING - REPLACE
OPCODE: E9740 SALE TYPE: WARRANTY - WTY
HRS: 2.00 OTH HRS: 1.30
PRIMARY TECH: JAMES r NAYLOR
WARR PARTS: 2

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	25963531 GEAR ASM-	Y	1		WARRANTY - GM	WTY
SN	21119083 GEAR KIT,	N	1-		WARRANTY - GM	WTY
SN	89020661 FLUID-HYD	N	1		WARRANTY - GM	WTY

"*" Following the line number denotes added operation.

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL \$.00

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SATURN OF PLEASANT HILLS

 1110 Clairton Blvd. Route 51 S.
 Pleasant Hills, PA 15238
 (412) 469-4000

SERVICE INVOICE

 SO# 1095750 DATE/TIME IN: 10/26/2009 14:28
 TAG# 706 SA: MARK HOLLANDER

 DATE/TIME OUT: 10/27/2009 15:34
 DOC COUNT: 2 PAGE: 1

[REDACTED] 03 1G8ZS57NX7E [REDACTED]
 2007 SATURN AURA XE SILVER PEARL
 ENGINE: [REDACTED]
 STK#: 7F4481
 MILES IN/OUT 30020 / 30021
 SVC DATE: 7/07/2007

LINE 1 590 CUSTOMER STATES SHOWS CHECK TI INSTEAD OF CHECK TI
 RES-SOP
 TECH COMM: CUSTOMER STATES SHOWS CHECK TI
 VERIFIED DASH DISPLAY SHOWS CHECK TI INSTEAD OF SA
 YING CHECK TIRES. TRACED TO FAULTY INSTRUMENT
 DISPLAY. REPLACED AND REPROGRAMED INSTRUMENT CLUSTER.
 R. RETESTED- OK LOANER PROVIDED WHILE VEHICLE
 IS IN FOR REPAIRS VIN #2G1WT75K291142303

 REPAIR 1 INSTRUMENT CLUSTER REPLACEMENT
 DPCODE: N4180

SALE TYPE: WARRANTY - WTY

PRIMARY TECH: JAMES r NAYLOR

NET ITEM: C ENTERPRISE RENT A CAR

 SALE TYPE
 WARRANTY - GM WTY

UNIT QTY: 3 UNIT AMT: RENTAL DAYS: 3

LINE 2 CUSTOMER STATES AT TIMES SHIFTING FROM 1ST TO 2ND
 CAR BANGS INTO GEAR
 TECH COMM: UNABLE TO VERIFY CUSTOMER CONCERN AFTER ORAD TESTI
 NG WITH CUSTOMER AND CHECKING FOR CODES. NO CODES
 FOUND. ROAD TESTED AGAIN AFTER SITTING OVERNIGHT.
 OPERATING AS DESIGNED AT THIS TIME.

 REPAIR 1 TRANSMISSION DIAGNOSIS- NPF
 DPCODE: M5300

SALE TYPE: SVC DEPT PO INT

PRIMARY TECH: JAMES r NAYLOR

LINE 3* REPAIR REAR BUMPER
 TECH COMM: DONE

 REPAIR 1 REPAIR REAR BUMPER
 DPCODE: M5300

SALE TYPE: SVC DEPT PO INT

PRIMARY TECH: CARL r VERO

NET ITEM: S REPAIR

 SALE TYPE
 SVC DEPT POLICY INT

* Following the line number denotes added operation.

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SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 468-4000**SERVICE
INVOICE**SO# 1095750 DATE/TIME IN: 10/26/2009 14:28
TAG# 706 SA: MARK HOLLANDERDATE/TIME OUT: 10/27/2009 15:34
DOC COUNT: 2 PAGE: 2

03 1G8ZS57NX7F

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL \$.00

DISCLAIMER OF WARRANTIES

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COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

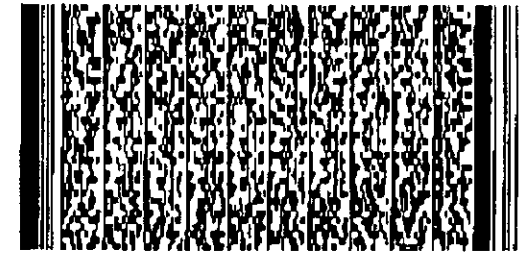
EXPIRY: JAN 31, 2010 VALID: 01/06/09

PLATE: [REDACTED]
TITLE: [REDACTED]
VIN: 1G8ZS57MX7F [REDACTED]
YR/MAKE: 2007 SATURN
TYPE: SDN
WID: 09006 2605 000512-001

I hereby acknowledge this day that I have received
notice of the provisions of Section 3709 of the Vehicle
Code

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: ALLEGHENY

[REDACTED]
PITTSBURGH PA
[REDACTED]



No. [REDACTED]

www.dmv.state.pa.us

MV-1 (5-05)				I. TAX / FEES	
A. MAKE OF VEHICLE DAVE PERK		VEHICLE IDENTIFICATION NUMBER (VIN), IF TRACING REQUIRED, TAPE SECURELY TO BACK OF THIS COPY 1G8ZS57KX7E		BODY TYPE (SUN, TR, BUS, ETC.) SEDAN	MODEL YEAR 2007
GROSS VEHICLE WT. RATING		FUEL TYPE: <input type="checkbox"/> GASOLINE <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC <input type="checkbox"/> HYBRID <input type="checkbox"/> OTHER	TRANSMISSION	PURCHASE PRICE 24,449.00	
CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI <input type="checkbox"/> OR A POLICE VEHICLE (IF APPLICABLE) <input type="checkbox"/>		I hereby certify that I have verified that a vehicle being covered by this policy and that the owner has not made any changes to the vehicle that would affect its classification as a vehicle covered by this policy.		LESS TRADE-IN 5,500.00	
B. FIRST NAME [REDACTED]		MIDDLE INITIAL [REDACTED]		TAXABLE AMOUNT 18,949.00	
CO-PURCHASER [REDACTED]		DEALER #1 NUMBER (IF APPLICABLE) [REDACTED]		LESS TAX CREDIT [REDACTED]	
STREET [REDACTED]		CITY [REDACTED]		SALES TAX DUE 1,325.73	
STATE [REDACTED]		ZIP [REDACTED]		1A. Exemption Reason Code (transfer fee is number from 1 to 21 or 0)	
NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE <input type="checkbox"/> . Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.)		NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK <input type="checkbox"/> . IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1A.		1B. EXEMPTION NO. [REDACTED]	
C. REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS <input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY <input type="checkbox"/>		ODOMETER READING [REDACTED]		TITLE FEE 22.50	
D. 2ND LIEN DATE: [REDACTED] → IF NO LIEN, CHECK <input type="checkbox"/>		2ND LIEN HOLDER [REDACTED]		LIEN FEE 3.00	
STREET [REDACTED]		CITY [REDACTED]		REGISTRATION / PROCESSING FEE [REDACTED]	
STATE [REDACTED]		ZIP [REDACTED]		FIN. EXEMPT. NUMBER as assigned by the Bureau [REDACTED]	
FINANCIAL INSTITUTION NUMBER [REDACTED]		IF THIS IS AN EASY CHECK HERE <input type="checkbox"/> NOTE: FIN IS REQUIRED		6. DUPLICATE REG. FEE NO. OF CARDS [REDACTED]	
E. MAKE OF VEHICLE: MITSUBISHI VIN: 4S3AA000001		MODEL YEAR: 2004		7. TRANSFER FEE [REDACTED]	
BODY TYPE (SUN, BUS, TR, ETC.): SEDAN		CONDITION OF VEHICLE: <input type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR		8. REPLACEMENT FEE [REDACTED]	
PASSENGER <input checked="" type="checkbox"/> TAXI <input type="checkbox"/> LIMOUSINE <input type="checkbox"/> SCHOOL BUS <input type="checkbox"/> MASS TRANSIT <input type="checkbox"/> OTHER <input type="checkbox"/>		SEATING CAPACITY [REDACTED]		TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
MOTORCYCLE <input type="checkbox"/> MOTOR DRIVEN CYCLE <input type="checkbox"/> MOTOR HOME <input type="checkbox"/> TRAILER & VEHICLES BELOW <input type="checkbox"/>		CYLINDER CAPACITY 1000 OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> BRAKE HORSEPOWER <input type="checkbox"/> 15 OR LESS <input type="checkbox"/> 16 TO 25 <input type="checkbox"/> OVER 25 <input type="checkbox"/>		9. INCHES ASL (1)	
OPERABLE <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> MAX DESIGN SPEED <input type="checkbox"/> 20 MPH OR LESS <input type="checkbox"/> 21 TO 30 <input type="checkbox"/> 31 TO 40 <input type="checkbox"/> 41 TO 50 <input type="checkbox"/> OVER 50 <input type="checkbox"/>		DESIGNED/ALTERED FOR ROAD USE <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/>		10. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
AUTOMATIC TRANSMISSION <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/>		BODY MAKE: [REDACTED]		11. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
CHASSIS MFR: [REDACTED]		REG. REGISTERED GROSS WT. (INCLUDING LOAD) [REDACTED]		12. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
NUMBER OF AXLES: [REDACTED]		UNLADEN WT. (EMPTY) [REDACTED]		13. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
SUM OF GAWNS: [REDACTED]		GROSS COMBINATION WT. RATING [REDACTED]		14. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
F. ORIGINAL IN STATE <input checked="" type="checkbox"/> Check One		TRANSFER OF PREVIOUSLY ISSUED PLATE <input type="checkbox"/> (TRANSFER & REPLACEMENT) OF PLATE <input type="checkbox"/>		15. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED) <input type="checkbox"/>		PLATE NO. [REDACTED]		16. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
EXCHANGE PLATE TO BE ISSUED BY BUREAU <input type="checkbox"/>		REASON FOR REPLACEMENT <input type="checkbox"/> LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACED <input type="checkbox"/> NEVER REC'D (LOST IN MAIL)		17. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
TEMPORARY PLATE ISSUED BY ROLL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE) <input type="checkbox"/>		EXPIRES: Month: JAN Year: 2010		18. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
TRANSFERRED FROM TITLE NO. [REDACTED]		VIN: [REDACTED]		19. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT): [REDACTED]		RELATIONSHIP TO APPLICANT: [REDACTED]		20. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
TEMP. PLATE NO. [REDACTED]		POLICY NO. OR ATTACH: [REDACTED]		21. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
INSURANCE COMPANY NAME: FRT INS EXCHANGE		POLICY EFFECTIVE DATE: 10/27/2009		22. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
ISSUING AGENT INFORMATION: [REDACTED]		POLICY EXPIRATION DATE: 10/27/2010		23. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
I CERTIFY THAT ON MONTH: 07 DAY: 17 YEAR: 2009		ISSUING AGENT (PRINT NAME): [REDACTED]		24. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		SIGNATURE OF DOCUMENTOR (IF AUTHORIZED SIGNER): [REDACTED]		25. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
I HAVE ACKNOWLEDGE THAT I MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION IF I DO NOT COMPLY WITH THE REQUIREMENTS OF THIS REGISTRATION.		SIGNATURE OF APPLICANT: [REDACTED]		26. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
SUBSCRIBER AND SIGNER TO BE COMPLETED BY APPLICANT		SIGNATURE OF APPLICANT: [REDACTED]		27. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
I, [REDACTED], DO HEREBY CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR REGISTRATION OF THIS VEHICLE.		SIGNATURE OF APPLICANT: [REDACTED]		28. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
My Commission Expires July 31, 2010		SIGNATURE OF APPLICANT: [REDACTED]		29. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	
[REDACTED]		SIGNATURE OF APPLICANT: [REDACTED]		30. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount <input type="checkbox"/> 1,350.23	

If your registration documents are not received within 90 days, please contact PennDot.



SATURN OF WEST LIBERTY AVENUE, INC. RETAIL AGREEMENT FOR A MOTOR VEHICLE **2855 W. Liberty Avenue & Pioneer Avenue - Pittsburgh, PA 15216 • 412-572-7000**

PURCHASER'S NAME				DATE		PRICE AS AGREED			
CITY				ZIP		MURA BONUS CASH			
RES. PHONE				BUS PHONE		CONQUEST CASH			
CELL PHONE				E-MAIL ADDRESS					
PLEASE ENTER MY ORDER FOR THE FOLLOWING <input checked="" type="checkbox"/> NEW <input type="checkbox"/> DEMO-USED <input type="checkbox"/> USED <input checked="" type="checkbox"/> CAR OR <input type="checkbox"/> TRUCK						ADJUSTED PRICE OF VEHICLE			
VIN				TO BE DELIVERED ON OR ABOUT					
YEAR		MAKE		MODEL		MILEAGE			
COLOR		TRIM		SALESPERSON		STOCK NO.			
SILVER 2		SILVER PEA		ROBERT D WALKER		784481			
Pursuant to Regulation Z of the Truth-in-Lending Act: Buyer acknowledges and seller discloses that the trade allowance and the selling price have been equally adjusted by \$ additional amount financed (AAF). AAF is determined under terms and conditions of this agreement. (Buyer's Initials)						ROAD HAZARD			
INSURANCE INFORMATION									
COMPANY									
POLICY NO.									
ADDRESS									
PHONE NO.				PERSON TALKED TO		CASH PRICE OF VEHICLE AND ACCESSORIES			
AGENT				DATE		TIME		TOTAL TRADE-IN ALLOWANCE	
COLLISION \$				COMP. \$		TAXABLE AMOUNT			
COVERAGE FROM				TO		SALES TAX			
DESCRIPTION OF TRADE-IN #1						REGISTRATION TITLE TRANSFER ENCUMBRANCE			
YEAR		MAKE		MODEL		STOCK #		TEMPORARY PLATE ISSUED	
VIN		MILEAGE AT TRADE IN						DOCUMENTARY FEE	
LIENHOLDER		P.O. PHONE #		AMOUNT				MESSENGER FEE	
ADDRESS		PERSON GIVING PAY-OFF		GOOD UNTIL				NOTARY FEE	
CUST. INITIALS		SEE PARAGRAPH 4 ON BACK FOR ADDITIONAL TERMS						PTA TAX	
DESCRIPTION OF TRADE-IN #2						ON-LINE REGISTRATION FEE			
YEAR		MAKE		MODEL		STOCK #		ON-LINE DEALER FEE	
VIN		MILEAGE AT TRADE IN						TOTAL TRADE(S) PAYOFF	
LIENHOLDER		P.O. PHONE #		AMOUNT				SUBTOTAL	
ADDRESS		PERSON GIVING PAY-OFF		GOOD UNTIL		ACCOUNT NO.		DEPOSIT ON ORDER (LESS)	
CUST. INITIALS		SEE PARAGRAPH 4 ON BACK FOR ADDITIONAL TERMS						DUE ON DELIVERY	
PURCHASER agrees that this Order includes all of the terms and conditions appearing on the face and reverse sides hereof, that this Order cancels and supersedes any prior oral or written agreement or representation and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matter covered hereby, and that THIS ORDER IS A BINDING CONTRACT. 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. This order shall not become binding until accepted by the dealer or his authorized representative. If the vehicle described above is new, the only warranty applicable to said vehicle is the manufacturer's New Vehicle Warranty to be delivered to purchaser and is in lieu of all other warranties, express or implied. If the vehicle is used, said vehicle is sold "as is" unless noted above. ON ALL VEHICLES, PURCHASER EXPRESSLY ACKNOWLEDGES THAT THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE SPECIFICALLY DISCLAIMED AND EXCLUDED BY SATURN OF WEST LIBERTY AVENUE, INC.						TOTAL AMOUNT DUE OR FINANCED			
PURCHASER'S SIGN						DATE		APR%: MO. PAYMENT: TERM: MO.	
The Dealer installed items not installed by the manufacturer will be warranted by others.									

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

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

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

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which
				<input type="checkbox"/> personal, family, or household <input type="checkbox"/> business

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES

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

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
	\$_____	Monthly beginning	

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

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

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)	\$_____ (1)
2 Total downpayment = (If negative enter "0" and see line 4H below)	
Gross trade-in \$_____ - payoff by seller \$_____	
= net trade-in \$_____ + cash \$_____	
+ other (describe) \$_____	\$_____ (2)
3 Unpaid balance of cash price (1 minus 2)	\$_____ (3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life \$_____	
Disability \$_____	
B Other insurance paid to the insurance company	
(describe) \$_____	
C Official fees paid to government agencies	\$_____

Insurance. You may buy insurance this contract requires anyone you choose who is not required to buy any other credit. Your decision to buy insurance will not be a factor in the process.

If any insurance is checked, certificates from the named insurer describe the terms and conditions.

Check the Insurance you want

Optional Credit Ins

☐ Credit Life: ☐ Buyer ☐ Term _____

☐ Credit Disability (Buyer Only): Term _____

Premium:
Credit Life \$_____
Credit Disability \$_____

(Insurance Company)

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. You may buy or not buy credit life or credit disability insurance will not be a factor in the approval process. They will not be approved unless you sign and agree to pay the insurance. The insurance pays the unpaid balance of the amount financed if you die. This insurance is the amount you would owe if you pay on time. Credit disability insurance pays scheduled payments due under the insurance if you are disabled. This insurance will not increase in your payment schedule. The policies of the named insurance companies provide coverage that credit life or credit disability insurance provides. See the policies for coverage limits and other terms.

B	Other insurance paid to the insurance company (describe)	\$	N/A
C	Official fees paid to government agencies	\$	(0.00)
D	Government taxes not included in cash price	\$	
E	Government license and/or registration fees	\$	
F	Government certificate of title fees (includes \$ security interest recording fee)	\$	
G	Other charges (Seller must identify who is paid and describe purpose.)		
	to for	\$	
	to for	\$	
	to for	\$	
	to for	\$	
	to for	\$	
	to for	\$	
H	Net trade-in payoff to	\$	
	Total other charges and amounts paid to others on your behalf	\$	(4)
5	Amount financed (3 + 4)	\$	(5)
6	Finance charge	\$	(6)
7	Total of payments - time balance (5 + 6)	\$	(7)

provides. See the policies of coverage limits and other terms at

Other Insurance

☐ Type of Insurance

Premium \$

(Insurance Comp.)

