



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236) 2008 AUG 12 AM 11:17  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
15 JUL 2008	Reference No. 10234431

**OWNER INFORMATION (Type or Print)**

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City HIGHLAND MILLS	State NY	Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 7/25/08

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G6DP577X6C	Make CADILLAC	Model CTS	Model Year 2006
Date Purchased 9-20-05	Dealer's Name and Telephone Number		Engine: No: Cylinders 6
Original Owner <input checked="" type="checkbox"/>	Dealer's City Grand Prize Auto Rockland County	State NY	Zip Code 10980
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 110000 ELECTRICAL SYSTEM
Multiple Failure: Electrical			

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 21-AUG-2007	Failure Mileage 42000	Failure Speed	Attached paper work; dealership couldn't resolve issues. from 8-21-07 to 7-2008
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\*THE CONTACT WAS RENTING A 2006 CADILLAC CTS. ON AN INTERMITTENT BASIS, WHEN THE VEHICLE IS BEING DRIVEN OR IDLING, THE ELECTRICAL SYSTEM STOPS WORKING. THE FAILURE INCLUDES THE WINDOWS, DOORS, AND CONTROL PANEL. IN ADDITION, THE ABS LIGHT FLASHES ON AND OFF, THE TRACTION CONTROL ACTIVATES, THE RADIO DOES NOT WORK, AND THE DOORS DO NOT WORK WITH THE REMOTE OR KEY. AFTER SHUTTING OFF THE VEHICLE, THE KEY WOULD NOT REMOVE OUT OF THE IGNITION. WHILE THE KEY IS STILL IN THE IGNITION AND THE DOOR IS SHUT, THE VEHICLE LOCKS. THE ONLY COMPONENTS THAT STILL WORK ARE THE SPEEDOMETER AND RPM'S. THE CONTACT TOOK THE VEHICLE TO TWO DIFFERENT CADILLAC DEALERS ON TEN DIFFERENT OCCASIONS. THEY WERE UNABLE TO DUPLICATE THE FAILURE AND THEY WERE UNABLE TO REPAIR THE FAILURE. THE CURRENT MILEAGE WAS 46,200 AND FAILURE MILEAGE WAS 42,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

Failure for Cadillac, to have Barton and Birks replace harness for my veh. Their reason is cost, not safety, refuse to listen to dealership. Barton + Birks felt there wiring of veh needed to be replace. I was told by Service Manager that his hands were tied. Problems on service invoices does not reflect electrical problems so they claim to replace parts rather find out what the real issues were. Tried in vain since last Aug 2007 to correct problem, was told by Barton + Birks service manager Cadillac that ATTACH ADDITIONAL SHEETS IF NECESSARY To correct "Electrical wiring" then selves.

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

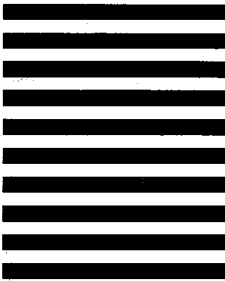
Official Business Penalty for Private Use \$300



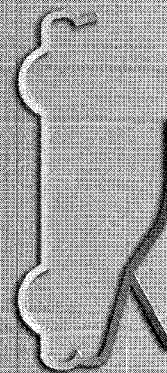
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC  
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382**



**Think your vehicle has a safety defect?**



**If so:  
Use the enclosed form to file a report.**

**or visit:  
www.safercar.gov**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



Highland Mills NY

U.S. Dept. of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NHTSA-210  
1200 New Jersey Ave SE.  
Washington, DC 20027-9382

July 28, 2008

To Whom it may concern

I am writing this letter because of General Motor Cadillac Div. failure to fix a Electrical problem on a Cadillac 2006 CTS since Aug 21, 07 to July 11, 2008, in which during that time had safety issues. I have enclosed Service dates invoices, some of the invoices was never given to me because Grand Prize Cadillac, Service Manager Mike said I didn't need because my veh. was still under warranty. I have complain on many occasions about my electrical problems to General Motor Cadillac after the first few times I kept having the same problem over and over again. In which at different times talking with Cadillac customer service telling them about my problems with my car. On each time they are saying we are sorry for your inconvenience but can not help me with the safety issues. My 2006 lease Cadillac on every occasion my Power windows; Radio fuel gauge, ABS light flash, Traction Control, Temp gauge; Auto Theft comes on & Flashes, Power seats not working, Air Condition would come on but no Air condition. Ignition key would not come out; Door locks would not work with key <sup>and</sup> nor it would lock you inside car with I had experience temperatures that I found my self pulling over to side of road to manual lift lock up to get air. because if I didn't do that I would pass out.

I got tired of Grand Prize Cadillac telling me it is fix and not to worry because car will not shut off while your driving. Each time the car was said to be fix. Each time they claim it was something else. So I had it towed to another Cadillac Dealership Barton & Birks after I had to bring it back, it keep on having the same problems and again I was told it was fix I should have any more problems not with electrical. I ask the service manager of Barton and Birks would he be comfortable riding that car with his family. He told me that with a car with that kind of problem he would brought to the attention of his Boss. To get <sup>me</sup> out of that car and replace it with another veh. of make & model & year. but since I didn't buy it their his hands was tied. He also recommended to the Regional Cadillac to see if they can help me. He got no where. The last time I had brought it to him he said the <sup>best</sup> way is to change the harness from front to <sup>the</sup> back, Cadillac refuse to give him proper way to make sure nothing serious wouldnt happen or to give him the part needed. He said again he could only do what Cadillac tells him to do. Bob Ewright "Service Manager" said can I mail you the invoice because he did have it fill out and he thought not to close it out because he wasn't sure if it was fix and wanted me to drive it more to see if it would happen again. I told him that what if car shuts down while I was on a highway what would think would happen. His answer was I don't think it would happen. I told I am taking a chance with anybody in that veh because its electrical and it has something to do with the harness, Cadillac Tech couldnt find the problem, what's to say it can't happen

My car was still under warranty; Cadillac Division refusal to fix or to find out what the problems were and they figured that I only have two months left why spend any more money; rather than look to about safety issues I feel that something is wrong because when ask to pull a veh summary - IT WAS MISLEADING THE PUBLIC <sup>OR THAT VEH 2006 CTS</sup> into thinking that items that was replace, was not <sup>really</sup> fixing the ELECTRICAL problem that I was having I told CAD. DAC; GMAC, of the safety issues I had with my car and if something should happen with this veh. that they knew of the safety concerns I had. I hope maybe you can help me and other people the safety issues of this veh. Thank you for your help in this matter

Respectfully yours,

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# GM Vehicle Inquiry System Summary

Inspection 4304  
Mileage 42907

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

Help

<b>VIN :</b>	1G6DP577X60
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### VEHICLE INFORMATION

<b>Merchandising Model :</b>	-2006 CTS 3.6L V6 VVT	<b>Warranty Start Date :</b>	09/20/2005
<b>BARS Order Type :</b>	70 - RETAIL - STOCK		
<b>Delivering Dealer :</b>	NORRIS CADILLAC-OLDSMOBILE-PONTIAC-GMC 32 ROUTE 304 NANUET, NY 10954-2924 (845) 623-6060	<b>Selling Source :</b>	12 - CADILLAC
		<b>Site Code :</b>	02428
		<b>Business Associate Code :</b>	178355
<b>Service Contract :</b>	No	<b>Branded Title :</b>	No
		<b>Warranty Block :</b>	No
		<b>PDI Status :</b>	Paid

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
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### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
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### ON STAR AND XM SATELLITE RADIO INFORMATION

<b>OnStar Equipped</b>	Yes	<b>OnStar Status</b>	Inactive	Refer to Help page for details or: go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.	
<b>XM Equipped</b>	Yes	<b>XM Radio ID</b>	04URB00T	<b>XM Status</b>	Inactive
Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).					

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
48/50000 BUMPER TO BUMPER	09/20/2005	22 miles	09/20/2009	50022 miles
72/UNLIMITED SHEET METAL COVERAGE RUST THROUGH	09/20/2005	22 miles	09/20/2011	Unlimited miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/20/2005	22 miles	09/20/2013	80022 miles
48/50000 CALIFORNIA EMISSIONS	09/20/2005	22 miles	09/20/2009	50022 miles
84/70000 CALIFORNIA SELECT COMPONENT	09/20/2005	22 miles	09/20/2012	70022 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
10/08/2007	285196	#	N2320 - IGNITION AND START SWITCH REPLACEMENT	42600 miles
09/11/2007	128299	#	J6360 - POWERTRAIN CONTROL MODULE REPLACEMENT	42145 miles
09/11/2007	128299	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	42145 miles
09/10/2007	128097	#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	42126 miles
09/04/2007	128097	#	R0760 - RADIO, REMOVE AND REPLACE	42126 miles
09/04/2007	128097	#	Z7906 - 6+ DAY COURTESY TRANSPORTATION	42126 miles
09/04/2007	128097	#	C8870 - INFLATABLE RESTRAINT PASSENGER SEAT SUPPRESSION MODULE REP	42126 miles
08/21/2007	127699	#	N6600 - WIRING AND/OR CONNECTOR - BRAKE SYSTEM/TRACTION CONTROL -	41804 miles
08/21/2007	127699	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	41804 miles
12/15/2005	252013	#	Z6720 - CADILLAC-COST OF TECH. TO MAKE ROADSIDE SRVC CALLS	7172 miles
12/14/2005	974776	#	Z2085 - ROADSIDE SERVICE (PREMIUM)	6172 miles
07/27/2005	A11146	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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## GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

<b>VIN :</b>	1G6DP577X60
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### VEHICLE INFORMATION

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<b>BARS Order Type :</b>	70 - RETAIL - STOCK		
<b>Delivering Dealer :</b>	NORRIS CADILLAC-OLDSMOBILE- PONTIAC-GMC 32 ROUTE 304 NANUET , NY 10954-2924 (845) 623-6060	<b>Selling Source :</b>	12 - CADILLAC
		<b>Site Code :</b>	02428
		<b>Business Associate Code :</b>	178355
<b>Service Contract :</b>	No	<b>Branded Title :</b>	No
		<b>Warranty Block :</b>	No
		<b>PDI Status :</b>	Paid

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

### ON STAR AND XM SATELLITE RADIO INFORMATION

<b>OnStar Equipped</b>	Yes	<b>OnStar Status</b>	Inactive	Refer to Help page for details or: go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.
<b>XM Equipped</b>	Yes	<b>XM Radio ID</b>	04URB00T	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
48/50000 BUMPER TO BUMPER	09/20/2005	22 miles	09/20/2009	50022 miles
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96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/20/2005	22 miles	09/20/2013	80022 miles
48/50000 CALIFORNIA EMISSIONS	09/20/2005	22 miles	09/20/2009	50022 miles
84/70000 CALIFORNIA SELECT COMPONENT	09/20/2005	22 miles	09/20/2012	70022 miles

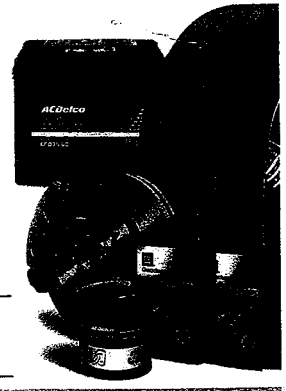
## CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
09/11/2007	128299	#	J6360 - POWERTRAIN CONTROL MODULE REPLACEMENT	42145 miles
09/11/2007	128299	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	42145 miles
09/10/2007	128097	#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	42126 miles
09/04/2007	128097	#	R0760 - RADIO, REMOVE AND REPLACE	42126 miles
09/04/2007	128097	#	Z7906 - 6+ DAY COURTESY TRANSPORTATION	42126 miles
09/04/2007	128097	#	C8870 - INFLATABLE RESTRAINT PASSENGER SEAT SUPPRESSION MODULE REP	42126 miles
08/21/2007	127699	#	N6600 - WIRING AND/OR CONNECTOR - BRAKE SYSTEM/TRACTION CONTROL -	41804 miles
08/21/2007	127699	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	41804 miles
12/15/2005	252013	#	Z6720 - CADILLAC-COST OF TECH. TO MAKE ROADSIDE SRVC CALLS	7172 miles
12/14/2005	974776	#	Z2085 - ROADSIDE SERVICE (PREMIUM)	6172 miles
07/27/2005	A11146	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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# Goodwrench

## MULTI-POINT VEHICLE INSPECTION



Name: \_\_\_\_\_ Year/Model: \_\_\_\_\_ Date: \_\_\_\_\_

Repair Order #: \_\_\_\_\_ VIN (last 8 digits): \_\_\_\_\_ Odometer: \_\_\_\_\_ MI: \_\_\_\_\_ MII: \_\_\_\_\_

Checked and OK     May Require Attention Soon     Requires Immediate Attention

### INTERIOR

OnStar Subscription activated by

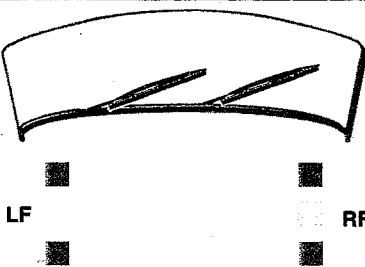
Remaining engine oil life: \_\_\_\_\_ % Reset: \_\_\_\_\_ N/A: \_\_\_\_\_

Air Conditioning Performance

### WIPER BLADES

### CHECK TIRES AND TREAD DEPTH

### CHECK BATTERY



LF  RF

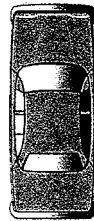
Rear (if applicable)  
 Windshield condition  
 Cracks \_\_\_\_\_ Chips \_\_\_\_\_

8/32 or Greater  
 7/32 to 4/32  
 3/32 or Less

PSI@: \_\_\_\_\_ set to: \_\_\_\_\_ PSI

8/32 or Greater  
 7/32 to 4/32  
 3/32 or Less

PSI@: \_\_\_\_\_ set to: \_\_\_\_\_ PSI



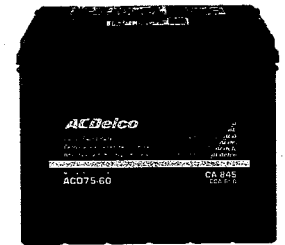
(Check lamps)

8/32 or Greater  
 7/32 to 4/32  
 3/32 or Less

PSI@: \_\_\_\_\_ set to: \_\_\_\_\_ PSI

8/32 or Greater  
 7/32 to 4/32  
 3/32 or Less

PSI@: \_\_\_\_\_ set to: \_\_\_\_\_ PSI



Battery condition  
 Battery cables and connections

Lowest Tread Depth: \_\_\_\_\_/32

Rotation needed     Alignment needed     Balance needed  
 Rotation performed     Alignment performed     Balance performed

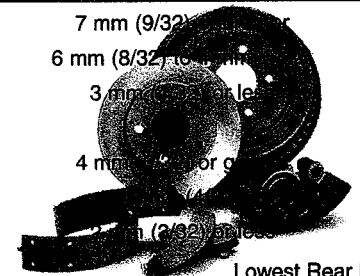
LF  LR  RF  RR  Wear Pattern/Damage

### CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
<input type="checkbox"/>	<input type="checkbox"/> Engine oil	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/> Brake fluid reservoir	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/> Transmission (if equipped w/dipstick)	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/> Coolant recovery reservoir	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/> Power steering	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/> Windshield washer	<input type="checkbox"/>

### CHECK BRAKES/MEASURE FRONT AND REAR LININGS

<input type="checkbox"/>	<input type="checkbox"/> 7 mm (9/32)	<input type="checkbox"/>
LF <input type="checkbox"/>	<input type="checkbox"/> 6 mm (8/32)	RF <input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/> 3 mm (1/8)	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/> 4 mm (1/8) or greater	<input type="checkbox"/>
LR <input type="checkbox"/>	<input type="checkbox"/> 3 mm (1/8) or greater	RR <input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/> 3 mm (1/8) or greater	<input type="checkbox"/>
Lowest Front Lining _____		Lowest Rear Lining _____
<input type="checkbox"/> Brake system (also including lines, hoses and parking brake)		