(Home Office Address)

I want the insurance checked above

☒ Buyer Signature

☒ Co-Buyer Signature

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

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

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. The contract must be in writing and we must sign it. No oral changes are binding.

Buyer Signs ☒ Co-Buyer Signs ☒

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

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

See back for other important agreements.

Do not sign this contract on a Sunday.

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

Notice to Buyer.

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

Buyer Signs ☒ Date _____ Co-Buyer Signs ☒ Date _____

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

Buyer Signs ☒ Date _____ Co-Buyer Signs ☒ Date _____

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

Other owner signs here ☒ Date _____ Address _____

Creditor Signs _____ Date _____ By ☒ _____

Service Request Detail

SR No.	71-755087304	Ref No.		Goodwill	Maintenance Letter	BRC Type	N/A
Account		Site		GW SubType	\$100 Maintenance Letter	Bus. Unit	CAC
Last Name		First Name		Approval	Pending SITEL	Area	Complaint Vehicle
Daytime #		Evening #		UCC	Restraints - (SIR) - Passenger Side -	Sub-Area	Operation or Design
Address		City	Pittsburgh	Involved Dlr	Saturn of Wexford, Inc.	Safety	No
State	PA	ZipCd		Source	Phone	Updated	11/2/2009 02:04:28 PM
Serial #/VIN	1G8ZS57NX7F	Model Year	2007	Priority	Esc to T2 -	License #	SATURN
Make	Saturn	Warr. Start	07/07/2007	Status	Pending Goodwill	Owner	ROCHAM1
Model	AURA	Mileage	30020	Sub-Status	Dissatisfied	Opened	9/2/2009 10:36:51 AM
Abstract	Speedometer/Volume Controls randomly Inop. dlr appt.						
Customer Description							

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
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Driver Last Name	Driver First Name	Height	DOB	Disabilities
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Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
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Incident Loc	Incident Desc
Component	
Vehicle Loc	Damage Desc
Emgcy Svc Names	Add'l Info
	Maint Loc

PAR Detail

Collision	Non Collision	Property Damage	Thermal Evt	Spec Equip
Vehicle Speed		Weather Condition		Prop Owner
Last Service Date		Loc Last Service		Property Location
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description
Primary Veh Use		Inspection Type		Inspected By
Veh Damage Description				Inspection Date/Time
				Explain Other

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/3/2009 03:50:05 PM	ROSSRA	ROSSRA	Other		Done	11/3/2009 03:51:32 PM	Previous activity documented in error (activity belonged to SR 71-772682870 (Svc Mgr called on this cust)
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/3/2009 03:45:05 PM	ROSSRA	ROSSRA	Inbound Call Dealer	Service Request Update	Done	11/3/2009 03:47:54 PM	FOM, Dan Parise (Sat of Pleasant Hills)
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

FOM, Dan Parise (Sat of Pleasant Hills) sts he is returning call; sts will fax docs over; only 2 visits; 1 day each; last known mileage is on the last ro.
TAC? N not nec to
Accident? N
Aftermarket? N

Rachal Ross/atx/brc/legal 11141

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2009 04:12:18 PM	MERRILJO	ROCHAM1	Notify CRM		Done	11/3/2009 10:37:16 AM	Legal file opened under SR 71-772682870
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2009 02:04:28 PM	ROCHAM1	ROCHAM1	Goodwill Status Change		Done	11/2/2009 02:04:28 PM	Goodwill Status has been changed from: Not Initiated to Pending SITEL
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2009 02:04:28 PM	ROCHAM1	GWSITEQ	Submit for Approval	General CAC	In Progress		Maintenance Letter
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2009 11:17:05 AM	ROCHAM1	ROCHAM1	Correspondence		Done	11/2/2009 11:17:05 AM	Created: CAC_RS0131. SR#71-755087304
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2009 10:47:56 AM	ROCHAM1	ROCHAM1	Manager Review	Empowered	Done	11/2/2009 11:16:45 AM	Review for Maintenance Letter
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Business Case for \$100 Maintenance Letter

- Apologetic gesture to offset customer inconvenience due to dealer scratching rocker panel on cust veh
- 5 visits to dealer, each time unable to duplicate transmission issue. three times for speedometer which is now repaired.
- Original owner

Customer offered and accepted: Y

Customer satisfied with offer: Y

Name, address and mileage verified: Y

Pittsburgh PA

30,020

MARISA ROCHA/ATX/T1/L2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 03:41:38 PM	ROCHAM1	ROCHAM1	Scheduled Outbound Call	Follow-up Attempt	Done	11/2/2009 11:18:13 AM	Pegues- Send ML
Contact Last Name	Contact First Name	Account	BAC Code				

unable to duplicate speedometer issue

veh operating as

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 03:39:28 PM	ROCHAM1	ROCHAM1	Outbound Call Customer	Made Contact	Done	11/2/2009 10:46:54 AM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS ADV: Dlr let me know they were unable to duplicate trans issues. will send ML. The only thing we can do is have monitor the problem. I know it's inconv, but as soon as you notice a problem take veh to dlr. If you have any problems in the future you can call me directly.

CUST STS: Okay. Thanks for everything. I will just take it back in when it happens again.

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 08:12:05 AM	ROCHAM1	ROCHAM1	Inbound Call Customer	Complex Request	Done	10/30/2009 08:13:16 AM	left msg
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CUST STS: It's [REDACTED]. Someone called me from CAC. DLR was unable to duplicate the problem w/ my veh. I don't know where to go from here. You can call me at 7247972371.

10-30-09 11am est

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/29/2009 06:36:21 PM	WILSONJ2	ROCHAM1	Scheduled Outbound Call Cust	Follow-up Attempt	Done	10/30/2009 03:41:35 PM	f/u on appt
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

unable to duplicate speedometer issue
veh operating as

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/29/2009 10:46:09 AM	BECKLE	ROCHAM1	Notify CRM		Done	10/29/2009 06:37:46 PM	see outbound
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
see outbound							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/29/2009 10:42:17 AM	BECKLE	BECKLE	Outbound Call Customer	Left Message	Done	10/29/2009 10:42:43 AM	left message
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]							
Comments							
left message							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/28/2009 10:10:00 AM	ROCHAM1	ROCHAM1	Outbound Call Dealer	Made Contact	Done	10/28/2009 10:14:02 AM	SATURN OF PLEASANT HILLS
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
CRS Spoke w/: Mark in Svc							
CRS STS: Were we able to duplicate trans issue?							
DLR STS: Unable to duplicate trans jerk/noise. We didn't hear it when we drove it w/her or after the repair and the tech did the rd test. Right now the veh is operating as designed. She is supposed to pick it up this afternoon							
TAC Case#? I don't think so repairs besides IPC? No. that's all we did.							
MARISA ROCHA/ATX/T1							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/27/2009 11:52:28 AM	ROCHAM1	ROCHAM1	Scheduled Outbound Call		Done	10/28/2009 10:14:07 AM	SATURN OF PLEASANT HILLS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

**TAC Case#
repairs besides IPC?

talk to mark..
able to duplicate trans issue?

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/27/2009 11:46:22 AM	ROCHAM1	ROCHAM1	Outbound Call Dealer	Made Contact	Done	10/27/2009 11:51:46 AM	SATURN OF PLEASANT HILLS

Contact Last Name	Contact First Name	Account	BAC Code

CRS Spoke w/: Mark in Svc

CRS STS: calling back for updates on Pegues veh

DLR STS: We have the cluster in. Fixing the back bumper. I scratched it last time she was here. tech rd tested w/ her yest for the noises/jerking. no status reports on that yet.

CRS STS: When should I get back w/ you on the trans duplication?

DLR STS: 3-5 this afternoon. w/ the layoffs we are really busy. one tech spent half morning on her veh.

CRS STS: When will veh be ready?

DLR STS: depends on noises- might be done tonight if unable to duplicate.

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/27/2009 11:45:00 AM	ROCHAM1	ROCHAM1	Inbound Call Dealer	Voice Mail Received	Done	10/27/2009 11:46:02 AM	Saturn of Pleseant Hills
Contact Last Name	Contact First Name	Account	BAC Code				

DLR STS: This is Mark calling from Saturn of Pleseant Hills. You called regarding Jennifer Pegues AGAIN. You can try calling back and see if I can get to you. I'll talk to you about it then

10-24-09 1043am est

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/27/2009 10:33:14 AM	ROCHAM1	ROCHAM1	Outbound Call Dealer	Left Message	Done	10/27/2009 10:35:15 AM	SATURN OF PLEASANT HILLS
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS l/m for Mark Svc Adv
requeseting call back
crs left direct line and cust info

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/21/2009 12:01:38 PM	ROCHAM1	ROCHAM1	Scheduled Outbound Call	Follow-up Attempt	Done	10/29/2009 10:41:46 AM	f/u on appt
Contact Last Name	Contact First Name	Account	BAC Code				

New IPC. How is veh driving now? send ml

f/u on veh status
if veh repaired send ML
cannot send until we repair veh

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/21/2009 11:59:48 AM	ROCHAM1	ROCHAM1	Scheduled Outbound Call	Dlr	Done	10/27/2009 11:52:25 AM	SATURN OF PLEASANT HILLS

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

**TAC Case#
repairs? ipc and..

talk to mark..
able to duplicate trans issue?

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/21/2009 11:25:14 AM	ROCHAM1	ROCHAM1	Outbound Call Customer	Made Contact	Done	10/21/2009 12:01:15 PM	

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

CRS STS: I just talked to the dlrshp and they said your appt was set up for Friday?

CUST STS: No, it's for Monday.

CRS STS: Okay. How has the veh been driving since you got it back?

CUST STS: I really haven't been driving it as much. It acted up one time. It's funny that you called b/c Justin called my mothers house saying I refused maint. I refused the high bill that they wanted to charge. I got my svc done else where and saved \$60. That's huge

CRS STS: The important thing is that the maint gets done. Does not have to be at the dlr but it is usually best to have maint done by the Brand Dlr.

CUST STS: That's what Justin said. He thought I was just not going to do the maint, but I did.

CRS STS: okay. Well I'll f/u with you on I'll f/u Thursday giving you some time to drive it.

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/21/2009 11:17:07 AM	ROCHAM1	ROCHAM1	Outbound Call Dealer	Made Contact	Done	10/21/2009 11:24:18 AM	SATURN OF PLEASANT HILLS
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

CRS Spoke w/ Mark in Svc

CRS STS: Calling to see if Jennifer Pegues came back in for IPC to be put on

DLR STS: We made an appt for Friday.

CRS STS: Are we going to try to find trans problem again at that time?

DLR STS: Yes.

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2009 09:22:53 AM	ROCHAM1	ROCHAM1	Scheduled Outbound Call Dlr		Done	10/21/2009 11:24:22 AM	SATURN OF PLEASANT HILLS
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

TAC Case#
duplication?
repairs?

talk to mark..

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2009 09:22:18 AM	ROCHAM1	ROCHAM1	Scheduled Outbound Call Cust	Follow-up Attempt	Done	10/21/2009 12:01:23 PM	Pegues- f/u on appt
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

dlr ordered IPC.
dlr unable to duplicate trans problems
f/u when part is received.

appt is set for Friday
Adv will f/u w/ cust on Monday

f/u on veh status
if veh repaired send ML
cannot send until we repair veh

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2009 09:01:33 AM	ROCHAM1	ROCHAM1	Outbound Call Customer	Made Contact	Done	10/15/2009 09:21:43 AM	
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

CRS STS: From my understanding we ordered ipc, unable to duplicate trans jerking. You have your veh back, right?

CUST STS: Yes. They told me they ordered it, but that it would take 2wks before we get the part. They are going to try and duplicate the trans problem again when I take veh back to put IPC in. I'm starting to feel like i'm wasting my money on this veh. I'm going to try and stay optimistic.

CRS STS: I'm sorry about all of this, but we just
have to duplicate veh problem to make a knowledgeable repair attempt. I'll keep in touch about part.

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/14/2009 11:56:44 AM	PEREZG1	ROCHAM1	Notify CRM		Done	10/15/2009 08:09:51 AM	please review previous activity ;)
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/14/2009 11:50:51 AM	PEREZG1	PEREZG1	Outbound Call Dealer	Made Contact	Done	10/14/2009 11:56:43 AM	f/u
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS spoke with Mark

Crs sts: calling to gather info on cust.....
Her vin is....

DLR sts: the car left yesterday

DLR sts: We replaced radio switches, ordered and instrument cluster.
We were unable to duplicate any transmission concerns. We recommended some maint. but it was all declined of course.
We did an intermediate steering shaft and replaced the rack and pinion because it was leaking.
We also machined all rotors due to pulsation

CRS sts: was there any cost on these repairs.
Is there an ETA on the instrument cluster?

DLR sts: Of course not she only wanted done whatever was in warranty and we have no ETA in the Instrument cluster

Giovanniperez/atx/cac/t1/emp0

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2009 02:31:56 PM	ROCHAM1	ROCHAM1	Scheduled Outbound Call Cust	Follow-up Attempt	Done	10/15/2009 09:22:15 AM	[REDACTED] f/u on appt
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				

Comments

dlr ordered IPC.
dlr unable to duplicate trans problems
f/u when part is received.

f/u on veh status
if veh repaired send ML
cannot send until we repair veh

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2009 02:22:37 PM	ROCHAM1	ROCHAM1	Outbound Call Customer	Made Contact	Done	10/12/2009 02:31:35 PM	[REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				

Comments

CUST STS: Dropped veh off. Mark is my svc adv, he's so nice. He called me around lunch. They are going to keep the car again.

CRS ADV: They are calling TAC. I'll definitely keep in touch w/ them and see what repairs/updates are needed. Hopefully they will be able to duplicate the speedometer and trans problems.

CUST STS: They told me that my rack and pinion is leaking. going to fix that, but they said I'm going to need an alignment \$90. Don't want to pay for it b/c I have that ML coming

CRS ADV: would like to help you out w/ that but have to have veh fixed before can send you anything

CUST STS: I'm just going to wait on it. I can go get an alignment \$30 some where else. Disc's were machined

CRS STS: will f/u Thursday but you have my # if you have any questions or problems before then.

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2009 02:21:03 PM	ROCHAM1	ROCHAM1	Scheduled Outbound Call	Dlr	Done	10/14/2009 11:50:26 AM	SATURN OF PLEASANT HILLS
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

TAC Case#
duplication?
repairs?

talk to mark..

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2009 01:09:31 PM	ROCHAM1	ROCHAM1	Outbound Call Dealer	Made Contact	Done	10/12/2009 01:15:51 PM	132953 SATURN OF PLEASANT HILLS 1110 CLAIRTON BLD ROUTE 51 PLEASANT HILLS PA 15236-6505 412-469-4000
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS Spoke w/: Justin Svcm

CRS STS: Speedometer/volume controls issues. trans shifting hard.

DLR STS: we are still working on veh. some we were not able to duplicate- speedometer or trans did replace volume switch.

loaner car? Yes

Estimated cost? wrnty

When will complete? don't know b/c haven't completed diag

Maint at dlr? N first visit

Misuse/Abuse/Lack of maint? Cust caused or prevented? n/a unable to duplicate any problems

Prev out of pocket expense at dlr? N

Dlr provided prev GW? N

Prev related repairs? N

TAC contacted? Not yet. Going to call them this afternoon

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/7/2009 08:43:10 AM	ROCHAM1	ROCHAM1	Scheduled Outbound Call	Follow-up Attempt	Done	10/12/2009 02:31:53 PM	[REDACTED] f/u on appt
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				

Comments

cust took veh to pleasant hills for second opinion on Saturday

f/u on veh status
if veh repaired send ML
cannot send until we repair veh

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/7/2009 08:24:59 AM	ROCHAM1	ROCHAM1	Outbound Call Customer	Made Contact	Done	10/7/2009 08:42:49 AM	returning call
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				

Comments

CUST STS: Thanks for calling me back. Yesterday it felt like I was going to lose my transmission. It seems to be only when I start out and go. I couldn't drive it at all

CRS STS: If that's the case it needs to go to the dlrshp asap rather than continuing to drive it and worsening the problem

CUST STS: It was fine this morning, it seems to only be in the afternoon. If it happens again I'll take it in right away, but will I get a loaner veh?

CRS ADV: They will have to diagnose the veh and see what repairs need to be done- how long the veh will take. At that point they will let you know if they can provide a loaner veh.

CUST STS: Okay. If everything goes okay it'll be in Saturday.

CRS ADV: will f/u Monday. use RS if the veh is not drivable or if you don't think you can make it to the dlrshp

CUST agrees

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/7/2009 08:22:43 AM	ROCHAM1	ROCHAM1	Inbound Call Customer	Voice Mail Received	Done	10/7/2009 08:23:30 AM	cust l/m. 10-06-09.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CUST STS: My speedometer isn't working. veh shifting hard.. like a stick shift. Just wanted to update you.

10-06-09 3:04pm est

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/7/2009 08:21:35 AM	ROCHAM1	ROCHAM1	Inbound Call Customer	Voice Mail Received	Done	10/7/2009 08:22:30 AM	cust l/m. 10-05-09.
Contact Last Name	Contact First Name	Account	BAC Code				

CUST STS: Veh not shifting, speedometer inop, problem getting worse. Hopefully next Saturday they will be able to get this taken care of.

10-05-09 9:11pm est

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/7/2009 08:20:19 AM	ROCHAM1	ROCHAM1	Inbound Call Customer	Voice Mail Received	Done	10/7/2009 08:21:31 AM	cust l/m. 10-06-09.
Contact Last Name	Contact First Name	Account	BAC Code				

CUST STS: My veh is stuck in first gear, not shifting. Speedometer inop. Please call me tomorrow.

10-06-09 5:12pm

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2009 08:21:56 AM	ROCHAM1	ROCHAM1	Inbound Call Customer	Voice Mail Received	Done	10/5/2009 08:23:17 AM	cust l/m. 10-04-09.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CUST STS: My speedometer isn't working. It's jumping up and down. It says 0 before I even stop. Shifting hard. Just wanted to let you know.