### ADDITIONAL CHECKS

<input type="checkbox"/>	Inspect for visible leaks:
<input type="checkbox"/>	<input type="checkbox"/> Fuel system (also including gas cap seating)
<input type="checkbox"/>	<input type="checkbox"/> Engine, transmission, drive axle, transfer case
<input type="checkbox"/>	<input type="checkbox"/> Engine cooling system
<input type="checkbox"/>	<input type="checkbox"/> Shocks and struts – also check operation
<input type="checkbox"/>	Inspect visual condition:
<input type="checkbox"/>	<input type="checkbox"/> Belts: engine, accessory, serpentine, and/or V-drive
<input type="checkbox"/>	<input type="checkbox"/> Hoses: engine, power steering and HVAC
<input type="checkbox"/>	<input type="checkbox"/> Engine air filter and cabin air filters
<input type="checkbox"/>	<input type="checkbox"/> Steering components and steering linkage
<input type="checkbox"/>	<input type="checkbox"/> CV drive axle boots or driveshafts and U-joints
<input type="checkbox"/>	<input type="checkbox"/> Exhaust system components

### COMMENTS

6011146 Cannot Remove Key/Radio  
 NO Radio Locks or PW  
 No Park or Temp Gauge T/C Light on  
 Consultant: Thickett Brighton  
 Technician: Air bag Light on

### MAINTENANCE VISIT RECOMMENDATION

Date: \_\_\_\_\_ Time: \_\_\_\_\_  
 Reason for Maintenance: ECM-P0318-P1629-U1300  
 P069D6  
 PCM U0100 P1793

## SIMPLIFIED MAINTENANCE

MI  Required  Performed

MII  Required  Performed



800 Auto Park Place • Newburgh, NY 12550



"OUR COMMITMENT TO YOU" PRICE... SERVICE... SATISFACTION



SERVICE (845) 561-1700
PARTS (845) 561-0972

GM GOODWRENCH SERVICE

SALES (845) 565-9000
BODY WORKS (845) 561-5094

Customer information form including fields for Customer No., Advisor (Dennis W Coakley), Tag No. (3155), Invoice Date (07/23/08), Invoice No. (CDCS292943), Labor Rate, Mileage (46,090), Color (Black), Year/Make/Model (06/Cadillac/CTS/CTS), Delivery Date (09/20/05), Vehicle ID No. (1G6DP577X60), Selling Dealer No. (Norris Cad), F.T.E. No., P.O. No., and Production Date (07/08/08).

Table with 3 columns: Description, Hours, and Warranty. Includes entries for labor & parts (Job #1), Cadillac rental (Job #2), sublet (Job #2), and miscellaneous (Job #1). Totals section shows Total Labor, Parts, Sublet, G.O.G., Misc Chg., Misc Disc, and Tax, all at 0.00. Total Invoice is \$ 0.00.

N.Y.S. REGISTERED REPAIR SHOP # 7037366
BARTON CHEVROLET Inc./DBA BARTON BIRKS CHEVROLET CADILLAC
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE...

BODY SHOP PARTS ARE DESIGNATED BY THE FOLLOWING PART NUMBER PREFIXES:

- XX - indicates original equipment and manufacture.
XA - indicates aftermarket supplier.
XQ - indicates recycle used.

CUSTOMER SIGNATURE

ALL PARTS ARE NEW ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS OTHERWISE STATED
PREFIX "GM" IS O.E.M.
PREFIX "ZR" IS NOT O.E.M.

Reorder from Newburgh Envelope Corp. (845) 566-4211



800 Auto Park Place • Newburgh, NY 12550



"OUR COMMITMENT TO YOU" PRICE... SERVICE... SATISFACTION

SERVICE (845) 561-1700
PARTS (845) 561-0972

GM GOODWRENCH SERVICE

SALES (845) 565-9000
BODY WORKS (845) 561-5094



Customer information form including fields for Customer No., Advisor (Dennis W Coakley), Mileage (46,043), Year/Make/Model (06/Cadillac/CTS/CTS), Vehicle ID No (1G6DP577X60), Invoice Date (07/08/08), Invoice No (CDCS292816), and Delivery Date (09/20/05).

Table with 2 columns: Description and Amount. Includes labor and parts for Job #1 (ELECT. BODY) and Job #2 (CADILLAC RENTAL), totaling 0.00. Includes a 'TOTALS' section and a 'THANK YOU' message.

WARRANTY
N.Y.S. REGISTERED REPAIR SHOP # 7037366
BARTON CHEVROLET Inc./DBA BARTON BIRKS CHEVROLET CADILLAC
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS...

CUSTOMER SIGNATURE

ALL PARTS ARE NEW ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS OTHERWISE STATED
PREFIX "GM" IS O.E.M.
PREFIX "ZR" IS NOT O.E.M.

Reorder from Newburgh Envelope Corp. (845) 565-4211



800 Auto Park Place • Newburgh, NY 12550



"OUR COMMITMENT TO YOU" PRICE... SERVICE... SATISFACTION

SERVICE (845) 561-1700
PARTS (845) 561-0972

GM GOODWRENCH SERVICE

SALES (845) 565-9000
BODY WORKS (845) 561-5094

Customer information form including fields for Customer No., Advisor (DEBRA COLLINS), Mileage (43,007), Invoice Date (11/08/07), Invoice No. (CDCS286055), Year/Make/Model (06/CADILLAC/CTS/CTS), Vehicle ID No. (1G6DP577X60), and Selling Dealer No. (NORRIS CAD).

Table with columns: PARTS, QTY, FP, NUMBER, DESCRIPTION, LIST PRICE, UNIT PRICE, WARRANTY. Includes labor and parts for instrument cluster and Cadillac rental.

N.Y.S. REGISTERED REPAIR SHOP # 7037366
BARTON CHEVROLET Inc./DBA BARTON BIRKS CHEVROLET CADILLAC
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS...

BODY SHOP PARTS ARE DESIGNATED BY THE FOLLOWING PART NUMBER PREFIXES:
XO - indicates original equipment and manufacture.
XA - indicates aftermarket supplier.
XQ - indicates recycle used.

THANK YOU FOR YOUR BUSINESS!!!
\*\*\*\*\*PLEASE NOTE\*\*\*\*\*
IN THE NEAR FUTURE YOU MAY RECEIVE A "QUESTIONNAIRE" FROM GM OR US...

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

Reorder from Newburgh Envelope Corp. (845) 565-4211

CUSTOMER SIGNATURE

ALL PARTS ARE NEW ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS OTHERWISE STATED
PREFIX "GM" IS O.E.M.
PREFIX "ZR" IS NOT O.E.M.



800 Auto Park Place • Newburgh, NY 12550



"OUR COMMITMENT TO YOU" PRICE... SERVICE... SATISFACTION



SERVICE (845) 561-1700
PARTS (845) 561-0972

GM GOODWRENCH SERVICE

SALES (845) 565-9000
BODY WORKS (845) 561-5094

Customer information form including fields for CUSTOMER NO., ADVISOR (DEBRA COLLINS), TAG N (766), INVOICE DATE (10/26/07), INVOICE NO. (CDC5285667), LABOR RATE, LICENSE NO., MILEAGE (42,895), COLOR (BLACK/), STOCK NO., YEAR / MAKE / MODEL (06/CADILLAC/CTS/CTS), DELIVERY DATE (09/20/05), DELIVERY MILES, VEHICLE ID NO. (1G6DP577X60), SELLING DEALER NO. (NORRIS CAD), PRODUCTION DATE, F.T.E. NO., P.O. NO., and P.O. DATE (10/24/07). COMMENTS field contains MO: 42907.