10-04-09 7:01pm est

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2009 08:21:28 AM	ROCHAM1	ROCHAM1	Inbound Call Customer	Voice Mail Received	Done	10/5/2009 08:23:49 AM	cust l/m. 10-03-09.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CUST STS: My car is shifting hard, like it's manual transmission. Speedometer isn't working. I will put it on my file and you update yours please.

10-03-09 12:18pm est

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2009 03:02:21 PM	ROCHAM1	ROCHAM1	Scheduled Outbound Call Cust	Follow-up Attempt	Done	10/7/2009 08:43:07 AM	- f/u on appt
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

cust can take veh to pleasant hills for second opinion. asst cust in setting up appt w/ diff saturn dlr:

cannot send until we repair veh

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2009 02:11:36 PM	ROCHAM1	ROCHAM1	Outbound Call Customer	Made Contact	Done	10/2/2009 03:02:05 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

CRS STS: Received your vm, don't have email. Keep picture to possibly show the svc adv when you go in. Do you know when you can take it in?

CUST STS: only day I have free is Saturday

CRS STS: Typically dlrs only do maint on Saturday's but I'll check w/ them.

CUST STS: I don't want to sit and wait all day

CRS ADV: I understand we need them to diagnose (1-2hrs) it and then we can see about a rental veh.

CUST STS: Also, my car insurance is not happy w/ the problems that I'm having. They want to know what Saturn is going to do.

CRS ADV: Going to fix it under wrnty, just need to duplicate it.

CUST STS: what about the Saturn phase-out?

CRS ADV: Work can be done at gm dlrs if your local dlrs close

CUST STS: okay good.

SATURN OF PLEASANT HILLS 412-469-4000

CRS Spoke w/: Mark Svc Adv

CRS STS: how long would a steering switch replacement take?

DLR STS: To do that we would need to completely disarm the airbag system. That would take @ least 1hr.

CRS ADV: She has other problems too. Speedometer inop intermittently, veh jerks, dic cuts off half way through display

DLR STS: I believe we have bulletins for these problems and have had other cust's complain of this

conferenced cust in

I'm familiar w/ these problems. we need to check them out to confirm. 10th is avail. if you come first thing on a Sat morning can get an enterprise rental car for you. 8am.

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2009 12:53:22 PM	ROCHAM1	ROCHAM1	Inbound Call Customer	Voice Mail Received	Done	10/2/2009 12:56:52 PM	cust l/m updating veh status
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CUST STS: It's Saturday about 5pm. Just got back in my veh and my gage for tires says I need air. That's fine b/c I know I need air. Across the information board where it should say "Check Tire Pressure" It says "Check Ti". Everything else is gone. I took a picture so hopefully I can email it to you or send it to you as proof. I pushed the info button and everything went away, everything is normal. There is definitely something wrong w/ the veh's electrical system. I took a picture and it's on my phone. I'll note it on my files and just wanted you to note it on yours. Talk to you next week.

vm sent 09-26-09, 5:06pm est

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2009 12:07:35 PM	ROCHAM1	ROCHAM1	Scheduled Outbound Call	Follow-up Attempt	Done	10/2/2009 03:02:17 PM	[REDACTED] f/u on appt
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

cust can take veh to pleasant hills for second opinion. asst cust in setting up appt w/ diff saturn dlr:

cannot send until we repair veh

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2009 11:56:04 AM	ROCHAM1	ROCHAM1	Outbound Call Customer	Made Contact	Done	9/25/2009 12:01:25 PM	continued..
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

and then I can send you the letter. I was consider providing you w/ something a little better after repair. Basic Care 12/15. Would get numerous oil changes and tire rotations out of it.

CUST STS: I don't mean to be rude but would rather have the \$100 ML. I get free rotations w/ my oil changes. Dlr's take too long to do oil changes

CRS STS: If the \$100 ML makes you happier we can definitely go w/ that. Will work on getting that sent out after your dlr visit. You can set up the appt w/ any advisor in svc

CUST STS: I have the dlr phone #. Thank you.

What if I go out of warranty and they duplicate the speedometer for the first time at that point

CRS ADV: have documented everything in detail and if that does occur we can look into cost asst at that time.

CUST STS: hopefully it will act up for Saturn of Pleasant Hills. It's just really unpredictable. I'm going to be really busy for the next couple wks. Will probably take veh in the wk of the 10th.

CRS will touch base one wk from today

CUST STS: Will leave you vm's documenting w/ speedometer stops working. You don't have to call me back but just want sr updated

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2009 11:28:17 AM	ROCHAM1	ROCHAM1	Outbound Call Dealer	Made Contact	Done	9/25/2009 12:07:07 PM	132953 SATURN OF PLEASANT HILLS 1110 CLAIRTON BLD ROUTE 51 PLEASANT HILLS PA 15236-6505 412-469-4000
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS Spoke w/: Justin Svcn

CRS STS: cust has experienced numerous problems w/ the Saturn of West Liberty Avenue and would like to take her veh to your dlrshp. speedometer and trans issues unable to duplicate. Svcn Ted duplicated problem w/ steering controls. They have the part but cust does not want to go back there can your dlrshp put this part in cust's dlr and try to duplicate other problems?

DLR STS: She was to meet w/ Rich DVM? It's under warranty so she can take it here if she wants. We will do everything we can to help. Don't want to take on West Lib's problems though.

CRS STS: Completely understandable but the only tie left is the steering wheel switch.

DLR STS: We can do it. I'll get w/ parts to arrange that now. I just don't want cust to believe we are incompetent if this does not fix the problem.

CRS STS: Okay. Can talk to cust.

DLR STS: She can set up an appt w/ any svc adv

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2009 11:23:15 AM	ROCHAM1	ROCHAM1	Outbound Call Customer	Made Contact	Done	9/25/2009 11:57:35 AM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS STS: I received your vm's and did update your file. I contacted ted about him duplicating the volume control problem. He ordered the part for the volume control, they should have received it on the 23rd. We would like for you to take it to them since they already have the parts and they duplicated the problem

CUST STS: I really don't want to go back there. Can we please have pleasant hills do the repair
cust agreed to hold

CRS ADV: Justin SVCM at pleasant hills agreed to do the repair. However would just like it to be clear that if this does not repair the veh and does not represent dlr incompetence.

CUST STS: I completely understand that I'm not going to blame the dlr for something that the other dlrshp said. If it doesn't work we can look into their diagnosis. Also, it jumps like it's a standard stick shift and speedometer still not working. Don't feel safe w/ this veh and will not let my son take it to homecoming.

CRS apologized and adv would like to do everything we can to help just need a dlrshp to duplicate the problem first. Don't want to just replace parts that are unnecessary and possibly cause bigger problems.

CUST STS: I understand but I still think saturn should look into this further. I think it's the entire computer

CRS ADV: We need a Saturn Tech to diag that. About the 100 ML we discussed last wk, unable to send that until your veh is repaired by dlr diag. Ted reproduced the volume problem we need to fix that first

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/23/2009 08:53:24 AM	ROCHAM1	ROCHAM1	Inbound Call Customer	Voice Mail Received	Done	9/23/2009 08:54:55 AM	cust l/m on 09-20-09
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CUST STS: Just got out of my car. It's 12:50pm. It just happened. The gas bogged down, I put my foot on the gas pedal and it seemed like it did not want to go. It was very sluggish. I'll talk to you later this week.

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/23/2009 08:53:03 AM	ROCHAM1	ROCHAM1	Inbound Call Customer	Voice Mail Received	Done	9/23/2009 08:53:21 AM	cust l/m on 09-22-09
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CUST STS: This is Jen Pegues. I just wanted to update you. I'm in my car driving right now, it's 3:21pm Tuesday. My speedometer is not working. When it does work it kicks in and bounces up and down. I didn't drive my veh yesterday, but I'm driving it today.

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/22/2009 11:41:14 AM	ROCHAM1	ROCHAM1	Outbound Call Dealer	Made Contact	Done	9/22/2009 11:46:15 AM	Saturn of Wexford
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS Spoke w/: Ted Svcn

CRS STS: I forgot to ask you something last time we spoke. You were able to duplicate the problem w/ the volume controls, right?

DLR STS: Yes.

CRS STS: What are we planning on doing to address that problem?

DLR STS: We ordered steering radio control switch.

CRS STS: ETA?

DLR STS: It should be in tomorrow

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2009 03:02:22 PM	ROCHAM1	ROCHAM1	Manager Review	Case Assessment	Done	9/26/2009 08:47:45 AM	Review for Basic Care 12/15
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Business Case for \$100 Maintenance Letter/Basic Care--- decide before processing

- Apologetic gesture to offset customer inconvenience due to dealer scratching rocker panel on cust veh
- 3 visits to dealer, each time unable to duplicate speedometer problem
- Original owner

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2009 02:51:01 PM	ROCHAM1	ROCHAM1	Scheduled Outbound Call Dlr	Cancelled - Completed Early	Done	9/22/2009 12:06:02 PM	Saturn of West Liberty Avenue
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

talk to ted and see what he plans on doing to fix volume controls on steering wheel.

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2009 02:49:48 PM	ROCHAM1	ROCHAM1	Scheduled Outbound Call Cust	Initial Attempt	Done	9/25/2009 12:07:30 PM	f/u on appt
Contact Last Name	Contact First Name	Account	BAC Code				

adv unable to send ML until veh is repaired.
will give a basic care instead to monitor the veh problem after cust has volume controls addressed

cust can take veh to pleasant hills for second opinion. asst cust in setting up appt w/ diff saturn dlr:

132953 SATURN OF PLEASANT HILLS 1110 CLAIRTON BLD ROUTE 51 PLEASANT HILLS PA 15236-6505 412-469-4000

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2009 02:23:14 PM	ROCHAM1	ROCHAM1	Outbound Call Customer	Made Contact	Done	9/18/2009 02:49:41 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS STS: How did the repair go?

CUST STS: Was smoothe. Was in for about an an hour. They fixed it. It went fine.

CRS STS: Great, I'm glad to hear that. When was the last time you had problems w/ the speedometer?

CUST STS: The day before yesterday. It only happens after I've been driving for a while.

CRS STS: Recommend taking veh in while the problem is happening. I know that's very inconv, but it seems like the only way to come to a resolution.

CUST STS: They didn't say anything about the volume controls.

CRS ADV: Will get more info from ted who duplicated the issue and f/u

CUST STS: I have the D20 Summit in town so I will not be going anywhere for one week. Can you call me back next Friday. If something happens I will leave you a msg but no need to call back until next friday

If problem reoccurs cust will take veh to

132953 SATURN OF PLEASANT HILLS 1110 CLAIRTON BLD ROUTE 51 PLEASANT HILLS PA 15236-6505 412-469-4000

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2009 08:06:31 AM	ROCHAM1	ROCHAM1	Inbound Call Customer	Voice Mail Received	Done	9/17/2009 08:09:51 AM	cust I/m
Contact Last Name	Contact First Name	Account	BAC Code				

CUST STS: After we spoke yesterday I called Saturn of West Liberty and spoke w/ Ted. I'm not going to get the rental veh. I'm going to wait for the car and just wanted to keep you in the loop. I'm going to leave work around one. Ted said this replacement would take about an hour and I thought it would be silly to get a loaner veh for such little time. I'm going to let them fix the rocker panel, if there is any kind of problem I'll give you a call.

09-17-09 7:54am est

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/16/2009 04:43:02 PM	ROCHAM1	ROCHAM1	Scheduled Outbound Call Cust	Initial Attempt	Done	9/18/2009 02:49:45 PM	[REDACTED] f/u on appt
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]							
Comments							
see how appt went with dlr							
asst cust in setting up appt w/ diff saturn dlr							
132953 SATURN OF PLEASANT HILLS 1110 CLAIRTON BLD ROUTE 51 PLEASANT HILLS PA 15236-6505 412-469-4000							
for speedometer and volume controls							
after that dlr visit offer gw							
either \$100 ML or Basic care							
MARISA ROCHA/ATX/T1							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/16/2009 04:38:50 PM	ROCHAM1	ROCHAM1	Outbound Call Dealer	Made Contact	Done	9/16/2009 04:42:53 PM	Saturn of Wexford. prev documentation closed by DS before ROCHAM1 was able to complete documentation.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS Spoke w/: John Svc Adv

CRS STS: cust calling about a panel replacement and problems w/ speedometer. she has a 2007 Aura.

DLR STS: I can take a msg for the svcm

CRS sts I can hold for him. cust contacted me distraut about miscommunication b/w DS and Svcm. I'm calling to clarify these things right now if possible

DLR STS: will see if I can get him.

CRS Spoke w/: Ted Svcm

CRS STS: This is the 3rd time for speedometer complaint. unable to duplicate up to this point. Is this correct?

DLR STS: yes.

CRS STS: Does cust have an appt set up for tomorrow at 3pm? Cust was seeking free alignment based on the fact that veh was damaged during repair

DLR STS: No. Paul never called me so appt is not set. There is no way to confirm that these scratches were caused by a tech. It may have been caused cust's getting in and out of veh

CRS STS: Can we arrange an appt for her for tomorrow?

DLR STS: please hold while I contact loaner place

CRS Spoke w/: John Svc Adv

DLR STS: We will have a loaner veh for her tomorrow.

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/16/2009 04:31:01 PM	ROCHAM1	ROCHAM1	Inbound Call Customer	Complex Request	Done	9/16/2009 04:38:35 PM	cust is dissatisfied w/ DS svc. crs will assume file to take it in the appropriate direction.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CUST STS: DS promised me that the tires would be put on and aligned for free. I called the Svcm today and he said that it was never arranged. I talked to Paul and he said we can't do the alignment b/c the tires werent bought at the dlrshp. My husband was right there when he said it and DS was on speaker phone. He is a liar and he is the worst cust svc rep ever. I was told I had an appt for Thursday at 3pm. I don't know if that's real or not.

CRS STS: I'm sorry about all of the confusion. I will try and talk w/ the dlrshp for clarification. SVCMM did not have note of your appt for tomorrow, but he did arrange a rental veh for you for tomorrow. It is set up now.

CUST STS: I don't trust them. I don't want them to do anything but fix what they messed up. The panels.

CRS STS: They have the parts in to do that. After they make that repair we can set up an appt w/ the next closest Saturn rtlr to try and get your other situations addressed.

CUST agrees. I don't want to ever talk to Paul again. CRS will reassume ownership of file.

CRS ADV: As far as a free alignment right now from them we won't be able to arrange that. We need to have the veh repaired first. After that I can look into some free maint for you.

CUST STS: I really appreciate that. What about documentation that radio issue was duplicated. CRS adv there are notes of that on file. Will let other Saturn rtlr address this and speedometer issue for you. *COMPLIMENT ESCALATION*

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/16/2009 04:30:48 PM	ROCHAM1	ROCHAM1	Ownership Changed		Done	9/16/2009 04:30:48 PM	Service Request Ownership has changed FROM: FERNANPA TO: ROCHAM1
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/16/2009 04:29:13 PM	PATTERMA	PATTERMA	Escalation		Done	9/16/2009 04:36:15 PM	compliment
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

cust sts she just wants to let us know marisa is an angel. she has helped her so much and anything that we can do for marisa she deserves it. she knows she is not a district specialist but she is her specialist

she is so happy marisa is helping her she is ready to cry.

TL adv that I was glad she was giving us the oppertunity to help and I was really glad to hear the wonderful feedback on my agent. its nice to know we were able to make a difference

cust sts thank you so much

Malissa Patterson/ATX/TL/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/16/2009 04:29:10 PM	PATTERMA	FERNANPA	SR Opened		Done	9/16/2009 04:29:10 PM	SR in Status of Closed has been Re-Opened by PATTERMA
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/16/2009 04:23:54 PM	FERNANPA	FERNANPA	SR Closed - Dissatisfied		Done	9/16/2009 04:23:55 PM	Service Request has been Closed Dissatisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/16/2009 04:19:19 PM	FERNANPA	FERNANPA	Inbound Call Customer	Customer	Done	9/16/2009 04:23:15 PM	FU
Contact Last Name	Contact First Name	Account	BAC Code				

CRS told cust that the free alignment was never promised and after some research we founded out this is not something we could do.

Cust feels the case was not properly handled and she will contact every new paper in the area to complaint about that.

CRS apologized for the misunderstanding and offer cust the possibility of a follow up on the concern.

Cust declined any more assistance and disconnected the call

Paul Fernandez/CAC/ District Specialist/ L2/BA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/16/2009 03:52:48 PM	ROCHAM1	ROCHAM1	Outbound Call Dealer		Done	9/16/2009 04:23:34 PM	Saturn of Wexford
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

John Svc Adv

CRS STS: cust calling about a panel replacement and problems w/ speedometer. she has a 2007 Aura. I can take a msg

CRS sts can hold for him. cust contacted me distraut about miscommunication b/w DS and Svcn. I'm calling to clarify these things

DLR STS: will see if I can get him.

3rd time for speedometer complaint
tech scratched a panel during repair

Paul never called us. 5 minutes after

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/16/2009 03:52:37 PM	ROCHAM1	ROCHAM1	Inbound Call Customer		Done	9/16/2009 04:23:31 PM	cust is dissatisfied w/ DS svc
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/16/2009 03:41:04 PM	FERNANPA	FERNANPA	Outbound Call Dealer	Made Contact	Done	9/16/2009 03:42:47 PM	gather info
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS spoke to Ted serv manager.

Dir sts: I can not do a free alignment for cust only because she had a little problem with the veh. The rental could be provided but that is as far as we can go on this.

CRS will call cust and explain that to her

Paul Fernandez/CAC/ District Specialist/ L2/BA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/16/2009 10:28:19 AM	FERNANPA	FERNANPA	Outbound Call Dealer	Left Message	Done	9/16/2009 10:29:02 AM	Gather info
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

SERV manager will be back at 3pm

Paul Fernandez/CAC/ District Specialist/ L2/BA

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description				
9/15/2009 04:07:29 PM	FERNANPA	FERNANPA	Scheduled Outbound Call		Done	9/16/2009 04:23:43 PM	FU. [REDACTED]				
Contact Last Name			Contact First Name		Account		BAC Code				
[REDACTED]			[REDACTED]		[REDACTED]		[REDACTED]				
Comments											
Confidential Comments											

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2009 04:07:07 PM	FERNANPA	FERNANPA	Scheduled Outbound Call		Done	9/16/2009 10:28:17 AM	gather info
			Dlr				
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2009 03:57:08 PM	FERNANPA	FERNANPA	Outbound Call Customer	Made Contact	Done	9/15/2009 04:07:04 PM	FU
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
Comments							
Cust sts she never got any call back from the dlr.							
Cust sts the veh is having the same problems again, cust would like to take it back							
CRS called dlr.							

Dlr sts> cust could take the veh on Thursday after 3pm, we will try to have a rental available.							

CRS gave cust this info. Cust sts she purchased four new tires, she would like to have them put on the veh and aligned at no charge due to all the inconveniences.							
CRS will research for that possibility							
Paul Fernandez/CAC/ District Specialist/ L2/BA							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/14/2009 02:17:00 PM	ROCHAM1	FERNANPA	Notify CRM		Done	9/15/2009 03:52:36 PM	cust called again
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/14/2009 02:09:51 PM	ROCHAM1	ROCHAM1	Outbound Call Customer	Made Contact	Done	9/14/2009 02:16:51 PM	returning cust call. [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

cust sts: My car acted up all wkd. It is shifting hard and speedometer does not work. I'm not lying. There are other witnesses.

Crs sts: We are not saying that you are lying. I'm sorry that you feel tha way. We want to help you but we need the technician to see the problem that you are referring to. If you can go for a test drive w/ a tech it would be very helpful.

CUST STS: It does not happen every single time.

crs sts: I understand that, but if you do the test drive it will get us a step closer to reproducing the issue

cust sts: Okay. I'm talked to the DS last week, but he has not called me back since.

CRS provided DS direct phone # and adv he is sched to f/u w/ you tomorrow b/w 3-5pm est

cust sts: I truly appreciate you returning my call and I will wait for his call tomorrow

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/14/2009 02:05:27 PM	ROCHAM1	ROCHAM1	Inbound Call Customer	Voice Mail Received	Done	9/14/2009 02:06:39 PM	called again
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CUST STS: Still have not heard back from my DS. Calling about my aura and west liberty. I would like either you or DS to return my call. The problems is getting worse

09-14-09 1:35PM EST

MARISA ROCHA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/14/2009 08:15:05 AM	ROCHAM1	FERNANPA	Notify CRM		Done	9/15/2009 03:52:33 PM	called
Contact Last Name	Contact First Name	Account	BAC Code				

see ibcc by rocham1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/14/2009 08:11:54 AM	ROCHAM1	ROCHAM1	Inbound Call Customer	Voice Mail Received	Done	9/14/2009 08:14:56 AM	Cust sks to update file and speak w/ DS
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

I have not heard back from my specialist as I should have by Thursday/Friday. My speedometer did not work Saturday and Today. My veh shifted hard Friday, Saturday and Today. My fiancé was driving the veh and when he put it into gear it jerked and made a loud noise. I want it to be noted on file that I'm still having the same problems. Please have DS return my call at phone # 7247972371. Also I did have multiple passengers that did see that the speedometer was not working and felt the veh shift hard. I don't want anybody to say that it did not happen.

cust called on 09-13-09 @ 3:50pm est

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2009 04:43:28 PM	FERNANPA	FERNANPA	Scheduled Outbound Call		Done	9/15/2009 03:54:52 PM	FU [REDACTED]
			Cust				
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
[REDACTED]		[REDACTED]					
[REDACTED]		[REDACTED]					
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2009 04:42:56 PM	FERNANPA	FERNANPA	Outbound Call Customer	Received No Answer	Done	9/11/2009 04:43:25 PM	FU
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
CRS recieved no answer							
Paul Fernandez/CAC/ District Specialist/ L2/BA							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2009 11:09:11 AM	FERNANPA	FERNANPA	Outbound Call Dealer	Made Contact	Done	9/11/2009 11:19:29 AM	gather info
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
Comments							
CRS spoke to serv manager Ted							
Dlr sts: we duplicated a problem on the steering controls of the radio, nothing else. Cust will be back because we order a door panel at that time we could take a look at the speedometer.							
Paul Fernandez/CAC/ District Specialist/ L2/BA							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2009 01:41:56 PM	FERNANPA	FERNANPA	Scheduled Outbound Call		Done	9/11/2009 04:42:52 PM	FU [REDACTED]

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2009 01:41:33 PM	FERNANPA	FERNANPA	Scheduled Outbound Call	Dlr	Done	9/11/2009 11:09:09 AM	gather info

Contact Last Name	Contact First Name	Account	BAC Code
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Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/9/2009 01:39:20 PM	FERNANPA	FERNANPA	Outbound Call Customer	Made Contact	Done	9/9/2009 01:41:31 PM	FU

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Cust sts: took the veh back to dlr, they saw the problem on the speedometer and they will be ordering the parts. Approx. By Friday they were going to call me back.

CRS will gather more info about the repair at the dlr and will up date cust

Paul Fernandez/CAC/ District Specialist/ L2/BA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/8/2009 08:43:50 AM	ROCHAM1	FERNANPA	Notify CRM		Done	9/8/2009 06:17:44 PM	[REDACTED] called sks f/u

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/8/2009 08:11:29 AM	ROCHAM1	ROCHAM1	Inbound Call Customer	Voice Mail Received	Done	9/8/2009 08:43:18 AM	cust left message
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

CUST STS: Jennifer Peuges. My Aura speedometer did not work and it shifted hard yesterday. It's still not working properly. I think something needs to be done. taking veh to west liberty today.

7:07am est 09-08-09

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/3/2009 11:42:03 AM	FERNANPA	FERNANPA	Scheduled Outbound Call		Done	9/9/2009 01:39:15 PM	FU. [REDACTED]
Contact Last Name			Contact First Name		Account		BAC Code

Comments

9/9

Scheduled outbound call from 3 to 5pm

Phone # [REDACTED]

Paul Fernandez/CAC/ District Specialist/ L2/BA

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/3/2009 11:22:10 AM	FERNANPA	FERNANPA	Outbound Call Customer	Made Contact	Done	9/3/2009 11:42:00 AM	FU
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust sts she could take the veh back on Tuesday the 8. The veh still has some electrical issues but I won't be taken the veh back to them for this problem I will find another dlr once this scratch is fixed.

Cust is frustrated since the dlr delivered the veh with the scratch with out mention her anything about it.

CRS will do follow up to make sure problem is solved

Paul Fernandez/CAC/ District Specialist/ L2/BA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/3/2009 11:18:16 AM	FERNANPA	FERNANPA	Outbound Call Dealer	Made Contact	Done	9/3/2009 11:21:48 AM	gather info
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS spoke to Ted srv manager.

Dlr sts> cust will have to take the veh back so we can tell exactly what kind of door panel she needs. The repair is not that long so maybe we could take her somewhere. About the radio knob, its working fine, she admitted it only does the problem every once in a while

Paul Fernandez/CAC/ District Specialist/ L2/BA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/2/2009 04:08:36 PM	ROCHAM1	FERNANPA	Dealer Notification	Action Required	Done	9/2/2009 04:08:36 PM	Dlr Notify on T2 Escalation
Contact Last Name	Contact First Name	Account	BAC Code				

This is to notify you that this case was sent to your District Specialist (Tier 2) CRS. They may reach out to you shortly to discuss the customer's concerns. If possible, you may want to reach out to the customer to attempt to resolve.

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/2/2009 04:08:35 PM	ROCHAM1	FERNANPA	Ownership Changed		Done	9/2/2009 04:08:35 PM	Service Request Ownership has changed FROM: ROCHAM1 TO: FERNANPA
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/2/2009 04:08:34 PM	ROCHAM1	FERNANPA	T2 Initial Acknowledgement		Done	9/3/2009 11:18:14 AM	Initial Customer Contact after escalation

Contact Last Name	Contact First Name	Account	BAC Code				
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Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/2/2009 04:06:58 PM	ROCHAM1	ROCHAM1	Other	Reason for Escalation	Done	9/2/2009 04:08:26 PM	T2

Contact Last Name	Contact First Name	Account	BAC Code				
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Comments

- cust sks to file complaint on Adv and Tech who did not notify her of the damage that they caused while removing the seat for psgr air bag sensor repair
- cust has been incony and may be seeking some form of compensation and would like a rental veh while scratched panel is being replaced

--- SVCM Involvement needed.

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/2/2009 04:02:44 PM	ROCHAM1	ROCHAM1	Inbound Call Customer	Complex Request	Done	9/2/2009 04:06:49 PM	cust call back continued
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

crs adv: Typically we recommend that you continue to work w/ your selling dlrshp, but if you don't feel comfortable going there then in the future you are welcome to take your veh to the next closest dlr 132953 SATURN OF PLEASANT HILLS. They are a little bit further, but they can do your warranty work.

CUST STS: If the electrical issues w/ DIC come back I think I will take it to Saturn of Pleasant Hills. This is such a hassle. I have to drive through traffic. I'm tired from work. I'm going to have to take it back on Tuesday. I will want a rental veh.

CRS ADV: I'm going to forward your info to a DS who has more resources to handle this kind of situation. We track Dlr and Employee complaints for 10yrs to make sure things don't get out of hand. The DS will research this further and f/u w/ you in 24 business hrs. In the meantime if you have any questions you can call me directly.

CUST STS: Thank you for listening to my complaints. It's not Saturn's fault.

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/2/2009 03:49:28 PM	ROCHAM1	ROCHAM1	Inbound Call Customer	Complex Request	Done	9/2/2009 04:06:52 PM	cust call back
Contact Last Name	Contact First Name	Account	BAC Code				

CUST STS: I'm sorry about missing your call. I was on the other line and when I tried to switch over the phone hung up on you. I'm so livid right now.

CRS STS: I got your vm, I definitely understand why you would be. I'm so sorry about this

CUST STS: When I saw the scratches I called the dlrshp back and he said to "just bring it back and they would take care of it." They knew they damaged it. They should have owned up to this before just giving it back to me instead of waiting and seeing if I would complaint about it. John said it's from where they removed the passenger side seat. It was all scratched up. It was not like that when I dropped it off and the volume control is still not working. This is completely unacceptable. They told me to jsut bring it back, they would order the part and they can replace it. I'm starting to question there competency. Did they even check out the electrical issues the first time around?

CRS STS:I understand why you are upset about this. That is definitely not the svc we expect from our dlrshps. For this kind of situation the dlrshp caused the dagmage the veh will need to go back to them b/c if they caused this damage then they are responsible for repairing it.

Continued...

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/2/2009 03:48:15 PM	ROCHAM1	ROCHAM1	Outbound Call Customer	Received No Answer	Done	9/2/2009 03:48:41 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

phone rang twice and call was rejected.
unable to l/m

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/2/2009 03:45:17 PM	ROCHAM1	ROCHAM1	Inbound Call Customer	Voice Mail Received	Done	9/2/2009 03:47:43 PM	Further Damage Caused By Dlr
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CUST STS: We spoke earlier today about Saturn of West Liberty. The guy that took my seat out scratched up the inside of my car really bad on the plastic. I have to take my car back to Saturn of West Liberty so that they can order the correct inside door panel to replace it. If you could please call me back, I would appreciate it.

09-02-09 3:28PM EST

MARISA ROCHA/ATX/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/2/2009 11:09:11 AM	ROCHAM1	ROCHAM1	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	9/2/2009 04:06:58 PM	Airbag Light/DIC Issues
Contact Last Name	Contact First Name	Account	BAC Code				

has cust experienced any problems since she picked up veh? If not close file.

If so? what are the problems and adv cust to take veh back to dlr. sched f/u appropriately

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/2/2009 10:59:34 AM	ROCHAM1	ROCHAM1	Inbound Call Customer	Complex Request	Done	9/2/2009 11:07:54 AM	Airbag Sensor, DIC temporarily Inop
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]

Comments

Cust Sks: to let saturn know that there are unduplicated problems. to take action if this happens again. To notify that she will take legal action if airbag issues persist. To adv lack of svc from dlrshp. They initially said there was nothing wrong but when I threatened to sue them they found that the sensor needed to be replaced.

CRS ADV: I have thoroughly documented your concern in a SR. We keep these in our database for 10yrs.

CUST STS: I appreciate that.

CRS ADV: I'm very sorry for the dlrshp not providing you w/ adequate svc. I contacted them and they advised that initially they were unaware that the airbag problem only happened when someone is in the seat. I know that you will be picking up the veh today. I will call you a wk from today to make sure that the veh is still driving okay. If you have any problems before or after that point you can call me directly. CRS provided Direct phone # and SR#. At that point there would be more action that Saturn can take.

CUST STS: Thank you very much.

CRS STS: Do you have any questions or anything I can help you w/ at this point?

CUST STS: Not right now

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/2/2009 10:44:25 AM	ROCHAM1	ROCHAM1	Outbound Call Dealer	Made Contact	Done	9/2/2009 11:08:53 AM	Saturn of West Liberty Avenue
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS spoke w/: John Svc Adv

Diagnosis? The only thing we found wrong was a code. psgr presence sensor. detects whether someone is there or not. We initially couldnt find something wrong w/ it then she said it only happens when someone sits in it. Nothing was happening w/ the DIC when we looked at it

Estimated cost? wrnty

When will complete? Finished last night

Misuse/Abuse/Lack of maint? N

Cust caused or prevented? N

Prev out of pocket expense at dlr? N

Dlr provided prev GW? N

Prev related repairs? N

General condition of vehicle? Good shape

Did you ride-along or test drive with the Cust?

TAC contacted? I don't know b/c the order is filed away.

In past experience dic issues is related to BCM issues. How long is that covered?

DLR ADV: under b2b.

MARISA ROCHA/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/2/2009 10:38:33 AM	ROCHAM1	ROCHAM1	Inbound Call Customer	Complex Request	Done	9/2/2009 10:59:32 AM	Airbag Sensor, DIC temporarily Inop
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CUST STS: I have a serious safety concern. The dlrshp replaced an airbag sensor, but they couldn't find a problem w/ the other electrical issues I told them about. If the airbags don't deploy during an accident I will have to hold Saturn accountable.

CRS STS: I'm sorry that you are experiencing problems w/ your new veh. Airbags are definitely a components to be concerned about for you and your psgrs safety. May I obtain more information?

CUST agrees

Original owner? Y

Where purchased? SATURN OF WEST LIBERTY

Current approx mlg? 28k miles

Concern? Volume control would work backwards started in Winter 2008. Svc Airbag light would come on. recently, If someone was in the seat it would say the airbag is turned off. It started happening more so I sched an appt for airbag on Thursday. On Friday the Speedometer, odometer and temp gage stopped working and veh started shifting really hard/jerking. a couple hrs later it was working fine. took it on Saturday and they couldnt find any transmission or DIC issues.

Where diagnosed? SATURN OF WEST LIBERTY

Est cost of the repair? warranty

Current location of veh? SATURN OF WEST LIBERTY

What has Dlr told you about a diagnosis? Monday they said nothing was wrong. I told them to look at it again and Tuesday they replaced the airbag sensor.

Prev related repairs? N

Out of Pocket expense: N

continued

MARISA ROCHA/ATX/T1

Confidential Comments

UCC Information

UCC Code	Symptom	Description
C49	SIR - Light On	Restraints - (SIR) - Passenger Side -Side Impact

Saturn of Pleasant Hills

FAX

To: Rachael Ross

From: Justin

Fax: 18662553679

Pages:

Phone:

Date: 11/5/09

Re:

CC:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000

WORK ORDER

Date	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model
10/26/09	1G8ZS57NX7E	30020	07/07/07	18	07/07/07		07	SATURN	AURA XE

Disclaimer of Warranties
The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

City / State / Zip
PITTSBURGH PA

Eng LZ4 3.5LV6 4 SPD AUTO
Transmission
Color SILVER PEA
SA# 520 1095750
SO#
Tag# 706 Ref SO# 03
Customer Number
Stock # 7F4481
Labor Rate .00
Payment Type
Promise Date / Time 10/26/09
Doc Cnt: 1 01
Prk Lot:
Diag Codes

PRINTED: 14:28:04 Attention:
Comments:

L#	Codes	ST	Hrs	Labor	Parts	Total
1	RENTA / CUSTOMER STATES SHOWS CHECK TI INSTEAD OF CHECK TI RES-SOP 2G1WT57K291	C	.4	1	3	
2	CUSTOMER STATES AT TIMES SHIFTING FROM 1ST TO 2ND CAR BANGS INTO GEAR	C				
3	INFORMATION LINE	I				

SA: MARK HOLLANDER
HOURS LABORESTIMATE TOTAL:
NT ITEM MISC

HAZDS

DISC

DEDCT

TAXES

TOTAL

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or article supplied by customer. Delays caused by unavailability of parts or delays in parts shipments by vehicle herein described on streets, highways or elsewhere for the vehicle to secure the amount of the repairs thereto. Not responsible for

Repair Line Cause: 1) C/S DRIVER info. center - READ "CHECK TI"
SHOULD HAVE READ "CHECK TIRES"

=> REPLACED INST. CLUSTER.

Correction: NO PROGRAMMING REQUIRED

now cluster fully operational

Repair Line Cause: 2) C/S TRANS shifts HARD 1st to 2nd.

ROAD w/ customer. - Did not Duplicate

Correction: = CAN NOT Duplicate in morning.

= NO codes. @ this time.