LABOR & PARTS
# 1 14CDZ ENGINE ELECTRICAL HOURS: 2.20 TECH(S): 756
CUSTOMER STATES: CANNOT TURN KEY TO OFF WHILE VEH IS RUNNING
RADIO, PW, PL INOP. TEMP & FUEL GAUGES INOP. AIRBAG & THEFT LIGHT
DASH INTEGRATION MODULE INOP
VERIFY CONCERN. SCAN W/TECH2. AFTER CYCLING KEY ALL WENT
BACK TO NORMAL. OLH TO RECORD AND RESEARCH ALL CODES IN
MODULE. TAC CASE #9862377/AS PER TAC REPLACE DASH INTEGRAT-
ION MODULE. CLEAR CODES-RETEST OK
N4862 .67.3/OLH 1.3

WARRANTY

N.Y.S. REGISTERED REPAIR SHOP # 7037366
BARTON CHEVROLET Inc./DBA BARTON
BIRKS CHEVROLET
CADILLAC
ANY WARRANTIES ON THE PRODUCTS SOLD
HEREBY ARE THOSE MADE BY THE
MANUFACTURERS. THE SELLER HEREBY
DISCLAIMS ALL WARRANTIES EITHER EXPRESS
OR IMPLIED, INCLUDING ANY IMPLIED
WARRANTY OF MERCHANTABILITY OR FITNESS
FOR A PARTICULAR PURPOSE, AND NEITHER
ASSUMES NOR AUTHORIZES ANY OTHER
PERSON TO ASSUME FOR IT ANY LIABILITY IN
CONNECTION WITH THE SALE OF SAID
PRODUCTS. THOSE PARTS AND ACCESSORIES
THAT ARE NOT SUPPLIED OR MARKETED BY
GENERAL MOTORS ARE NOT WARRANTED BY
THE SELLING DEALER. ASK YOUR SERVICE
REPRESENTATIVE FOR SPECIFIC WARRANTY
INFORMATION ON THESE PRODUCTS. ALL PARTS
AND LABOR ARE WARRANTED FOR A PERIOD
OF 90 DAYS OR 3,000 MILES FROM TIME OF
SERVICE.

Table with columns: PARTS, QTY, FP, NUMBER, DESCRIPTION, LIST PRICE, UNIT PRICE. Includes JOB # 1 with 1 part (10391431) and JOB # 1 TOTAL PARTS 0.00.

WARRANTY

# 2+47CDZZLOANER CADILLAC RENTAL HOURS: TECH(S): 756
Added Operation (DEBRA @ 10/26/2007 13:29)
CADILLAC RENTAL
(WARRANTY REPAIR)
2 DAYS RENTAL

WARRANTY

Table with columns: PARTS, QTY, FP, NUMBER, DESCRIPTION, LIST PRICE, UNIT PRICE. Includes JOB # 2 TOTAL PARTS 0.00 and JOB # 2 TOTAL LABOR & PARTS 0.00.

WARRANTY

Table with columns: SUBLET, PO#, VEND, INV#, INV. DATE, DESCRIPTION. Includes JOB # 2 with 285667 parts and TOTAL - SUBLET 0.00.

WARRANTY

TOTALS section with summary of labor, parts, sublet, and taxes. TOTAL INVOICE \$ 0.00.

THANK YOU FOR YOUR BUSINESS!!!
PLEASE NOTE
IN THE NEAR FUTURE YOU MAY RECEIVE A "QUESTIONNAIRE" FROM
GM OR US. IF YOU CANNOT ANSWER "COMPLETELY SATISFIED"
EXTREME LEFT SIDE. ON ALL QUESTIONS & RETURN THE SURVEY IN
A TIMELY FASHION. PLEASE CONTACT OUR SERVICE MANAGER BOB
ENRIGHT. ALL OF US AT BARTON BIRKS CHEVROLET CADILLAC ARE
DEDICATED TO YOUR COMPLETE SATISFACTION!!!!
ONCE AGAIN THANK YOU!!!

BODY SHOP PARTS ARE DESIGNATED
BY THE FOLLOWING PART NUMBER
PREFIXES:
XO - indicates original equipment and
manufacture.
XA - indicates aftermarket supplier.
XQ - indicates recycle used.

CUSTOMER SIGNATURE

ALL PARTS ARE NEW ORIGINAL
EQUIPMENT FOR THE VEHICLE UNLESS
OTHERWISE STATED
PREFIX "GM" IS O.E.M.
PREFIX "ZR" IS NOT O.E.M.

Recorder from Newburgh Envelope Corp. (845) 566-4211

TECH #

COMPLAINT

PARTS ESTIMATE

1) RADIO, PW, PL, TEMP, FUSE GAUGES WOP. AIR BAG + SHOFF LIGHT ON

ECM P0690, U1300, P1629, P0318

ON  
OFF

TCM - U0100 P1793

ON  
OFF

CAUSE

NO COMM - HEADLAMP, MEMORY STAY

OFF  
ON

PARK BRAKE

OFF  
ON

WARRANTY PARTS RETURN

LOTION VICKI PAUL

SIGNATURE: RJA H0106104

1300

OFF SP300

DATE: BATTERY 105

402

ON 303

UPRSH

OFF

CORRECTION

1) CUSTOMER BROUGHT VEHICLE IN W/ CONCERN PRESENT. AFTER CYCLING KEY AND SWITCHING WENT BACK TO NORMAL, TOOK SCAN CODES IN EVERY MODULE. ~~TOOK~~ TOOK EXTRA TIME TO RECORD AND RESEARCH CODES IN ALL IT MODULES. ALSO CONTACT TAC CASE # 0062377. REVIEW VEHICLE INFORMATION. TAC ADVISED CHECK 6104, 6105, 6200, 6402, SP300 + SP303. IF ALL OK REPLACE DASH INTEGRATION MODULES AND CONTACT AUM TO MAKE AWARE. IF PROBLEM PERSISTS SUSPECT DOOR MODULES NEXT. REPLACE DASH INTEGRATION MODULE

DM - 81004, U1016, U1300

ON

KMAC - 81004, U1300

OFF

JRC - U1300

ON

DDS - U1300

OFF

DDM - B3832, U1016, U1066, U1164, U1300, U1301

ON, U1301

FPM - " " " " " " OFF "

OFF "

LCDM U1016, U1164, U1300, U1301

ON

PRDM " " " " " "

OFF

PSM - NONE

ON

RADIO - U1000, U1064, U1096, U1151, U1153, OFF 64, U1300

OFF 64, U1300

RIM - U1300

ON

RFA - U1016, U1064, U1300

OFF

SOM - U1096, U1016, U1300, U1000

ON

VCM - U1000, U1016, U1064, U1088

U1300 OFF

VFD - U1000, U1016, U1064

ON

AMP - U1016, U1028, U1064, U1300

OFF

AMP DASH " " " "

ON

VS05 U1016, U1300

OFF

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER. NO.	TIME	OFF
REPLACE .6		285667	POLICHTTI		4
			EMP. NO. 756		
				ON 26 11.1	
1.3 OLT		285667	POLICHTTI		OFF 26 11.3
			EMP. NO. 756		
				OFF 26 9.4	
3 DMB		285667	POLICHTTI		ON 26 9.4
			EMP. NO. 756		
				ON 26 9.4	

IE FLAGS

13 OLT

11 U1016

15 U1300

VFD - U1000, U1016, U1064

AMP DASH " " " "

VS05 U1016, U1300



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SERVICE (845) 561-1700
PARTS (845) 561-0972

GM GOODWRENCH SERVICE

SALES (845) 565-9000
BODY WORKS (845) 561-5094

Customer information form including fields for CUSTOMER NO., ADVISOR (DEBRA COLLINS), TAG N (766), INVOICE DATE (10/12/07), INVOICE NO. (CDCS285196), LABOR RATE, MILEAGE (42,600), COLOR (BLACK/), STOCK NO., YEAR/MAKE/MODEL (06/CADILLAC/CTS/CTS), DELIVERY DATE (09/20/05), DELIVERY MILES, VEHICLE ID NO. (1G6DP577X60), SELLING DEALER NO. (NORRIS CAD), PRODUCTION DATE, F.T.E. NO., P.O. NO., and COMMENTS (MO: 42612).