Repair Line Cause:

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		095756		
		618		6.1
		-7		ON

Correction:

Repair Line Cause:

Correction:

PARTS LIST	PRICE	TIME PUNCH
		ON Oct 19 8 34
		OFF Oct 19 15 32
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
6		OFF
		ON
		OFF

Technical Information

Battery Volts	Amps	
Charging Volts	Amps	Diodes
Computer Codes		
Brakes Thinnest measured inner or outer		
Front	Rear	
Tire tread depth		
LF	RF	RR LR



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000SERVICE
INVOICESO# 1095750 DATE/TIME IN: 10/26/2009 14:28
TAG# 706 SA: MARK HOLLANDERDATE/TIME OUT: 10/27/2009 15:34
DOC COUNT: 2 PAGE: 1

[REDACTED] 03 1G8ZS57NX7F [REDACTED]
2007 SATURN AURA XE SILVER PEARL
ENGINE: LZ4 3.5LV6
STK#: 7F4481
MILES IN/OUT 30020 / 30021
SVC DATE: 7/07/2007

PITTSBURGH PA [REDACTED]

LINE 1 590 CUSTOMER STATES SHOWS CHECK TI INSTEAD OF CHECK TI
RES-SOP
TECH COMM: CUSTOMER STATES SHOWS CHECK TI
VERIFIED DASH DISPLAY SHOWS CHECK TI INSTEAD OF SA
YING CHECK TIRES. TRACED TO FAULTY INSTRUMENT
DISPLAY. REPLACED AND REPROGRAMED INSTRUMENT CLUSTER
R. RETESTED- OK LOANER PROVIDED WHILE VEHICLE
IS IN FOR REPAIRS VIN #2G1WT75K291142303

REPAIR 1 INSTRUMENT CLUSTER REPLACEMENT
OPCODE: N4180 SALE TYPE: WARRANTY - WTY

PRIMARY TECH: JAMES r NAYLOR

NET ITEM: C [REDACTED] SALE TYPE
WARRANTY - GM WTY

UNIT QTY: 3 UNIT AMT: RENTAL DAYS: 3

LINE 2 CUSTOMER STATES AT TIMES SHIFTING FROM 1ST TO 2ND
CAR BANGS INTO GEAR
TECH COMM: UNABLE TO VERIFY CUSTOMER CONCERN AFTER ORAD TEST
ING WITH CUSTOMER AND CHECKING FOR CODES. NO CODES
FOUND. ROAD TESTED AGAIN AFTER SITTING OVERNIGHT.
OPERATING AS DESIGNED AT THIS TIME.

REPAIR 1 TRANSMISSION DIAGNOSIS- NPF
OPCODE: M5300 SALE TYPE: SVC DEPT PO INT

PRIMARY TECH: JAMES r NAYLOR

LINE 3* REPAIR REAR BUMPER
TECH COMM: DONE

REPAIR 1 REPAIR REAR BUMPER
OPCODE: M5300 SALE TYPE: SVC DEPT PO INT

PRIMARY TECH: CARL r VERO

NET ITEM: S REPAIR SALE TYPE
SVC DEPT POLICY INT

*** Following the line number denotes added operation.
DISCLAIMER OF WARRANTIES

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SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000

SERVICE INVOICE

SO# 1095750 DATE/TIME IN: 10/26/2009 14:28
TAG# 706 SA: MARK HOLLANDER

DATE/TIME OUT: 10/27/2009 15:34
DOC COUNT: 2 PAGE: 2

03 1G8ZS57NX7F

CUSTOMER SIGNATURE

CUSTOMER TOTAL \$.00

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SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.

Pleasant Hills, PA 15236

(412) 469-4000

WORK ORDER

Date	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model
10/10/09	1G8ZS57NX7	29514	07/07/07	18	07/07/07		07	SATURN	AURA XE

Disclaimer of Warranties

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Eng	Transmission	Color	SA#	SO#
LZ4 3.5LV6 4	SPD AUTO	SILVER PEA		

Phone	Tag#	Ref SO#
	537	03

City / State / Zip
PITTSBURGH PA

Customer Number

Stock #

Labor Rate

7F4481

.00

PRINTED: 8:14:48 Attention:

Comments:

Doc Cnt: 1

01

Promise Date / Time

10/10/09

Prk Lot:

Diag Codes

*****ESTIMATE*****

L# Codes

(Rental)

ST

Hrs

Labor

Parts

Total

1

CUSTOMER STATES ONLY VOLUME DOWN RADIO BUTTON ON S
TEERING WHEEL WORKS

C

E7012 .3 + .3

part should be here from
west lib. (wont go back there for service)

2

CUSTOMER STATES READS CHECK TI INSTEAD OF CHECK TI
RES

C

3

CUSTOMER STATES AT TIMES SPEEDO STICKS ON ZERO
THEN FLIP FLOPS-FALLS TO ZERO STOPPING

C

Declinet
304

4

CUSTOMER STATES AT TIMES ON ACCEL FROM DEAD STOPS
CAR WONT SHIFT- THEN SHIFTS REAL HARD INTO 2ND

C

H0122
1.0 + .6

5

REPAIR(S) RECOMMENDED

I

2.0 + .3 + 1.3

SA: MARK HOLLANDER

HOURS

LABOR

PARTS

ESTIMATE TOTAL:

NT ITEM

MISC

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by supplier for purpose of repair. I agree to hold you harmless for any damage to the vehicle herein described on streets, highways or elsewhere for the above vehicle to secure the amount of the repairs thereto. Not responsible for damage to vehicle.

X

HAZDS

DISC

DEDCT

TAXES

TOTAL



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000SERVICE
INVOICEO# 1095571 DATE/TIME IN: 10/10/2009 8:14
TAG# 537 SA: MARK HOLLANDERDATE/TIME OUT: 10/13/2009 12:09
DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZS57NX7E [REDACTED]
2007 SATURN AURA XE SILVER PEARL
PITTSBURGH PA [REDACTED] ENGINE: LZ4 3.5LV6
[REDACTED] STK#: 7F4481
[REDACTED] MILES IN/OUT 29514 / 29541
SVC DATE: 7/07/2007

LINE 1 221 CUSTOMER STATES ONLY VOLUME DOWN RADIO BUTTON ON S
TEERING WHEEL WORKS
TECH COMM: CUSTOMER STATES VOLUME CONTROL ON WHEEL ONLY WORKS
DOWN. VERIFIED SWITCH WILL ONLY LOWER VOLUME.REPA
LCED STEERING WHEEL VOLUME CONTROL SWITCH.RETESTED
OK

REPAIR 1 SWITCH AND/OR CONTROL, STEERING WHEEL MOUNTED - RE
OPCODE: E7012 SALE TYPE: WARRANTY - WTY
IRS: .30 OTH HRS: .30
PRIMARY TECH: JAMES r NAYLOR
WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
IN	15942443 SWITCH AS Y		1		WARRANTY - GM	

NET ITEM: C ENTERPRISE RENT A CAR SALE TYPE
WARRANTY - GM WTY
UNIT QTY: 4 UNIT AMT: RENTAL DAYS: 4

LINE 2 CUSTOMER STATES READS CHECK TI INSTEAD OF CHECK TI
RES
TECH COMM: ORDERED NEW SPEEDO CLUSTER

REPAIR 1 PARTS ON ORDER
OPCODE: X5050 SALE TYPE: SVC DEPT PO INT
PRIMARY TECH: JAMES r NAYLOR

LINE 3 CUSTOMER STATES AT TIMES SPEEDO STICKS ON ZERO
THEN FLIP FLOPS-FALLS TO ZERO STOPPING
TECH COMM: ORDERED CLUSTER

REPAIR 1 ORDERED CLUSTER
OPCODE: X5050 SALE TYPE: SVC DEPT PO INT
PRIMARY TECH: JAMES r NAYLOR

LINE 4 CUSTOMER STATES AT TIMES ON ACCEL FROM DEAD STOPS
CAR WONT SHIFT- THEN SHIFTS REAL HARD INTO 2ND
TECH COMM: UNABLE TO VERIFY CONCERN AT THIS TIME

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SATURN OF PLEASANT HILLS

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Pleasant Hills, PA 15236
(412) 469-4000**SERVICE
INVOICE**SO# 1095571 DATE/TIME IN: 10/10/2009 8:14 DATE/TIME OUT: 10/13/2009 12:09
IAG# 537 SA: MARK HOLLANDER DOC COUNT: 1 PAGE: 2

03 1G8ZS57NX7F

REPAIR 1 TRANSMISSION DIAGNOSTICS-NPF SALE TYPE: SVC DEPT PO INT
OPCODE: M5300

PRIMARY TECH: JAMES r NAYLOR

LINE 5 REPAIR(S) RECOMMENDED

REPAIR 1 REPAIR(S) RECOMMENDED SALE TYPE: SVC DEPT PO INT
OPCODE: M5305LINE 6* 124 CUSTOMER STATES BRAKES PULSATE
TECH COMM: CUSTOMER STATES BRAKES PULSATE
VERIFIED UNSAFE BRAKE PULSATION ON ROAD TEST. INSP
ECTED BRAKE SYSTEM AND FOUND EXCESSIVE RUNOUT ON
BOTH FRONT DISC BRAKE ROTORS.REFINISHED BOTH FRONT
ROTORSREPAIR 1 FRONT BRAKE ROTOR REFINISHING SALE TYPE: WARRANTY - WTY
OPCODE: H0122
HRS: 1.00 OTH HRS: .60
PRIMARY TECH: JAMES r NAYLORLINE 7* 124 CUSTOMER STATES BRAKES PULSATE
TECH COMM: CUSTOMER STATES BRAKES PULSATE
VERIFIED UNSAFE BRAKE PULSATION ON ROAD TEST. INSP
ECTED BRAKE SYSTEM AND FOUND EXCESSIVE RUNOUT ON
BOTH REAR DISC BRAKE ROTORS. MACHINED BOTH REAR RO
TORS AND ROAD TESTED-OKREPAIR 1 REAR BRAKE ROTOR REFINISHING SALE TYPE: WARRANTY - WTY
OPCODE: H0132
HRS: 1.00 OTH HRS: .60
PRIMARY TECH: JAMES r NAYLORLINE 8* 126 CUSTOMER STATES KNOCK IN STEERING WHEN TURNING
TECH COMM: CUSTOMER STATES KNOCK IN STEERING WHEN TURNING
VERIFIED KNOCK IN STEERING. TRACED TO FAULTY INTER
MEDIATE STEERING SHAFT. REPLACED SHAFT AND ROAD
TESTED-OKREPAIR 1 INTERMEDIATE STEERING SHAFT REPLACEMENT SALE TYPE: WARRANTY - WTY
OPCODE: E7700
HRS: .50
PRIMARY TECH: JAMES r NAYLOR
WARR PARTS: 1**DISCLAIMER OF WARRANTIES**

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SATURN OF PLEASANT HILLS

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Pleasant Hills, PA 15236
(412) 469-4000SERVICE
INVOICESO# 1095571 DATE/TIME IN: 10/10/2009 8:14
TAG# 537 SA: MARK HOLLANDERDATE/TIME OUT: 10/13/2009 12:09
DOC COUNT: 1 PAGE: 3

03 1G8ZS57NX7E

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	25979679 SHAFT ASM	Y	1		WARRANTY - GM	

LINE 9* 123 CUSTOMER STATES POWER STEERING LEAK
TECH COMM: CUSTOMER STATES POWER STEERING FLUID LEAK
VERIFIED POWER STEERING FLUID LEAKING FROM SEAL AT
BOTTOM OF STEERING GEAR. REPLACED STEERING GEAR AN
D RESET TOE.

REPAIR 1 GEAR ASSEMBLY, POWER STEERING - REPLACE
OPCODE: E9740 SALE TYPE: WARRANTY - WTY
HRS: 2.00 OTH HRS: 1.30
PRIMARY TECH: JAMES r NAYLOR
WARR PARTS: 2

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	25963531 GEAR ASM-	Y	1		WARRANTY - GM	WTY
SN	21119083 GEAR KIT,	N	1-		WARRANTY - GM	WTY
SN	89020661 FLUID-HYD	N	1		WARRANTY - GM	WTY

"" Following the line number denotes added operation.

CUSTOMER SIGNATURE

CUSTOMER TOTAL \$.00

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DAVID J. GORBERG & ASSOCIATES, P.C.

DAVID J. GORBERG†
TAMMY J. SCHMITT
LAURA L. APFLEGATE
NICOLE VITALE*

*MEMBER OF PA AND NJ BARS
†MEMBER OF PA AND NY BARS

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MT. LAUREL, NJ 08054
(856) 797-0703
FAX (856) 983-6123

PITTSBURGH OFFICE

2325 GRANT BLDG.
330 GRANT STREET
PITTSBURGH, PA 15219
(412) 894-9970
FAX (412) 894-9983

FAX TRANSMITTAL SHEET

DATE: 11/4/09

TO: General Motors Company BRC: Legal Dept
FOR: Rachal Ross, 866-790-5600 ext. 11141

FAX NO: 866-255-3679

FROM: David J. Gorberg, c/o Anne Williams

FOR: [REDACTED]
Service Request: 71-772682870
2007 Saturn AURA
1G8ZS57NX7E [REDACTED]

RE: Faxing requested lien

PAGES BEING TRANSMITTED: 2

MESSAGE:

PLEASE CALL ANNE AT 1-800-695-3666, EXT. 242 TO CONFIRM RECEIPT OF THIS EMAIL. IF THERE IS A PROBLEM WITH THIS TRANSMISSION, PLEASE CALL THE TELEPHONE NUMBER LISTED ABOVE.

Fax Server

12/23/2008 3:37:40 PM PAGE 3/003 FAX 001/001

RELEASE OF LIEN INFORMATION

hereby authorize GMAC Finance
(Lien holder Name)
P.O. BOX 8141
COLLETSVILLE MD 21030
(Lien holder Address) 1-800-200-4622
(Lien holder Phone Number)

to release any and all information regarding my loan account # [REDACTED]
(Account Number)

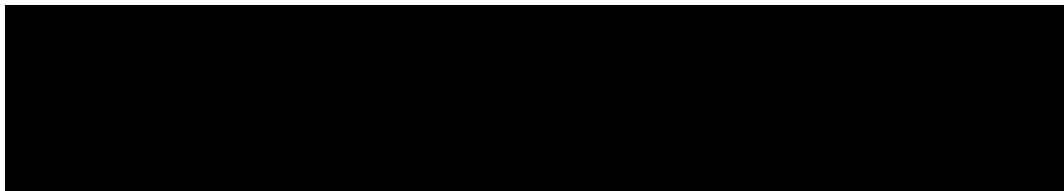
with GMAC Finance
(Lien holder Name)

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

Date 10-29-2009

VEHICLE INFORMATION

The current vehicle mileage is 30,058 Date mileage read: 10-29-2009



SME



SME





VIA FAX ONLY

November 3, 2009

Ted Gebadlo
Fixed Operations Manager
Saturn of West Liberty Avenue
2855 West Liberty Avenue
Dormont, PA 15216-2609

RE: [REDACTED]
Service Request: 71-772682870
2007 Saturn AURA
Vehicle Identification Number: 1G8ZS57NX7R [REDACTED]
Legal Research Specialist: Rachal Ross

Dear Mr. Gebadlo:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer **service** documents regarding this vehicle. Please refer to Policies and Procedures Art. 1.6.3 Section d. The specific documents needed are:

- **Service and body shop repair orders (accounting copies) of all internal, customer pay, and warranty repair orders, as well as technician notes. Also, include any receipts for aftermarket or dealer add-ons.**

This is a time sensitive legal matter. Please fax these documents **as soon as possible** to my personal fax number: **866-255-3679**. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more groups as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me directly at 866-790-5600 extension 11141, Monday through Friday between 9:00 a.m. and 4:45 p.m., Eastern Time. Email address: rachal_ross@gmexpert.com

Sincerely,

Rachal Ross
General Motors

Saturn of Pleasant Hills

FAX

To: Rachael Ross

From: Justin

Fax: 18662553679

Pages:

Phone:

Date: 11/5/09

Re:

CC:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply

Date	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model
10/26/09	1G8ZS57NXX7E	30020	07/07/07	18	07/07/07		07	SATURN	AURA XE

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PRINTED: 14:28:04 Attention:

Comments:

City / State / Zip
PITTSBURGH

РД

Customer Number

Stock #
7F4481

Labor Rate
.00

Payment Type

Promise Date / Time

Doc Cnt: 1

01

10/26/09

Prk Lot:

Diag Codes

***** ESTIMATE *****

L#	Codes
----	-------

RENTA /

ST

Hrs

Labor

Parts

Total

1

CUSTOMER STATES SHOWS CHECK TI INSTEAD OF CHECK TI
RES-SQP

1

2G1WT57K291

2

CUSTOMER STATES AT TIMES SHIFTING FROM 1ST TO 2ND
CAR BANGS INTO GEAR

1

3

INFORMATION LINE

•

SA: MARK HOLLANDER

HOURS

LABOR

PARTS

	ESTIMATE	TOTAL:
NT	ITEM	MISC

HAZDS

DISC

DEDCT

TAXES

TOTAL

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles contained therein caused by unavailability of parts or delays in parts shipments to the vehicle herein described on streets, highways or elsewhere for the purpose of securing the amount of this repairs thereto. Not responsible.

Repair Line Cause: 1) C/S DRIVER info. center - READ "CHECK TI"
SHOULD HAVE READ "CHECK TIRES"

=> REPLACED INST. CLUSTER.

Correction: NO PROGRAMMING REQUIRED

now cluster fully operational

Repair Line Cause: 2) C/S TRANS shifts HARD 1st to 2nd.

ROAD w/ customer. - Did not Duplicate

Correction: = CAN NOT Duplicate in morning.

= NO codes. @ this time.

Repair Line Cause:

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		095756		
		618		6.1
		-7		ON

Correction:

Repair Line Cause:

Correction:

PARTS LIST	PRICE	TIME PUNCH
		ON Oct 19 8 34
		OFF Oct 19 15 32
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
6		OFF
		ON
		OFF

Technical Information

Battery Volts	Amps	
Charging Volts	Amps	Diodes
Computer Codes		
Brakes Thinnest measured inner or outer		
Front	Rear	
Tire tread depth		
LF	RF	RR
		LR



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000SERVICE
INVOICESO# 1095750 DATE/TIME IN: 10/26/2009 14:28
TAG# 706 SA: MARK HOLLANDERDATE/TIME OUT: 10/27/2009 15:34
DOC COUNT: 2 PAGE: 1

[REDACTED] 03 1G8ZS57NX7F [REDACTED]
2007 SATURN AURA XE SILVER PEARL
ENGINE: LZ4 3.5LV6
STK#: 7F4481
MILES IN/OUT 30020 / 30021
SVC DATE: 7/07/2007

PITTSBURGH PA [REDACTED]

LINE 1 590 CUSTOMER STATES SHOWS CHECK TI INSTEAD OF CHECK TI
RES-SOP
TECH COMM: CUSTOMER STATES SHOWS CHECK TI
VERIFIED DASH DISPLAY SHOWS CHECK TI INSTEAD OF SA
YING CHECK TIRES. TRACED TO FAULTY INSTRUMENT
DISPLAY. REPLACED AND REPROGRAMED INSTRUMENT CLUSTER
R. RETESTED- OK LOANER PROVIDED WHILE VEHICLE
IS IN FOR REPAIRS VIN #2G1WT75K291142303

REPAIR 1 INSTRUMENT CLUSTER REPLACEMENT
OPCODE: N4180 SALE TYPE: WARRANTY - WTY

PRIMARY TECH: JAMES r NAYLOR

NET ITEM: C [REDACTED] SALE TYPE
WARRANTY - GM WTY

UNIT QTY: 3 UNIT AMT: RENTAL DAYS: 3

LINE 2 CUSTOMER STATES AT TIMES SHIFTING FROM 1ST TO 2ND
CAR BANGS INTO GEAR
TECH COMM: UNABLE TO VERIFY CUSTOMER CONCERN AFTER ORAD TEST
ING WITH CUSTOMER AND CHECKING FOR CODES. NO CODES
FOUND. ROAD TESTED AGAIN AFTER SITTING OVERNIGHT.
OPERATING AS DESIGNED AT THIS TIME.

REPAIR 1 TRANSMISSION DIAGNOSIS- NPF
OPCODE: M5300 SALE TYPE: SVC DEPT PO INT

PRIMARY TECH: JAMES r NAYLOR

LINE 3* REPAIR REAR BUMPER
TECH COMM: DONE

REPAIR 1 REPAIR REAR BUMPER
OPCODE: M5300 SALE TYPE: SVC DEPT PO INT

PRIMARY TECH: CARL r VERO

NET ITEM: S REPAIR SALE TYPE
SVC DEPT POLICY INT

*** Following the line number denotes added operation.
DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000

SERVICE INVOICE

SO# 1095750 DATE/TIME IN: 10/26/2009 14:28
TAG# 706 SA: MARK HOLLANDER

DATE/TIME OUT: 10/27/2009 15:34
DOC COUNT: 2 PAGE: 2

03 1G8ZS57NX7F

CUSTOMER SIGNATURE

CUSTOMER TOTAL \$.00

DISCLAIMER OF WARRANTIES

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SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000SERVICE
INVOICEO# 1095571 DATE/TIME IN: 10/10/2009 8:14
TAG# 537 SA: MARK HOLLANDERDATE/TIME OUT: 10/13/2009 12:09
DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZS57NX7E [REDACTED]
2007 SATURN AURA XE SILVER PEARL
PITTSBURGH PA [REDACTED] ENGINE: LZ4 3.5LV6
[REDACTED] STK#: 7F4481
[REDACTED] MILES IN/OUT 29514 / 29541
SVC DATE: 7/07/2007

LINE 1 221 CUSTOMER STATES ONLY VOLUME DOWN RADIO BUTTON ON S
TEERING WHEEL WORKS
TECH COMM: CUSTOMER STATES VOLUME CONTROL ON WHEEL ONLY WORKS
DOWN. VERIFIED SWITCH WILL ONLY LOWER VOLUME. REPA
LCED STEERING WHEEL VOLUME CONTROL SWITCH. RETESTED
OK

REPAIR 1 SWITCH AND/OR CONTROL, STEERING WHEEL MOUNTED - RE
OPCODE: E7012 SALE TYPE: WARRANTY - WTY
IRS: .30 OTH HRS: .30
PRIMARY TECH: JAMES r NAYLOR
WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
IN	15942443 SWITCH AS Y	1			WARRANTY - GM	

NET ITEM: C ENTERPRISE RENT A CAR SALE TYPE
WARRANTY - GM WTY

UNIT QTY: 4 UNIT AMT: RENTAL DAYS: 4

LINE 2 CUSTOMER STATES READS CHECK TI INSTEAD OF CHECK TI
RES
TECH COMM: ORDERED NEW SPEEDO CLUSTER

REPAIR 1 PARTS ON ORDER
OPCODE: X5050 SALE TYPE: SVC DEPT PO INT

PRIMARY TECH: JAMES r NAYLOR

LINE 3 CUSTOMER STATES AT TIMES SPEEDO STICKS ON ZERO
THEN FLIP FLOPS-FALLS TO ZERO STOPPING
TECH COMM: ORDERED CLUSTER

REPAIR 1 ORDERED CLUSTER
OPCODE: X5050 SALE TYPE: SVC DEPT PO INT

PRIMARY TECH: JAMES r NAYLOR

LINE 4 CUSTOMER STATES AT TIMES ON ACCEL FROM DEAD STOPS
CAR WONT SHIFT- THEN SHIFTS REAL HARD INTO 2ND
TECH COMM: UNABLE TO VERIFY CONCERN AT THIS TIME

DISCLAIMER OF WARRANTIES

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SATURN OF PLEASANT HILLS

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Pleasant Hills, PA 15236
(412) 469-4000SERVICE
INVOICESO# 1095571 DATE/TIME IN: 10/10/2009 8:14 DATE/TIME OUT: 10/13/2009 12:09
TAG# 537 SA: MARK HOLLANDER DOC COUNT: 1 PAGE: 2

03 1G8ZS57NX7F

REPAIR 1 TRANSMISSION DIAGNOSTICS-NPF SALE TYPE: SVC DEPT PO INT
OPCODE: M5300

PRIMARY TECH: JAMES r NAYLOR

LINE 5 REPAIR(S) RECOMMENDED

REPAIR 1 REPAIR(S) RECOMMENDED SALE TYPE: SVC DEPT PO INT
OPCODE: M5305LINE 6* 124 CUSTOMER STATES BRAKES PULSATE
TECH COMM: CUSTOMER STATES BRAKES PULSATE
VERIFIED UNSAFE BRAKE PULSATION ON ROAD TEST. INSP
ECTED BRAKE SYSTEM AND FOUND EXCESSIVE RUNOUT ON
BOTH FRONT DISC BRAKE ROTORS.REFINISHED BOTH FRONT
ROTORSREPAIR 1 FRONT BRAKE ROTOR REFINISHING SALE TYPE: WARRANTY - WTY
OPCODE: H0122
HRS: 1.00 OTH HRS: .60
PRIMARY TECH: JAMES r NAYLORLINE 7* 124 CUSTOMER STATES BRAKES PULSATE
TECH COMM: CUSTOMER STATES BRAKES PULSATE
VERIFIED UNSAFE BRAKE PULSATION ON ROAD TEST. INSP
ECTED BRAKE SYSTEM AND FOUND EXCESSIVE RUNOUT ON
BOTH REAR DISC BRAKE ROTORS. MACHINED BOTH REAR RO
TORS AND ROAD TESTED-OKREPAIR 1 REAR BRAKE ROTOR REFINISHING SALE TYPE: WARRANTY - WTY
OPCODE: H0132
HRS: 1.00 OTH HRS: .60
PRIMARY TECH: JAMES r NAYLORLINE 8* 126 CUSTOMER STATES KNOCK IN STEERING WHEN TURNING
TECH COMM: CUSTOMER STATES KNOCK IN STEERING WHEN TURNING
VERIFIED KNOCK IN STEERING. TRACED TO FAULTY INTER
MEDIATE STEERING SHAFT. REPLACED SHAFT AND ROAD
TESTED-OKREPAIR 1 INTERMEDIATE STEERING SHAFT REPLACEMENT SALE TYPE: WARRANTY - WTY
OPCODE: E7700
HRS: .50
PRIMARY TECH: JAMES r NAYLOR
WARR PARTS: 1

DISCLAIMER OF WARRANTIES

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SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000SERVICE
INVOICESO# 1095571 DATE/TIME IN: 10/10/2009 8:14
TAG# 537 SA: MARK HOLLANDERDATE/TIME OUT: 10/13/2009 12:09
DOC COUNT: 1 PAGE: 3

03 1G8ZS57NX7E

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	25979679 SHAFT ASM	Y	1		WARRANTY - GM	

LINE 9* 123 CUSTOMER STATES POWER STEERING LEAK
TECH COMM: CUSTOMER STATES POWER STEERING FLUID LEAK
VERIFIED POWER STEERING FLUID LEAKING FROM SEAL AT
BOTTOM OF STEERING GEAR. REPLACED STEERING GEAR AN
D RESET TOE.

REPAIR 1 GEAR ASSEMBLY, POWER STEERING - REPLACE
OPCODE: E9740 SALE TYPE: WARRANTY - WTY
HRS: 2.00 OTH HRS: 1.30
PRIMARY TECH: JAMES r NAYLOR
WARR PARTS: 2

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	25963531 GEAR ASM-	Y	1		WARRANTY - GM	WTY
SN	21119083 GEAR KIT,	N	1-		WARRANTY - GM	WTY
SN	89020661 FLUID-HYD	N	1		WARRANTY - GM	WTY

"" Following the [redacted] number denotes added operation.

CUSTOMER SIGNATURE [redacted]

CUSTOMER TOTAL \$.00.

DISCLAIMER OF WARRANTIES

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A FAX FROM...

Saturn of West Liberty Avenue

2855 West Liberty Avenue

Dormont, PA 15216

Phone # 412-572-7000

Fax # 412-571-1368

Date: 11.3.09

To: RACHEL ROSS

From: DEBBIE MORTON

Comments:

71-772682870

NUMBER OF PAGES INCLUDING COVER PAGE: 8



SATURN OF WEST LIBERTY AVENUE, INC. RETAIL AGREEMENT FOR A MOTOR VEHICLE 2855 W. Liberty Avenue & Pioneer Avenue • Pittsburgh, PA 15216 • 412-572-7000

PURCHASER'S NAME [REDACTED]
 DATE 7/07/2007
 CITY [REDACTED]
 PITTSBURGH, PA [REDACTED] STATE [REDACTED] ZIP [REDACTED]
 RES. PHONE [REDACTED] BUS. PHONE [REDACTED]

PLEASE ENTER MY ORDER FOR THE FOLLOWING
☒ NEW ☐ DEMO-USED ☐ USED ☒ CAR OR ☐ TRUCK
 VIN 1G8ZS57NX7F287610 TO BE DELIVERED ON OR ABOUT [REDACTED]
 YEAR 2007 MAKE SATURN MODEL AURA XE MILEAGE 18
 COLOR SILVER P TRIM SILVER PEA SALESPERSON ROBERT D WALKER STOCK NO. 7F4481

Pursuant to Regulation Z of the Truth-In-Lending Act: Buyer acknowledges and seller discloses that the trade allowance and the selling price have been equally adjusted by \$ 476.00 additional amount financed (AAF). AAF is determined under terms and conditions of this agreement. (Buyer's Initials)

INSURANCE INFORMATION
 COMPANY ERIE INS EXCHANGE
 POLICY NO. [REDACTED]
 ADDRESS 37 MCMURRAY RD SUITE 208 PITTSBURGH, PA 15241
 PHONE NO. 412-833-5100 PERSON TALKED TO [REDACTED]
 AGENT ZUBACK INS DATE 7/07/07 TIME [REDACTED]
 COLLISION \$ 500.00 COMP. \$ 500.00
 COVERAGE FROM 3/07/2007 TO 9/07/2007

DESCRIPTION OF TRADE-IN #1
 YEAR 2003 MAKE MITSUBISHI MODEL GALNTESGTZ STOCK # 7F4481A
 VIN 4A3AA46G73E MILEAGE AT TRADE IN 57390
 LIENHOLDER HSBC AUTO FIN P.O. PHONE # [REDACTED] AMOUNT 5,976.00
 ADDRESS PO BOX 60179 CITY OF INDUSTRY, CA 91716
 PERSON GIVING PAY-OFF [REDACTED] GOOD UNTIL [REDACTED]
 CUST. INITIALS [REDACTED] *SEE PARAGRAPH 4 ON BACK FOR ADDITIONAL TERMS

DESCRIPTION OF TRADE-IN #2
 YEAR [REDACTED] MAKE [REDACTED] MODEL [REDACTED] STOCK # [REDACTED]
 VIN [REDACTED] MILEAGE AT TRADE IN 0
 LIENHOLDER [REDACTED] P.O. PHONE # [REDACTED] AMOUNT [REDACTED]
 ADDRESS [REDACTED]
 PERSON GIVING PAY-OFF [REDACTED] GOOD UNTIL [REDACTED] ACCOUNT NO. [REDACTED]

CUST. INITIALS: [REDACTED] *SEE PARAGRAPH 4 ON BACK FOR ADDITIONAL TERMS

Purchaser agrees that this Order includes all of the terms and conditions appearing on the face and reverse sides hereof, that this Order cancels and supersedes any prior oral or written agreement or representation 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 IS A BINDING CONTRACT. 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. This order shall not become binding until accepted by the dealer or his authorized representative. You, the buyer, may cancel this contract and receive a full refund any time before receipt of this contract signed by an authorized dealer representative by buyer's written notice of cancellation to the dealer. If the vehicle described above is new, the only warranty applicable to said vehicle is the manufacturer's New Vehicle Warranty to be delivered to purchaser and is in lieu of all other warranties, express or implied. If the vehicle is used, the only warranty applicable to said vehicle is the manufacturer's Used Vehicle Warranty to be delivered to purchaser and is in lieu of all other warranties, express or implied. THESE ARE SPECIFICALLY DISCLAIMED AND EXCLUDED BY SATURN OF WEST LIBERTY AVENUE, INC.

PRICE AS AGREED	24,889.00
AURA BONUS CASH	750.00
CONQUEST CASH	500.00
ADJUSTED PRICE OF VEHICLE	23,639.00
GAP PLUS	480.00
ROAD HAZARD	320.00
241 CASH PRICE OF VEHICLE AND ACCESSORIES	24,439.00
TOTAL TRADE-IN ALLOWANCE	5,500.00
TAXABLE AMOUNT	18,939.00
SALES TAX	1,325.73
REGISTRATION TITLE TRANSFER ENCUMBRANCE	33.50
TEMPORARY PLATE ISSUED	N/A
DOCUMENTARY FEE	55.00
MESSENGER FEE	3.28
NOTARY FEE	6.00
PTA TAX	5.00
ON-LINE REGISTRATION FEE	N/A
ON-LINE DEALER FEE	N/A
*Payoff amount subject to Bank Verification	
TOTAL TRADE(S) PAYOFF	5,976.00
SUBTOTAL	26,343.51
DEPOSIT ON ORDER (LESS)	N/A
DUE ON DELIVERY	N/A
TOTAL AMOUNT DUE OR FINANCED	26,343.51
APR%: 5.90 MO. PAYMENT: 436.40 TERM: 2 MO.	
DATE 7/07/2007	
ACCEPTED	

RouteOne

Page 1 of 1



Print

Dealership Name/Number:

Applicant(s):

Decision:

Approved 07/07/2007 12:05 PM

Finance Source/FS APP
#:

GMAC / 598311413

Analyst/Phone : G004BXB /

Application Details

R -
2007 Saturn Aura -
\$25528 -
-
\$774 -
72 -
-
-
-

Transaction Type
Vehicle
Financed Bal./Net Cap:
Total Monthly Payment:
Total Dn/Cap Cost Red:
Term
Tier
Buy/Lease Rate:
Program

Decision Details

- R
- 2007 Saturn Aura
- \$25528
- \$0
-
- 72
- C
-
-

Decision Details

APR Buy Down:
Lender Fees:
Maximum Payment To Income:
Dealer Participation:
Maximum Mark Up:
Dealer Flat:
LTV Actual:

Application Comments:

Reasons:

Decision Comments:

PDN: 29615;
GMAC;

Stipulations:

Standard Stipulations & Conditions:

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

and address (include county and zip code)

Creditor (Seller name and address)

PITTSBURGH, PA
ALLEGHENYSATURN OF WEST LIBERTY AVE.
2855 WEST LIBERTY AVENUE
DORMONT, PA 15216

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

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2007	SATURN AURA XE	1G8ZS57NX7F	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

Your trade-in is a: Year 2003 Make MITSUBISHI Model PANTHER GTZ

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate. 5.90 %	The dollar amount the credit will cost you. \$ 077.29	The amount of credit provided to you or on your behalf. \$26,343.51	The amount you will have paid after you have made all payments as scheduled. \$ 31,420.80	The total cost of your purchase on credit, including your downpayment of \$ 774.00. \$ 32,194.80

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	\$ 435.00	Monthly beginning 8/21/2007	

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

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

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

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

ITEMIZATION OF AMOUNT FINANCED

1. Cash price (including any accessories, services, and taxes)	\$ 209.00 (1)
2. Total downpayment (if negative enter 0) and see line 4H below	
Gross trade-in \$ 500.00 - payoff by seller \$ 5,975.00	
+ not trade-in \$ 476.00 - cash \$ N/A	
+ other (describe) AURA BONUS/CONQUEST C \$ 1,250.00	\$ 774.00 (2)
3. Unpaid balance of cash price (1 minus 2)	\$ 4,435.00 (3)
4. Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):	
A. Cost of optional credit insurance paid to the insurance company or companies	
Life \$ N/A	
Disability \$ N/A	N/A
B. Other insurance paid to the insurance company (describe)	\$ N/A
C. Official fees paid to government agencies	\$ 6.00
D. Government taxes not included in cash price	\$ 1,330.73
E. Government license and/or registration fees	\$ N/A
F. Government certificate of title fees (includes \$ 10.00 security interest recording fee)	\$ 7.50
G. Other charges (Seller must identify who is paid and describe purpose)	
to DEALER for DOC FEE	\$ 54.00
to DEALER for GAP PROT	\$ 480.00
to for	\$ N/A
to DEALER for NOTARY/LEIN FEE	\$ 2.28
to for	\$ N/A
H. Not trade-in payoff to	\$ N/A
Total other charges and amounts paid to others on your behalf	\$ 1,908.51 (4)
5. Amount financed (3 + 4)	\$ 6,343.51 (5)
6. Finance charge	\$ 5,077.29 (6)
7. Total of payments - time balance (5 + 6)	\$ 11,420.80 (7)

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

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

Check the Insurance you want and sign below:

Optional Credit Insurance:

☐ Credit Life: ☐ Buyer ☐ Co-Buyer

Term:

☐ Credit Disability (Buyer Only)

Term:

Premium:

Credit Life \$

Credit Disability \$ N/A

N/A

(Insurance Company)

(Home Office Address)

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

Other Insurance:

☐ Type of Insurance Term

Premium \$

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X Buyer Signature Date

X Co-Buyer Signature Date

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

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

HOW THIS CONTRACT IS MADE: This contract is made by the online Agreement between you and us relating to this contract. Any change to this contract must be made by the online Agreement.