LABOR & PARTS

LABOR & PARTS # 1 26CDZ ELECT. BODY HOURS: 0.80 TECH(S): 756 WARRANTY
CUSTOMER STATES NOTHING ON CAR WOULD WORK-KEY WOULD TURN BUT WOULD NOT CRANK OR START-NO SOUND. HE STARTED PUSHING ALL BUTTONS. WHEN HE TOUCHED THE TRUNK RELEASE ALL SYSTEMS WENT BACK ONLINE AND WORKED. KEY GETS STUCK IN IGNITION WHEN TRYING TO TURN OFF. HE STATES IT'S LIKE IT GETS STUCK IN AUTO THEFT MODE. WHEN DRIVING ALL ELECTRICAL TURNS OFF BUT CAR KEEPS RUNNING. NO WINDOWS/GUAGES/RADIO...ETC
SEE VISS FOR WORK DONE PRIOR
INTERMIT OPEN CIRCUIT
TECH 2 SCAN FOR CODES-NO CODES IN SYSTEM. ROAD TEST/COULD NOT DUPLICATE CONCERN.CHECK BULLETINS/PI'S-NONE APPLY.
SEVICE MANAGE SPOKE W/CUSTOMER-FURTHER DIAG TO REPLACE IGNITION SWITCH. REPLACE SWITCH-RETEST
N2320 .5/.3

N.Y.S. REGISTERED REPAIR SHOP # 7037366

BARTON CHEVROLET Inc./DBA BARTON BIRKS CHEVROLET CADILLAC

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY GENERAL MOTORS ARE NOT WARRANTED BY GENERAL MOTORS, NOR ARE THEY WARRANTED BY THE SELLING DEALER. ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS. ALL PARTS AND LABOR ARE WARRANTED FOR A PERIOD OF 90 DAYS OR 3,000 MILES FROM TIME OF SERVICE.

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, LIST PRICE, UNIT PRICE, WARRANTY. Row 1: JOB # 1, 1, 12450257, SWITCH 2.188, 0.00. Summary: JOB # 1 TOTAL PARTS 0.00, JOB # 1 TOTAL LABOR & PARTS 0.00.

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, LIST PRICE, UNIT PRICE, WARRANTY. Row 1: # 2 47CDZZLOANER, CADILLAC RENTAL, HOURS: TECH(S): 756, WARRANTY. Row 2: CADILLAC RENTAL (WARRANTY REPAIR), 4 DAYS RENTAL. Summary: JOB # 2 TOTAL PARTS 0.00, JOB # 2 TOTAL LABOR & PARTS 0.00.

BODY SHOP PARTS ARE DESIGNATED BY THE FOLLOWING PART NUMBER PREFIXES:

- XO - indicates original equipment and manufacture.
XA - indicates aftermarket supplier.
XQ - indicates recycle used.

Table with columns: SUBLET, PO#, VEND INV#, INV.DATE, DESCRIPTION, LIST PRICE, UNIT PRICE, WARRANTY. Row 1: JOB # 2, 285196, D287833, 10/12/07, 4 DAYS RENTAL, 0.00. Summary: TOTAL - SUBLET 0.00.

COMMENTS

ALL PARTS ARE NEW ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS OTHERWISE STATED
PREFIX "GM" IS O.E.M.
PREFIX "ZR" IS NOT O.E.M.



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PARTS (845) 561-0972

GM GOODWRENCH SERVICE

SALES (845) 565-9000  
BODY WORKS (845) 561-5094

CUSTOMER NO.	ADVISOR <b>DEBRA COLLINS</b>	TAG NO. <b>766</b>	INVOICE DATE <b>10/12/07</b>	INVOICE NO. <b>CDCS285196</b>
HIGHLAND MILLS, NY	LABOR RATE	LICENSE NO.	MILEAGE <b>42,600</b>	COLOR <b>BLACK/</b>
	YEAR / MAKE / MODEL <b>06/CADILLAC/CTS/CTS</b>	DELIVERY DATE <b>09/20/05</b>		STOCK NO.
	VEHICLE ID. NO. <b>1G6DP577X60</b>	SELLING DEALER NO. <b>NORRIS CAD</b>		DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>10/08/07</b>	PRODUCTION DATE
COMMENTS				MO: 42612

TOTALS

THANK YOU FOR YOUR BUSINESS!!!  
 \*\*\*\*\*PLEASE NOTE\*\*\*\*\*  
 IN THE NEAR FUTURE YOU MAY RECEIVE A "QUESTIONNAIRE" FROM  
 GM OR US. IF YOU CANNOT ANSWER "COMPLETELY SATISFIED"  
 EXTREME LEFT SIDE. ON ALL QUESTIONS & RETURN THE SURVEY IN  
 A TIMELY FASHION. PLEASE CONTACT OUR SERVICE MANAGER BOB  
 ENRIGHT. ALL OF US AT BARTON BIRKS CHEVROLET CADILLAC ARE  
 DEDICATED TO YOUR COMPLETE SATISFACTION!!!!  
 ONCE AGAIN THANK YOU!!!  
 \*\*\*\*\*

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

N.Y.S. REGISTERED REPAIR SHOP # 7037366

**BARTON CHEVROLET Inc./DBA BARTON  
BIRKS CHEVROLET  
CADILLAC**

ANY WARRANTIES ON THE PRODUCTS SOLD  
HEREBY ARE THOSE MADE BY THE  
MANUFACTURERS. THE SELLER HEREBY  
DISCLAIMS ALL WARRANTIES EITHER EXPRESS  
OR IMPLIED, INCLUDING ANY IMPLIED  
WARRANTY OF MERCHANTABILITY OR FITNESS  
FOR A PARTICULAR PURPOSE, AND NEITHER  
ASSUMES NOR AUTHORIZES ANY OTHER  
PERSON TO ASSUME FOR IT ANY LIABILITY IN  
CONNECTION WITH THE SALE OF SAID  
PRODUCTS. THOSE PARTS AND ACCESSORIES  
THAT ARE NOT SUPPLIED OR MARKETED BY  
GENERAL MOTORS ARE NOT WARRANTED BY  
THE SELLING DEALER. ASK YOUR SERVICE  
REPRESENTATIVE FOR SPECIFIC WARRANTY  
INFORMATION ON THESE PRODUCTS. ALL PARTS  
AND LABOR ARE WARRANTED FOR A PERIOD  
OF 90 DAYS OR 3,000 MILES FROM TIME OF  
SERVICE.

CUSTOMER SIGNATURE

**BODY SHOP PARTS ARE DESIGNATED  
BY THE FOLLOWING PART NUMBER  
PREFIXES:**

**XO - indicates original equipment and  
manufacture.**

**XA - indicates aftermarket supplier.**

**XQ - indicates recycle used.**

ALL PARTS ARE NEW ORIGINAL  
EQUIPMENT FOR THE VEHICLE UNLESS  
OTHERWISE STATED  
PREFIX "GM" IS O.E.M.  
PREFIX "ZR" IS NOT O.E.M.

CUSTOMER COPY

[ END OF INVOICE ] 11:16am

**GRAND PRIZE CADILLAC • PONTIAC • GMC**

32 ROUTE 304  
 NANUET, NY 10954  
 (845) 623-6060  
 grandprizeauto.net



N.Y.S. M.V. P/S REG. NO. 7104135

CELL: \_\_\_\_\_

CUSTOMER NO.	ADVISOR <b>MICHAEL ROWAN</b>	TAG NO. <b>41</b>	INVOICE DATE <b>09/12/07</b>	INVOICE NO. <b>PNCS128299</b>
<b>HIGHLAND MILLS, NY</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>42,145</b>	COLOR <b>BK/</b>
	YEAR / MAKE / MODEL <b>06/CADILLAC/CTS/4 DOOR SEDAN</b>	DELIVERY DATE <b>09/20/05</b>		STOCK NO.
	VEHICLE I.D. NO. <b>1 G 6 D P 5 7 7 X 6 0</b>	SELLING DEALER NO.		DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/11/07</b>	PRODUCTION DATE
BUSINESS PHONE	COMMENTS			MILEAGE OUT <b>MO: 42150</b>

**TOTALS**-----

THANK YOU. WE APPRECIATE YOUR BUSINESS!  
 \*\*\*\*\*

CASH [ ] CHECK [ ] CREDIT CARD [ ]