Buyer Signs X Co-Buyer Signs X

If any part of this contract is delayed or delayed in any way, we may extend the time for making some payments without extending the time for making others.

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

See back for other important agreements.

Do not sign this contract on a Sunday.

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

Notice to Buyer.

= net trade-in \$ 470.00 + cash \$ N/A	
+ other (describe) BURA BONUS/CONQUEST C \$ 1,250.00	
3 Unpaid balance of cash price (1 minus 2) \$ 774.00 (2)	
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life	\$ N/A
Disability	\$ N/A
B Other insurance paid to the insurance company	
(describe)	\$ N/A
C Official fees paid to government agencies	\$ 6.00
D Government taxes not included in cash price	\$ 1,330.73
E Government license and/or registration fees	\$ N/A
F Government certificate of title fees (includes \$ 4.00 security interest recording fee)	\$ 27.50
G Other charges (Seller must identify who is paid and describe purpose)	
to	\$ N/A
to DEALER INC FEE	\$ 5.00
to DEALER GAP PROT	\$ 480.00
to	\$ N/A
to DEALER MSGR/NOTARY/LEIN FEE	\$ 2.28
to	\$ N/A
H Net trade-in payoff to	\$ N/A
Total other charges and amounts paid to others on your behalf	\$ 1,908.51 (4)
5 Amount financed (3 + 4)	\$ 3,435.51 (5)
6 Finance charge	\$ 3,077.29 (6)
7 Total of payments - time balance (5 + 6)	\$ 6,512.80 (7)

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

Other Insurance

☐ Type of Insurance Term

Premium \$

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X Buyer Signature Date

X Co-Buyer Signature Date

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

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

HOW THIS contract may be changed. This is an entire agreement between you and us relating to this contract. Any change to the contract must be in writing and signed by both parties.

Buyer Signs Co-Buyer Signs X

If any part of this contract is unenforceable, it shall not affect the enforceability of the remainder of the contract. We may extend the time for making some payments without extending the time for making others.

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

See back for other important agreements.

Do not sign this contract on a Sunday.

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

Notice to Buyer.

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

Buyer Signs Date 7/07/2007 Co-Buyer Signs X Date

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

Buyer Signs Date 7/07/2007 Co-Buyer Signs X Date

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

Other owner signs here X Date

Creditor Signs Date 7/07/2007 By

Seller assigns its interest in this contract to: ☐ GMAC ☐ Nuvel National

under the terms of Seller's agreement(s) with assignee.

Assigned with recourse

Seller By Title

Z109 FR-PA 10/2006 (For Use in the State of Pennsylvania) (1 of 4) Notice: See back for other important agreements.

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2006 MODEL YEAR SATURN CUSTOMER ALLOWANCE AND ONSTAR ACKNOWLEDGMENT FORM

Appendix II



-Revised 9/15/05-

CUSTOMER NAME: [REDACTED]

VIN: [REDACTED]

1. Customer Allowance

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

Allowance Program Reference	Amount	Notes
AURA BONUS CASH	\$50.00	
CONQUEST CASH	\$100.00	
	\$ N/A	
	\$ N/A	
	\$ N/A	

Total Allowance Amount Received \$ [REDACTED]

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

☒ I elect to receive the Saturn supported financing option of 7.2% - 5.7%
(Indicate percentage rate.)

☐ I elect to receive the Saturn supported lease/balloon option.

- CUSTOMER AND RETAILER ALLOWANCE AND ONSTAR ACKNOWLEDGMENT -

a. Vehicle Allowance Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Retailer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on ___/___/___ I acknowledge receipt of allowance(s) as described in Item ___ and release Saturn Corp. from any future claim or obligation for allowance(s) on this unit

and/or

07 07 07

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

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

Purchaser/Lessee Signature: [REDACTED]

Date: ___/___/___

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

Authorized Retailer Signature: [REDACTED]

Date: ___/___/___

Retail Facility Name: [REDACTED]

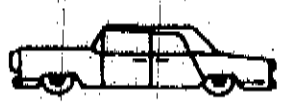

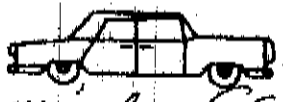

Retailer Code: [REDACTED]

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

SATURN OF WEST LIBERTY AVE.

10141

NAME:		DATE: 7-7-07	
ADDRESS:			
e-Mail Address:		FINLEYVILLE PA	
MOTIVATION FOR VISIT:	INTERNET	MP/MPR	RADIO
	TV	MAIL	REFERRAL
	WALK IN	VEHICLE INTEREST:	NEW CAR
			NEW TRK
			DEMO
			USED
OWNER'S VIN: 4A3A46G73E			
YEAR: 03	MAKE: MITS.	MODEL: GALANT	BODY STYLE: SEDAN
			COLOR: DARK
MILEAGE SHOWING	OVER 100K MILES	WHEN PURCHASED	WHERE PURCHASED
YES	NO	YES	NO
WORKING ODOMETER	REPLACED ODOMETER	RECONSTRUCTED	SALVAGE CAR
YES	NO	YES	NO
RECOVERED CAR	OUT OF COUNTRY CAR	BRANDED TITLE	AIR BAG MISSING/DISABLED
YES	NO	YES	NO
		SEAT BELTS MISS	
		YES	
		NO	
		SALES PERSON:	
		WAX CUR	

TIRE CONDITION:		TIRE BRAND:		TYPE:	
RF	LF	RR	LR	SP	
TOTAL TIRE REPLACEMENT COSTS \$					
BODY, PAINT, GLASS, AND INTERIOR DAMAGE: (INDICATE WHERE)					
				BODY REPAIRS \$	
				PAINT REPAIRS \$	
				TRIM REPLACEMENT \$	
				GLASS REPAIR \$	
				INTERIOR REPAIR \$	
				MISC. REPAIRS \$	
				COMPLETE DETAIL COST \$	
				TOTAL BODY, PAINT, TRIM \$	
GENERAL RECONDITIONING:					
ENGINE	OK				
DRIVE TRAIN:	OK				
SUSPENSION	OK				
BRAKES:	OK				
EXHAUST:	OK				
AIR CONDITIONING:	OK				
PA INSPECTION:	3.08				
MISCELLANEOUS:					
TOTAL GENERAL REPAIRS \$					

57,390		TOTAL COMBINED RECONDITIONING COSTS \$	
VEHICLE APPRAISED VALUE			
MEMO:		BLACK BOOK VALUE \$	
Average Black Book \$		5800	
Merge Factor ±		LESS: RECONDITIONING COSTS \$	
Black Book Value \$		A.C.V. \$	

VIN Model Year Digit Code R=04 S=05 T=06 V=07 W=08 X=09 Y=10 Z=11

No. [REDACTED]

www.dmv.state.pa.us

MV - 1 (5-05)						1. TAX / FEES	
VEHICLE DESCRIPTION	MAKE OF VEHICLE SATURN		VEHICLE IDENTIFICATION NUMBER (VIN), IF TRACING REQUIRED, TAPE SECURE OF THIS COPY 1G8ZS57NX7E [REDACTED]		BODY TYPE (SDN, TK, BUS, ETC.) 4DR SEDAN	MODEL YEAR 2007	PURCHASE PRICE (See note on reverse) 24,439.00
	GROSS VEHICLE WT. RATING	FUEL TYPE: <input type="checkbox"/> GASOLINE <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC <input type="checkbox"/> PROPANE <input type="checkbox"/> HYBRID <input type="checkbox"/> OTHER	AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)		LESS TRADE-IN 5,500.00		
	CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI <input type="checkbox"/> OR A POLICE VEHICLE (IF APPLICABLE) <input type="checkbox"/>		I certify that I have verified that a legible tracing cannot be secured and that the above VIN and vehicle weight information listed here and in Section F are correct. SIGN HERE		TAXABLE AMOUNT 18,939.00		
APPLICANT INFORMATION	LAST NAME (OR FULL BUSINESS NAME) [REDACTED]		FIRST NAME [REDACTED]	MIDDLE INITIAL [REDACTED]	DATE ACQUIRED/ PURCHASED 7/07/2007	X 6% (.06) SALES TAX *X 7% (.07) (See note on reverse) 1,325.73	
	CO-PURCHASER				DEALER ID NUMBER (IF APPLICABLE)	LESS TAX CREDIT	
	STREET [REDACTED] PITTSBURGH, PA [REDACTED]				CITY [REDACTED]	STATE [REDACTED]	ZIP [REDACTED]
	NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE <input type="checkbox"/> . Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.).				COUNTY CODE 02	SALES TAX DUE 1,325.73	
MILEAGE INFORMATION	<input type="checkbox"/> REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS		<input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY		ODOMETER READING [REDACTED]	1C. (PTA) NO.	
	WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.				TENTHS 18	2. TITLE FEE 22.50	
LIEN INFORMATION	1ST LIEN DATE: 7/07/2007 → IF NO LIEN, CHECK <input type="checkbox"/>		2ND LIEN DATE: → IF NO LIEN, CHECK <input checked="" type="checkbox"/>		3. LIEN FEE 5.00		
	1ST LIENHOLDER: GMAC		2ND LIENHOLDER		4. REGISTRATION OR PROCESSING FEE		
	STREET P.O. BOX 8141		STREET		Fee Exempt Number as assigned by the Bureau		
	CITY COCKEYSVILLE STATE MD ZIP 210300000		STATE [REDACTED] ZIP [REDACTED]		5. DUPLICATE REG. FEE NO. OF CARDS		
ADDITIONAL VEHICLE INFORMATION	MAKE OF VEHICLE MITSUBISHI VIN 4A3AA46G73E [REDACTED]		MODEL YEAR 2003		6. TRANSFER FEE 6.00		
	BODY TYPE (SDN, BUS, TK, ETC.) 4D SEDAN		CONDITION OF VEHICLE <input checked="" type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR		7. INCREASE FEE		
	PASSENGER <input checked="" type="checkbox"/> TAXI <input type="checkbox"/> LIMOUSINE <input type="checkbox"/> SCHOOL BUS <input type="checkbox"/> MASS TRANSIT <input type="checkbox"/> OTHER BUS <input type="checkbox"/> SEATING CAPACITY		CYLINDER CAPACITY 5000 OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO		8. REPLACEMENT FEE		
	MOTORCYCLE <input type="checkbox"/> MOTOR DRIVEN CYCLE <input type="checkbox"/> MOPED <input type="checkbox"/> OPERABLE PEDALS <input type="checkbox"/> YES <input type="checkbox"/> NO		BRAKE HORSEPOWER 1.5 OR LESS <input type="checkbox"/> 1.6 TO 5.0 <input type="checkbox"/> OVER 5.0		9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount → 1,359.23		
	MOTOR HOME <input type="checkbox"/> CHASSIS MFR:		BODY MAKE:				
	TRAILER & VEHICLES BELOW		NUMBER OF AXLES:				
	TRUCK <input type="checkbox"/> TRUCK TRACTOR <input type="checkbox"/>		REQ. REGISTERED GROSS WT. (INCLUDING LOAD)				
	REQ. REGISTERED GROSS COMBINATION WT.		GROSS COMBINATION WT. RATING				
APPLICATION FOR REGISTRATION	ORIGINAL PLATE <input checked="" type="checkbox"/> Check One		<input checked="" type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE		<input type="checkbox"/> TRANSFER & RENEWAL OF PLATE		
	<input type="checkbox"/> PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)		<input type="checkbox"/> TRANSFER & REPLACEMENT OF PLATE		<input type="checkbox"/> TRANSFER OF PLATE & REPLACEMENT OF STICKER		
	<input type="checkbox"/> EXCHANGE PLATE TO BE ISSUED BY BUREAU		PLATE NO. [REDACTED]		REASON FOR REPLACEMENT		
	<input type="checkbox"/> TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE.)		EXPIRES Month JAN Year 2008		<input type="checkbox"/> LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACED <input type="checkbox"/> NEVER REC'D (LOST IN MAIL)		
SEAL AND APPLICATION FOR TITLE	TEMP. PLATE NO.		SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT):		SIGN HERE		
	INSURANCE COMPANY NAME ERIE INS EXCHANGE		NAIC NO. 26271		POLICY NO. (OR ATTACH BINDER)		
	ISSUING AGENT INFORMATION		I CERTIFY THAT ON MONTH 07 DAY 07 YEAR 2007 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		ISSUING AGENT (PRINT NAME) SATURN OF WEST LIBERTY AVE		
	SUBSCRIBER AND SIGNATURE TO BUREAU		FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.		AGENT NO. 85-8373SA		
SEAL		Domont Baro, Allegheny County My Commission Expires July 11, 2010 Member, Pennsylvania Association of Notaries		TELEPHONE NO. 412 881-2012		MESSANGER NUMBER:	

KANTROWITZ & PHILLIPPI, LLC**ATTORNEYS AT LAW**

1880 John F. Kennedy Boulevard

Suite 1101

PHILADELPHIA, PA 19103

(215) 496-9400

FAX: (215) 496-9089

NEW JERSEY OFFICE
810 Bear Tavern Road, Suite 301
Mountain View Office Park
Ewing, New Jersey 08625
(609) 530-1919

FAX: (609) 530-0722

March 3, 2010

03-09-10
Approved
E. Martin

Ms. Elizabeth Martin
Legal Coordinator
7401 East Ben White Blvd.
Building 3
Austin, TX 78741

Re: [REDACTED] v. General Motors LLC
C.C.P. Allegheny County, AR-09-14261
2007 Saturn Aura
Vin No.: 1G8ZS57NX7E [REDACTED]
GMC File: 682083
Our File: 3030-59212

Dear Ms. Martin:

Based upon an unfavorable repair history involving repeat repairs to the transmission, air bag light, and radio issues, as well as other miscellaneous repairs, we negotiated a settlement of this case for the total amount of \$4,500.00, inclusive of counsel fees.

UCC Codes: K02- Transmission-Inoperative
N34- Electrical Gauges Instrument Cluster-Inoperative

Please forward the following draft to this office:

- (1) a draft for \$4,500.00 made payable to:

[REDACTED]
5352 Rosetta Street, Pittsburgh, Pa 15224
Telephone Number: 412-881-2012
Odometer: Est. 32,000; and
David J. Gorberg & Associates, P.C.
700 Times Building, Suburban Square, Ardmore, Pa 19003
Tax ID Number: 74-3097153

March 3, 2010
Page 2

Thank you for your cooperation. Please feel free to contact me with any questions.

Very truly yours,

SBK/es

Attachment: W9 Form

MAR-03-2009 11:20

215 563 8738

P.001/001

Form W-9
(Rev. January 2003)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the
requester. Do not
send to the IRS.

Print or type
See Specific instructions on page 2.

Business name, if different from above

Check appropriate box: ☐ Individual/
Sole proprietor

☒ Corporation

☐ Partnership

☐ Other ▶

☐ Exempt from backup
withholding

Requester's name and address (optional)

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN on page 3.

Note: If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number

or

Employer identification number

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. person (including a U.S. resident alien).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and dividends, you are not required to sign the Certification, but you must provide your correct TIN.

Sign
Here

Signature of
U.S. person

Date ▶

Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee.

Note: If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Foreign person. If you are a foreign person, use the appropriate Form W-8 (see Pub. 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien.

Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

October 27, 2011

[REDACTED]
Saint Clair Shores, MI [REDACTED]

Dear [REDACTED]

At Saturn, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2007 Saturn AURA.

This offer is valid towards one service visit on VIN 1G8ZS57N77F [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Saturn dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request 71-791059620

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

October 27, 2011

[REDACTED]
Chicopee, MA [REDACTED]

Dear [REDACTED]

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

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

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

Sincerely,

Saturn Customer Assistance Center
Service Request Number: 71-811103609

October 27, 2011

[REDACTED]
[REDACTED]
Angola, IN [REDACTED]

Dear [REDACTED],

At Saturn, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2007 Saturn AURA.

This offer is valid towards one service visit on VIN 1G8ZS57N37F [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Saturn dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request 71-827625139

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.



Service Satisfaction Survey

Dissatisfied Customer

Original Name:

[REDACTED]

Rochester NY

[REDACTED]

Revised Name:

[REDACTED]

About Your Saturn Retailer's Service Department

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

About Your Service Consultant/Advisor

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

About Service Delivery

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

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

- ☐ Condition explained - repair not necessary
- ☒ Work performed did not correct the problem
- ☒ Service Department could not duplicate problem
- ☐ Service Department was too busy
- ☐ Parts not available
- ☐ I declined repair
- ☐ Other
- ☐ Don't Know

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

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Saturn Of West Ridge?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
17. Would you recommend this retail facility for service?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2007 AURA?.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19.Are you... <input type="checkbox"/> Male <input checked="" type="checkbox"/> Female					
20.Your age... <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input checked="" type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65 or older					
21.May we include your name when providing this information to your retail facility ?			Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	

22. Do you have any other comments/recommendations about Saturn Of West Ridge?

I'd like to begin by stating that your service department and personnel are very pleasant - and patient. As of today, 7/30, my car has been brought in 4 times for a grinding noise when the brake pedal is pressed & then you are unable to move out of the park position. I had to call for a tow only to have the tow driver, on the 2nd attempt to move the shifter, be able to shift into drive. His first attempt to put the car into park failed as did mine. On 1 occasion my young son and I had to walk home, approx. 1 mile, because the car would not move. Saturn has been unable to correct the problem. It was suggested that I spilled something onto the shifter and thus caused a short. Eating is not allowed in my car as I stated to the service department. As far as the car being ret. to me in satisfactory cond, so far 2 out of 3 times it has been returned to me as given. The 3rd time I went in to pick up my car the front passenger seat had a black streak on the seat. We'll see what the 4th brings.