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

**TOTAL INVOICE \$ 0.00**

\*\*\*\*\*GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!\*\*\*\*

GRAND PRIZE CADILLAC PONTIAC GMC  
 845-623-6060

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

GRAND PRIZE CADILLAC • PONTIAC • GMC

32 ROUTE 304  
 NANUET, NY 10954  
 (845) 623-6060  
 grandprizeauto.net



N.Y.S. M.V. R/S REG. NO. 7104135

CELL: \_\_\_\_\_

CUSTOMER NO.	ADVISOR <b>MICHAEL ROWAN</b>	TAG NO. <b>41</b>	INVOICE DATE <b>09/12/07</b>	INVOICE NO. <b>PNC5128299</b>
HIGHLAND MILLS, NY	LABOR RATE	LICENSE NO.	MILEAGE <b>42,145</b>	COLOR <b>BK/</b>
	YEAR / MAKE / MODEL <b>06/CADILLAC/CTS/4 DOOR SEDAN</b>			DELIVERY DATE <b>09/20/05</b>
	VEHICLE I.D. NO. <b>1G6DP577X60</b>			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
BUSINESS PHONE	COMMENTS		R.C. DATE <b>09/11/07</b>	PRODUCTION DATE
				MILEAGE OUT <b>NO: 42150</b>

FLEET UNIT # 2  
 JOB# 1 CHARGES-----

LABOR----- WARRANTY  
 J# 1 01PNZ20 E C M TECH(S):22  
 CUSTOMER STATES RADIO,GUAGES,AC INOP.CANNOT REMOVE KEY  
 FROM IGNITION  
 FOUND INTERNAL ECM FAILURE  
 CASE NUMBER 9862377  
 REPLACE ECM,PROGRAM DATA LINE.ROAD TESTED AND CAR STARTS  
 EVERY TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12592124	ECM 3.670		0.00
TOTAL - PARTS					0.00

JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR----- WARRANTY  
 J# 2 80PNZ00ENTRPRSE ENTERPRISE RENTAL TECH(S):20  
 PROVIDE RENTAL  
 1 DAY AT \$42.00  
 D-683878  
 VIN 1G4HP57237U208004

TOTALS-----				0.00
JOB# 2 JOURNAL PREFIX PNC5				JOB# 2 TOTAL
				0.00

TECHNICIAN CERTIFICATION-----  
 22 ERNEST L GUARDARRAMAS P905

The Reynolds and Reynolds Company, ERANTSH14E, CCE70083 Q, (06/07)

# GRAND PRIZE CADILLAC • PONTIAC • GMC

32 ROUTE 304  
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N.Y.S. M.V. R/S REG. NO. 7104135

## RECOMMENDED SERVICES

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

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/04/07	128097	42140	41	22	W	01PNZ00	BODY ELECTRICAL
				20	W	80PNZ00ENTRPRSE	ENTERPRISE RENTAL
				22	W	01PNZZMISC2	MISC BODY 2
08/21/07	127699	41806	41	22	W	01PNZ00	BODY ELECTRICAL
				22	C	01PNZZMISC2	MISC BODY 2
				22	C	04PNZ0	DIAGNOSIS

SALESPERSON NO. \_\_\_\_\_

## S E R V I C E

STATE REG# \_\_\_\_\_

REPLACED PARTS REQUESTED BY CUSTOMER	VEHICLE NO. <b>1G6DP577X60</b>	YEAR/MAKE/MODEL <b>06/CADILLAC/CTS/4 DOOR SEDAN</b>	PRODUCTION DATE	STOCK NO.	LICENSE NO.	B.O. NO. <b>28299</b>	
			DELIVERY DATE <b>09/20/05</b>	DELIVERY MILES	SELLING DEALER NO.	P.O. DATE <b>09/11/07</b>	
	ADDRESS <b>HIGHLAND MILLS, NY</b>	COLOR <b>BK/</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES		
		TURBO <b>CVZZ</b>	MMIC	AIR COND.	P.S.	TRANS	
			MILEAGE <b>42,145</b>	ADVISOR NO. <b>41</b>	ADVISOR <b>MICHAEL ROWAN</b>		
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED	TIME RECEIVED <b>04:45pm</b>	DATE/TIME PROMISED <b>09/04/07 06:00pm</b>	PRIORITY				
APPOINTMENT	I HEREBY AUTHORIZE THE REPAIR WORK THEREIN SET FORTH TO BE DONE BY YOU, TOGETHER WITH THE FURNISHING BY YOU OF THE NECESSARY PARTS AND OTHER MATERIAL FOR SUCH REPAIR, AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABILITY OR DELAYED AVAILABILITY OF PARTS OR MATERIAL FOR ANY REASON; THAT YOU NEITHER ASSUME OR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR YOU ANY LIABILITY IN CONNECTION WITH SUCH REPAIR; THAT YOU SHALL NOT BE RESPONSIBLE FOR LOSS OR DAMAGE TO THE ABOVE VEHICLE, OR ARTICLES LEFT THEREIN; IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND YOUR CONTROL; THAT AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO; THAT YOUR EMPLOYEES MAY OPERATE THE ABOVE VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTING SUCH VEHICLE.						
<input type="checkbox"/> Yes	CELL: [REDACTED]					<input checked="" type="checkbox"/> No	

JOB # [ FLEET UNIT # ] 2 ORIGINAL CUSTOMER ESTIMATE: TOTAL \$ _____ X _____	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%;">ORIGINAL ESTIMATE</th> <th style="width: 50%;">AUTHORIZED ADDITIONS</th> </tr> <tr> <td>PARTS \$ _____</td> <td>PARTS \$ _____</td> </tr> <tr> <td>LABOR \$ _____</td> <td>LABOR \$ _____</td> </tr> <tr> <td>TOTAL \$ _____</td> <td>TOTAL \$ _____</td> </tr> </table>	ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	PARTS \$ _____	PARTS \$ _____	LABOR \$ _____	LABOR \$ _____	TOTAL \$ _____	TOTAL \$ _____
ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS								
PARTS \$ _____	PARTS \$ _____								
LABOR \$ _____	LABOR \$ _____								
TOTAL \$ _____	TOTAL \$ _____								
1 <b>W * 01PNZ00 BODY ELECTRICAL</b> <b>CUSTOMER STATES RADIO, GUAGES, AC INOP. CANNOT REMOVE KEY FROM IGNITION</b>	ADD'L REPAIRS AUTHORIZED BY: DATE _____ TIME _____								
2 <b>W * 80PNZ00ENTRPRSE ENTERPRISE RENTAL</b> <b>PROVIDE RENTAL</b>									

The Reynolds and Reynolds Company EBAIN7002E CC670091 Q (07/07)



# GRAND PRIZE CADILLAC • PONTIAC • GMC

32 ROUTE 304  
 NANUET, NY 10954  
 (845) 623-6060  
 grandprizeauto.net



N.Y.S. M.V. R/S REG. NO. 7104135

CELL: |

CUSTOMER NO.	ADVISOR <b>MICHAEL ROWAN</b>	TAG NO. <b>41</b>	INVOICE DATE <b>09/11/07</b>	INVOICE NO. <b>PNCS128097</b>
HIGHLAND MILLS, NY	LABOR RATE	LICENSE NO.	MILEAGE <b>42,126</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>06/CADILLAC/CTS/4 DOOR SEDAN</b>			DELIVERY DATE <b>09/20/05</b>
	VEHICLE I.D. NO. <b>1 G 6 D P 5 7 7 X 6 0</b>			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
		P.O. NO.	R.O. DATE <b>09/04/07</b>	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MILEAGE OUT <b>MO: 42140</b>

[ FLEET UNIT # ] 2

JOB# 1 CHARGES-----

LABOR-----  
 J# 1 01PNZ00 BODY ELECTRICAL TECH(S):22 WARRANTY  
 CUSTOMER STATES TEMP, FUEL GAGES DROP, LOSES DASH LAMPS, RADIO,  
 POWER WDW'S STAYS RUNNING, CANNOT REMOVE KEY FROM IGNITION  
 ALSO AC BLOWS WARM AT SAME TIME  
 RUN SYSTEM CHECK, CHECKED ALL GROUNDS, CONNECTIONS.  
 CONTACT TECH ASSISTANCE, CASE NUMBER 9862377  
 NUMEROUS CODES STORED, HARD CODE V1300  
 INTERNAL RADIO FAILURE  
 REPLACE RADIO AND SET UP

JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
 J# 2 80PNZ00ENTRPRSE ENTERPRISE RENTAL TECH(S):20 WARRANTY  
 PROVIDE RENTAL  
 7 DAYS TOTAL \$280.00  
 D-683679

JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----  
 J# 3 01PNZZMISC2 MISC BODY 2 TECH(S):22 WARRANTY  
 CUSTOMER STATES AIRBAG LAMP ON...SOP MODULE  
 RUN SYSTEM CHECK, DEFECTIVE PASSENGER PRESCENCE MODULE  
 (SENSOR)  
 REPLACE PASSENGER PRESCENCE MODULE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 1 19124390 SENSOR TOTAL - PARTS WARRANTY 0.00

JOB# 3 TOTALS-----  
 JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

TECHNICIAN CERTIFICATION-----  
 22 ERNEST L GUARDARRAMAS P905

The Reynolds and Reynolds Company ERAINTS14E CC670093 0 08/07

GRAND PRIZE CADILLAC • PONTIAC • GMC

32 ROUTE 304  
 NANUET, NY 10954  
 (845) 623-6060  
 grandprizeauto.net



N.Y.S. M.V. R/S REG. NO. 7104135

CELL:

CUSTOMER NO.	ADVISOR <b>MICHAEL ROWAN</b>	TAG NO. <b>41</b>	INVOICE DATE <b>09/11/07</b>	INVOICE NO. <b>PNCS128097</b>
<b>HIGHLAND MILLS, NY</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>42,126</b>	COLOR <b>BK/</b>
	YEAR / MAKE / MODEL <b>06/CADILLAC/CTS/4 DOOR SEDAN</b>			DELIVERY DATE <b>09/20/05</b>
	VEHICLE I.D. NO. <b>1 G 6 D P 5 7 7 X 6 0</b>			SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/04/07</b>	PRODUCTION DATE
BUSINESS PHONE	COMMENTS			MILEAGE OUT <b>MO: 42140</b>

TOTALS

THANK YOU. WE APPRECIATE YOUR BUSINESS!  
 \*\*\*\*\*

CASH [ ] CHECK [ ] CREDIT CARD [ ]

\*\*\*\*\*GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!\*\*\*\*\*

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

**TOTAL INVOICE \$ 0.00**

GRAND PRIZE CADILLAC PONTIAC GMC  
 845-623-6060

CUSTOMER SIGNATURE



MO 7:30 AM - 2:00 PM TO 7:30 AM - 5:00 PM  
WE 7:30 AM - 2:00 PM TH 7:30 AM - 2:00 PM  
FR 7:30 AM - 5:00 PM SA 9:00 AM - 12:00 PM  
SU CLOSED REF# 36DKY9

OWNER OF VEHICLE: ELRAC, INC  
BRANCH ADDRESS: 53 ROUTE 17K, NEWBURGH, NY, 125508987 (845) 562-3311

RENTAL TYPE DEALERSHIP SOURCE # F22084 I.D.# 002 RENTAL AGREEMENT NO. D 295739

07/08/2008 1:45 PM  
START CHARGES IF DIFFERENT

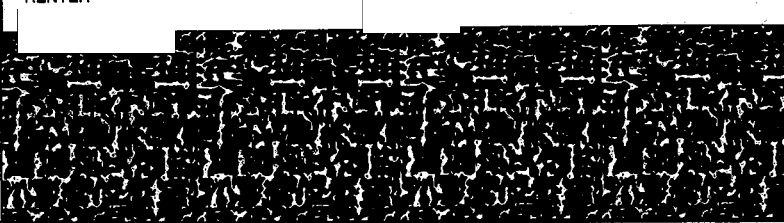
ORIGINAL VEHICLE  
COLOR BLACK LICENSE NO.  
MODEL BUICK ECAR# NY3JW6

MILE-AGE IN 1103 OUT 1142  
DRIVEN

CONDITION AGREED TO X RENTER  
NO DAMAGE  
CONDITION SAME ON RETURN Yes No

OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F  
IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F  
No Gasoline Refunds

OPTIONAL PRODUCTS NOTICE:  
WE OFFER FOR AN ADDITIONAL CHARGE THE FOLLOWING OPTIONAL PRODUCTS: DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; AND SUPPLEMENTAL LIABILITY PROTECTION. BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE OR CREDIT CARD PROVIDES YOU COVERAGE DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT VEHICLE



BILL TO COMPANY BARTON BIRKS-HI\*\*  
PHONE (845) 561-1700 EXT.  
VIN# 1G4HD57258L  
\$30.00/DAY

ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL  
I REQUEST OWNER'S PERMISSION TO ALLOW NO OTHER DRIVERS PERMITTED

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT (AGREEMENT). USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):  
NY TRISTATE ONLY

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 6.  
RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. DW IS NOT INSURANCE.  
RENTER: X Accepts DW \$8.99/DAY

RENTER DECLINES ACCIDENT INSURANCE (PAI).  
RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18.  
RENTER: X Accepts PAI \$2.50/DAY

RENTER DECLINES LIABILITY PROTECTION (SLP). SEE PAGE 2, PARAGRAPH 7.  
RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT, ATTACHED POLICY AND PAGE 3, PARAGRAPH 17.  
RENTER: X Accepts SLP \$12.99/DAY

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, PAGES 1 THROUGH 4.  
I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT BY SIGNING BELOW. I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS, DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED.

REPLACEMENT VEHICLE  
07/08/2008 01:54 PM

COLOR BLUE LICENSE NO. 0JV4035  
MODEL BUICK ECAR# NY70N6  
MILE-AGE IN 11438 OUT

CONDITION AGREED TO X RENTER  
NO DAMAGE  
CONDITION SAME ON RETURN Yes No

OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F  
IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F  
No Gasoline Refunds

RENTER: X DATE 07/08/2008  
OWNER REP X EMPL. # E397F7

I WILL RETURN CAR BY: DEPOSIT(S):  
DATE TIME AMOUNT PAID BY  
07/11/2008 1:30 PM \$100.00 XXXXXXXXXX 7/08/2008

ATTENTION: Enterprise purchases no third-party insurance covering this rental, but provides its renters and authorized drivers with minimum liability coverage, as required by the New York Vehicle and Traffic Law. Those coverages are: \$25,000 per accident for bodily injury to one individual/\$50,000 per accident for bodily injury to more than one individual; \$50,000 per accident for the death of one individual/\$100,000 per accident for the death of more than one individual; \$10,000 per accident for injury to or destruction of property. In addition, to the extent required by law, Enterprise will defend the renter and authorized drivers from all claims of third parties alleging bodily injury, death or property damage arising out of the operation of the rental vehicle. If additional liability coverage is desired you may purchase Supplemental Liability Coverage from Enterprise at an additional cost.