October 27, 2011

[REDACTED]
Belle Vernon, PA [REDACTED]

Dear [REDACTED]

At Saturn, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2007 Saturn AURA.

This offer is valid towards one service visit on VIN 1G8ZS57N27F[REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Saturn dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request 71-873856169

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

October 27, 2011

[REDACTED]
[REDACTED]
Rockford, MI [REDACTED]

Dear [REDACTED]

Thank you for your support of Saturn. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2007 Saturn AURA, Vehicle Identification Number 1G8ZS57N67F [REDACTED]. The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Saturn Dealership. Your complete satisfaction is very important to us at Saturn. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Saturn, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request: 71-910301457

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



Report Vehicle GMPP: Summary

Current as of: 02/23/2011 - 4:53 PM EST

Transaction Mode: Online
User ID: [REDACTED]
User Role: Central Office Administrator
Timestamp Date: 2011-02-23 16:52:55.59
Status: Pending

Vehicle Identifier

Vehicle Category: GM, Used
VIN: 1G8ZS57N67F [REDACTED]

Customer Information

Plan Customer: Individual
Customer Type: Owner

Sales Information

Dealer Code: 00288
Action: Add Protection Plan
Odometer: 60913
Delivery Date: 02/21/2011
Reference number:
Rockford , Michigan , United States
Evening Phone:
Daytime Phone:
Ext:
Primary Language: English
Secondary Language:

Plan Lienholder

Lienholder Type: Other
Saturn
P. O. Box 33173
Detroit, Michigan 48232

Protection Plans

Plan Purchase Date: 02/21/2011
In Service Date: 02/21/2011
Schedule Type: GMPP Retail
Promotion Code:

Plan Type: Smart Care Retail
Term: 12
Mileage Limit: 12000
Deductible: 0



OrderWORKBENCH

Rental Type:	None
Plan Price:	\$0.00
Tax:	\$0.00
Total:	\$0.00

October 27, 2011

[REDACTED]
[REDACTED]
Lombard, IL [REDACTED]

Dear [REDACTED],

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

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

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

Sincerely,

Saturn Customer Assistance Center
Service Request Number: 71-914481296

[REDACTED]
Boardman, Ohio [REDACTED]

* Send Priority
mail with
tracking #.

G.M.
P.O. Box 33170
Detroit, MI

48232-5170



**PRIORITY
MAIL**

UNITED STATES POSTAL SERVICE

Flat Rate Mailing Envelope

Apply Priority Mail Postage Here



0310 1230 0001 4807 8565



1006

48232



U.S. POSTAGE
PAID
YOUNGSTOWN, OH
43141
JAN 31 11
AMOUNT

\$5.65
00010594-03

02-03-11P08:52 RCVD

Formal Complaint to General Motors

Dear GM representative,

01/31/2011

Approximately 3.5 years ago my wife and I purchased a new 2007 Saturn Aura from a dealership in Boardman, Ohio. Until recently we had been completely satisfied with the automobile. In fact, I had been known to rave to family and friends that GM had finally manufactured a vehicle that is competitive with foreign built automobiles in a similar price range! Ironically, after I had recently made such a statement a friend remarked, "now that the 36,000 mile portion of the warranty has run out, we'll see how good the car really is". He had purchased his wife a new Honda Accord 7 years ago, which currently has 110,000 miles, and commented that the only maintenance that had been necessary in that timeframe had been routine oil changes and brake pad replacement.

Needless to say I am writing this letter because he was prophetic. On Monday evening January 17, 2011, I needed to make use of the vehicle for a business meeting. When I attempted to start the vehicle, it wouldn't start. Everything seemed fine with the ignition system until the point of turning the key past the accessory stop to the engage starter position, when rather than engage, the vehicle would go dark. My wife and I thought a security feature might have mistakenly been activated and referenced the owner's manual for guidance. After concluding that various tips in the manual weren't helpful in solving the problem, we had the vehicle towed to the dealership for evaluation.

To our dismay we learned that the "shifter cable" had severed and needed to be replaced. We were both amazed that a vehicle with less than 60,000 miles would have this problem. We now worry as to what other costly repairs might loom in the future. I have been loyal to the GM brand for years and understand that as vehicles age an occasional repair might be necessary. However, in this case, I genuinely believe faulty manufacture and/or installation of the original cable is to be blamed! My wife and I kindly request that GM reimburse us for this repair in the amount of 287 dollars. Enclosed you will find a copy of the repair invoice.

[REDACTED]
Boardman, Ohio [REDACTED]
[REDACTED]

CUSTOMER #: C7290254

205067

Sweeney



INVOICE

 8010 MARKET STREET
 P.O. BOX 3540
 YOUNGSTOWN, OH 44513
 PHONE: (330) 758-7521

BOARDMAN, OH

PAGE 1

HOME: [REDACTED] CONT. N/A

BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 2757 JOSEPH BUMGARDNER

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
	07	SATURN AURA		1G8ZS57N27F		59984/59984		T2158
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN07 DD			15:00 20JAN11			CASH	20JAN11	
R.O. OPENED		READY		OPTIONS				

07:12 20JAN11 15:34 20JAN11

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

A CUSTOMER STATES VEHICLE WILL NOT START (NO CRANK) DUE TO A SECURITY MALFUNCTION

CS42	DIAGNOSIS ONLY						
9309	CP	2.00			176.00	176.00	
1	25907379 F-CABLE			75.47	75.47	75.47	
1	25907374 BRACKET			16.29	16.00	16.00	

59984 BROKEN SHIFT CABLE DIAGNOIS AND REPLACED SHIFT CABLE AND BRACKET-WITH NEW DESIGN

B CUSTOMER STATES KEYLESS ENTRY REMOTE WILL NOT WORK (LABELED ANDREW)

CDR CUSTOMER DECLINED REPAIRS AT THIS TIME

9309	IS	0.00					(N/C)
------	----	------	--	--	--	--	-------

59984 INTERNAL REMOTE FAULT DIAGNOIS NEEDS REMOTE REPLACED-CUSTOMER DECLINED REPAIRS AT THIS TIME

C CUSTOMER STATES WHEN VEHICLE IS IN PARK IT WILL STILL MOVE (NOTICED WHEN TAKING OF OF TOW TRUCK)

CS38 REPAIR ON OTHER LINE

9309	IS	0.00					(N/C)
------	----	------	--	--	--	--	-------

59984 REPAIRED ON LINE A

D MULTI POINT INSPECTION

INSP MULTI POINT INSPECTION

9309	IS	0.10					(N/C)
------	----	------	--	--	--	--	-------

BK7 7mm BRAKE LINING REMAINING

9309	IS	0.00					(N/C)
------	----	------	--	--	--	--	-------

TIRE9 9/32 TIRE TREAD DEPTH REMAINING

9309	IS	0.00					(N/C)
------	----	------	--	--	--	--	-------

59984 TIRES 9 32NDS FRONT BRAKES 8MM REAR 7MM

INSPECTION PAPERWORK

IP INSPECTION PAPERWORK

99	C	0.00			0.00	0.00	
----	---	------	--	--	------	------	--

WARRANTY STATEMENT AND DISCLAIMER:
 The only warranty on parts and products sold in conjunction with repairs performed by Dealer are those of the manufacturer or supplier of said parts or products. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of parts or products. Dealer warrants its workmanship in conjunction with repairs performed by Dealer for 90 days or 4,000 miles, whichever comes first. If there is a failure within the stated period due to our workmanship, we will perform the necessary labor to remedy the failure. You are responsible for the cost of any necessary parts and products.

SHOP SUPPLY COSTS: We have added a charge equal to 8% of the cost of labor, not to exceed \$15.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

CUSTOMER COPY

CUSTOMER #: C7290254

205067



INVOICE

8010 MARKET STREET
P.O. BOX 3540
YOUNGSTOWN, OH 44513
PHONE: (330) 758-7521

PAGE 2

BOARDMAN OH

HOME

BUS:

CELL

SERVICE ADVISOR: 2757 JOSEPH BUMGARDNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	07	SATURN AURA	1G8ZS57N27F		59984/59984	T2158	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			15:00 20JAN11			CASH	20JAN11
R.O. OPENED	READY	OPTIONS:					
07:12 20JAN11	15:34 20JAN11						

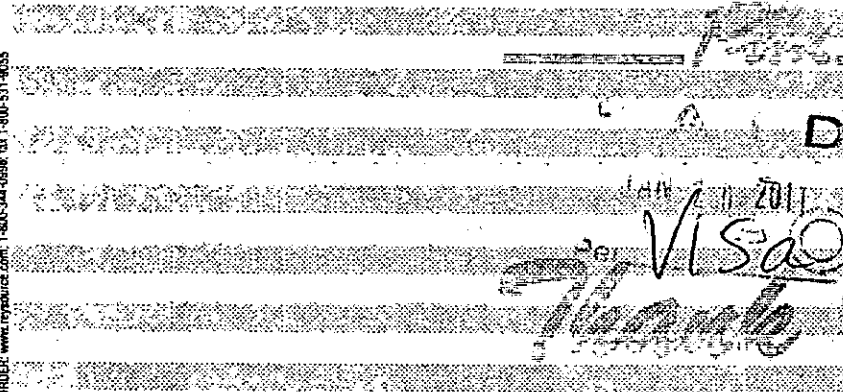
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
F TOW IN							

QC QUALITY CONTROL CHECK							
99	C	0.00				0.00	0.00

G Y W Y							
99	C	0.00				0.00	0.00

H** REPLACE RIGHT REAR MARKER BULB							
CS42 DIAGNOSIS ONLY							
9309	CP	0.30				24.00	24.00
1 9421330	BULB				1.47	1.47	1.47
59984 INOPERATIVE BULB REPLACED RIGHT REAR MARKER BULB							

I** CUSTOMER DECLINED NEW REMOTE AT THIS TIME							
CDR CUSTOMER DECLINED REPAIRS AT THIS TIME							
99	IS	0.00					(N/C)



SWEENEY CHEVROLET
8010 MARKET STREET
YOUNGSTOWN, OH 44512

Ref #: 0001
Merchant ID: 7170
Sale
Entry Method: Saissed
Total: \$ 312.71
01/20/11
Inv #: 000001
Batch#: 000009
Approved: Online

WARRANTY STATEMENT AND DISCLAIMER:		SHOP SUPPLY COSTS: We have added a charge equal to 8% of the cost of labor, not to exceed \$15.00, to the Repair Order for shop supplies used in connection with the repair.		DESCRIPTION	TOTALS
The only warranty on parts and products sold in conjunction with repairs performed by Dealer are those of the manufacturer or supplier of said parts or products. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of parts or products. Dealer warrants its workmanship in conjunction with repairs performed by Dealer for 90 days or 4,000 miles, whichever comes first. If there is a failure within the stated period due to our workmanship, we will perform the necessary labor to remedy the failure. You are responsible for the cost of any necessary parts and products.		ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.		LABOR AMOUNT	200.00
				PARTS AMOUNT	92.94
				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	0.00
				MISC. CHARGES	0.00
				TOTAL CHARGES	292.94
				LESS INSURANCE	0.00
				SALES TAX	19.77
				PLEASE PAY THIS AMOUNT	312.71

CUSTOMER COPY

Issued by:
Saturn

Certificate No. 1G8ZS57N17F [REDACTED]

Issue Date: October 27, 2011

Issued exclusively for:

[REDACTED]
New York, NY [REDACTED]

Valid through: March 24, 2012

Amount: One Thousand Dollars and Zero Cents
****\$1,000.00****

October 27, 2011

[REDACTED]
New York, NY [REDACTED]

Dear [REDACTED],

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

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused Chevrolet, Buick, GMC, or Cadillac vehicle. With such a wide selection of vehicles to choose from, we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Saturn your choice when you purchased your 2007 AURA and trust you will give us the opportunity to retain you as a valued customer. Should you have any questions regarding products and current incentives, please call our Marketing Support department at 1-800-522-5000. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Saturn Customer Assistance Center
Service Request: 71-927225327

Lienholder Information Request Form

Customer Name [REDACTED]VIN: 1G8ZV57747F [REDACTED] YR/MAKE 2007 Acura XR**Lending Institution Information:**Account # [REDACTED]Institution Name: First City Credit Union**Physical** Address: 717 West Temple Street**NO P.O. BOX**City: Los Angeles State CA Zip Code: 90012Contact Person: Barbara K.Telephone #: 1800 944-2200Payoff: \$ 24,923.11Good Until: 6-12-08 NEXT DATE DUE 07-14-08

Per Diem: \$ _____ (OR) % _____

LATE CHARGES PAID: \$ 0 LATE CHARGES DUE: \$ 0No. Payments Made: 18 at \$ 517.46 /monthTotal payments made: \$ 9314.28Total Interest Paid to Date: \$ 2311.25 as of 6-2-082003 \$ 0 2004 \$ 0 2005 \$ 0 2006 \$ 02007 \$ 1651.60 2008 \$ 659.65CURRENT MILEAGE OF VEHICLE: 16612DATE MILEAGE READ: 06-02-08I, [REDACTED], hereby authorizeFirst City Credit Union to release any and all information regarding the above referenced account to Saturn Corporation, including but not limited to a complete payment history of my account. Dated this 2nd day of June 2008, 2007.

[REDACTED]

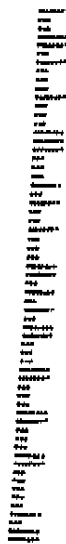
[REDACTED]
SIGNATURE



ATTN: Kylie Thompson
Customer Service

3717441500

Satuen Corporation
Customer Assistance Center
100 Satuen Parkway
P.O. Box 1500
Spring Hill, TN 37174-1500



BAKERSTFIELD CA 933
MOLAVE CA
02 JUN 2008 PM 4 L

LET US DARE TO REMO
THINK, SPEAK, A
John Adams, 1781



Lienholder Information Request Form

Customer Name: _____

VIN: _____ YR/MAKE _____

Lending Institution Information:

Account #: _____

Institution Name: _____

Physical Address: _____

NO P.O. BOX

City : _____ State _____ Zip Code: _____

Contact Person : _____

Telephone # : _____

Payoff: \$ _____

Good Until: _____ NEXT DATE DUE _____

Per Diem: \$ _____ (OR) % _____

LATE CHARGES PAID: \$ _____ LATE CHARGES DUE: \$ _____

No. Payments Made: _____ at \$ _____/month

Total payments made : \$ _____

Total Interest Paid to Date: \$ _____ as of _____

2003 \$ _____ 2004 \$ _____ 2005 \$ _____ 2006 \$ _____

2007 \$ _____ 2008 \$ _____

CURRENT MILEAGE OF VEHICLE: _____

DATE MILEAGE READ: _____

I, _____, hereby authorize
_____ to release any and all information regarding the
above referenced account to Saturn Corporation, including but not limited to a
complete payment history of my account. Dated this _____ day of _____,
2007.

SIGNATURE

SIGNATURE

Fax Cover Sheet

Saturn of Antelope Valley*Like Always. Like Never Before.*

401 Auto Vista Drive Palmdale, CA. 93551-3711

Phone: 661-274-9644 Fax: 661-274-9676 E-Mail: www.saturnav.comDate: 5-12-08Total Number of Pages: 4To: Andrew From: CARL Saturn A.V.Re: [REDACTED]

Notes/Comments:



EPA # CAL-30023455

MODEL
AURORA XPR

SO#

PROMISE DATE: TIME

+

r

i

3

f

n

n

{

+

+

+

+

+

TOTAL

Ref Transmittal

11:20 AM @ 4/17/18

ESTIMATE TOTAL:

HAZDS	DISC	DEDC	TAXES	TOTAL
HAZDS	DISC	DEDC	TAXES	TOTAL



SATURN OF ANTELOPE VALLEY

Palmdale, CA 93551
(951) 274-9644

www.SaturnAV.com

BAR # AEZ27491

EPA # CA100023491

WORK ORDER

DATE	VIN	MILEAGE	DEL. DATE	MILES	IN-SERV. DATE	LICENSE NO.	YEAR	MAKE	MODEL
04/14/08	1G8ZNS7747F	14790	12/15/06	25	12/15/06		07	SATURN	AURA XR
Disclaimer of Warranties Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.									
CITY / STATE / ZIP Palmdale CA									
HOME BUSINESS PHONE [REDACTED]									
CUSTOMER NUMBER [REDACTED]									
STOCK # 7447									
LABOR RATE .00									
TAG # 535									
SA # 461									
REF SO # 01									
SO # 140026									
COLOR 461									
TRANSMISSION 6 SPD AUTO									
BUSINESS PHONE [REDACTED]									
NAME [REDACTED]									
ADDRESS [REDACTED]									
CITY / STATE / ZIP [REDACTED]									
CITY / STATE / ZIP [REDACTED]									

PRINTED: 12:38:56

ATTENTION:

COMMENTS:

CUSTOMER STATES SES WARNING LIGHT ON, JUST PICKED UP CAR, REPLACED TRANSMISSION, PLEASE ADVISE.

***** ESTIMATE *****

DOC CNT: 1
PRK LOT:PAYMENT TYPE 01
PROMISE DATE / TIME 04/14/08

DIAG CODES:

ST W Hrs LABOR PARTS TOTAL

00161 02 back Potomac

0060 02 sus back

00056 02 back Cont em

miles in 14790
out 14810

EMISSION SERVICE

By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

I hereby authorize the repair work to be done along with the necessary smog check, and hereby grant your employee permission to operate the vehicle being checked on streets, highways or elsewhere for the purpose of testing and/or repair. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made. I have read and understand the above estimate and terms. No charge service to be performed, including smog check, is not included in this contract. NOTICE: CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS ON VALENTIUS WHILE THE PROPERTY REMAINS WITH OUR FACILITY. IF SAID CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SIGN ON REVERSE SIDE OF THIS CONTRACT. PLEASE FOLD REVERSE SIDE.

All parts are new unless specified otherwise. All parts will be discarded unless specified otherwise. ☐ Save ☐ Discard

SA: ELMER GUANDIQUE	ESTIMATE TOTAL:			
HOURS	LABOR	PARTS	NT ITEM	MISC
HAZDS	DISC	DEDCT	TAXES	TOTAL

FAX NO. :

May. 12 2008 03:15PM P4

FROM :