DAY = 24 HOUR PERIOD  
VEHICLE \$10.00/HOUR  
\$30.00/DAY

NO CHARGE MILEAGE

\$8.99/DAY

\$2.50/DAY

\$12.99/DAY

FUEL CHARGE \$5.72/GALLON

SALES TAX 13.125%

TOTAL CHARGES

DEPOSITS

REFUNDS

AMOUNT DUE

CLOSED BY

PAID BY CASH CHECK CHARGE

RECEIPT OF CASH REFUND DATE AMOUNT RECEIVED BY

*Acet*

MO 7:30A- 6:00P TU 7:30A- 6:00P  
WE 7:30A- 6:00P TH 7:30A- 6:00P  
FR 7:30A- 6:00P SA 9:00A-12:00P  
SU CLOSED

RENTER OF VEHICLE: ELRAC, INC  
RANCH ADDRESS: 63 ROUTE 17K  
NEWBURGH NY 12550-2947

RENTAL TYPE: D F22084 ID.#: 002  
RENTER: [REDACTED]

RENTAL AGREEMENT NO. D 289323

0131 PM 10/24/07  
RT CHARGES IF DIFFERENT

DAY = 24 HOUR PERIOD

NO CHARGE FOR MILES

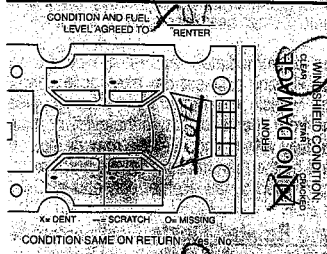
### ORIGINAL VEHICLE

COLOR: CZ WHITE LIC/NSF NO:  
MODEL: TMEA ECAR# NY5291  
MILEAGE: 36864 IN 36777 OUT  
DRIVEN

BILL TO: N. BARTON BIRKS-HI\*\*  
ATTN: UNKNOW\*\* PHONE: 845-561-1700  
REFERENCE NUMBER: VIN# 2G1WB55KX4

HOURS @ 10.00/HOUR

DAYS @ 42.00/DAY



ADDITIONAL AUTHORIZED DRIVER(S): POLIHEIT, SONYA\*

SPECIAL: W/ MILES  
DAYS @ 47.00 MILES

*10/47.00*

UT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F  
No Gasoline Refunds

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):  
NY ONLY

47/42

**OPTIONAL PRODUCTS NOTICE**  
OFFER FOR AN ADDITIONAL  
LARGE THE FOLLOWING OPTIONAL  
PRODUCTS: DAMAGE WAIVER  
PERSONAL ACCIDENT INSURANCE  
SUPPLEMENTAL LIABILITY  
PROTECTION. BEFORE DECIDING  
WHETHER TO PURCHASE ANY OF  
THESE PRODUCTS YOU MAY  
WISH TO DETERMINE WHETHER  
YOUR PERSONAL INSURANCE OR  
EDIT CARD PROVIDES YOU  
COVERAGE DURING THE RENTAL  
PERIOD. THE PURCHASE OF ANY  
OF THESE PRODUCTS IS NOT  
REQUIRED TO RENT VEHICLE

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 6. RENTER: X  
RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. DW IS NOT INSURANCE. Accepts DW  
RENTER DECLINES PERSONAL ACCIDENT INSURANCE (PAI). RENTER: X  
RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18. Accepts PAI  
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2, PARAGRAPH 7. RENTER: X  
RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17. Accepts SLP

**ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, PAGES 1 THROUGH 4.**  
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FUEL @ 3.75/GALLON

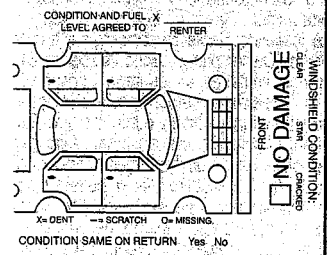
### REPLACEMENT VEHICLE

COLOR: [REDACTED] LICENSE NO.: [REDACTED]  
MODEL: [REDACTED] ECAR# [REDACTED]  
MILEAGE: [REDACTED] IN [REDACTED] OUT [REDACTED]  
DRIVEN

RENTER: [REDACTED] DATE: 10/24/07  
OWNER REP: X EMPL # 425FJ

TAX 13.125%

DATE	TIME	AMOUNT	PAID BY
10/25/07	01:31P	100.00	XXXXXXXXXXXX /1AULT



**ATTENTION:** Enterprise purchases no third-party insurance covering this rental, but provides its renters and authorized drivers with minimum liability coverage, as required by the New York Vehicle and Traffic Law. Those coverages are: \$25,000 per accident for bodily injury to one individual; \$50,000 per accident for bodily injury to more than one individual; \$50,000 per accident for the death of one individual; \$100,000 per accident for the death of more than one individual; \$10,000 per accident for injury to or destruction of property. In addition, to the extent required by law, Enterprise will defend the renter and authorized drivers from all claims of third parties alleging bodily injury, death or property damage arising out of the operation of the rental vehicle. If additional liability coverage is desired, you may purchase Supplemental Liability Coverage from Enterprise at an additional cost.

TOTAL CHARGES	DEPOSITS	REFUNDS	<b>AMOUNT DUE</b> 89-
CLOSED BY			
PAID BY	CASH	CHECK	CHARGE
RECEIPT OF CASH REFUND	DATE	AMOUNT	RECEIVED BY

*Barton*



OWNER OF VEHICLE: EL RAC, INC  
BRANCH ADDRESS: 33 ROUTE 17X  
NEWBURGH, NY 10930-3945

MD 7:30A- 8:00P TH 7:30A- 8:00P  
WE 7:30A- 8:00P TH 7:30A- 8:00P  
FR 7:30A- 8:00P SA 7:00A-12:00P  
SU CLOSED

RENTAL TYPE: RENTED  
SOURCE #: 522084  
I.D.#: 002  
RENTAL AGREEMENT NO. D 238452  
START CHARGES IF DIFFERENT: NONE

ORIGINAL VEHICLE  
COLOR: MELATION  
LICENSE NO: EA19600  
MODEL: ECAR#  
MILE-AGE: IN 7749, OUT 7897  
DRIVEN: YES

CONDITION AND FUEL LEVEL AGREED TO: X  
NO DAMAGE TO VEHICLE  
FRONT VIEW DIAGRAM  
CONDITION SAME ON RETURN: Yes No  
MILE IN/OUT: E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

BILL TO: COMPANY  
BARTON SIMS-H1\*\*  
ATTN: DEBIE\*\*  
PHONE: 845-561-1700  
EXT: 2  
REFERENCE NUMBER: VIN# 1B4HE57Y2B01  
ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL.  
I REQUEST OWNER'S PERMISSION TO ALLOW NO OTHER DRIVER PERMITTED  
WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF. I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT. USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY.  
PERMISSION STATE: NY-STATE

RENTAL AGREEMENT NO. D 238452  
DAYS: 24 HOUR PERIOD  
NO CHARGE FOR MILES  
HOURS: 24 HOUR  
DAYS: 42 CON/DAY 84.00  
SPECIAL: 47 MILES  
DAYS: 0 47.00 MILES  
47.00

**OPTIONAL PRODUCTS NOTICE:**  
WE OFFER FOR AN ADDITIONAL CHARGE THE FOLLOWING OPTIONAL PRODUCTS: DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; AND SUPPLEMENTAL LIABILITY PROTECTION. BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE OR CREDIT CARD PROVIDES YOU COVERAGE DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT VEHICLE

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.  
RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 6.  
RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. DW IS NOT INSURANCE.  
RENTER: X Accepts DW  
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI).  
RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18.  
RENTER: X Accepts PAI  
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2, PARAGRAPH 7.  
RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17.  
RENTER: X Accepts SLP  
**ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, PAGES 1 THROUGH 4.**  
I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVERS LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED.  
EXPIRES: 1/19/07

FUEL: 3.75 GALLON  
TAX: 12.185 x 17.19

REPLACEMENT VEHICLE  
COLOR: [REDACTED]  
LICENSE NO: [REDACTED]  
MODEL: [REDACTED]  
MILE-AGE: IN [REDACTED], OUT [REDACTED]  
DRIVEN: YES

RENTAL DATE: 1/06/07  
EMPL.#: 1709V  
I WILL RETURN CAR BY:  
DATE: 1/07/07  
TIME: 100.00  
DEPOSIT(S):  
AMOUNT: 100.00  
PAID BY: VIA/ATM

TOTAL CHARGES: \$131.00  
DEPOSITS: [REDACTED]  
REFUNDS: [REDACTED]  
AMOUNT DUE: [REDACTED]

CONDITION AND FUEL LEVEL AGREED TO: X  
NO DAMAGE TO VEHICLE  
FRONT VIEW DIAGRAM  
CONDITION SAME ON RETURN: Yes No  
MILE IN/OUT: E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

**ATTENTION:** Enterprise purchases no third-party insurance covering this rental, but provides its renters and authorized drivers with minimum liability coverage, as required by the New York Vehicle and Traffic Law. Those coverages are: \$25,000 per accident for bodily injury to one individual/\$50,000 per accident for bodily injury to more than one individual; \$50,000 per accident for the death of one individual/\$100,000 per accident for the death of more than one individual; \$10,000 per accident for injury to or destruction of property. In addition, to the extent required by law, Enterprise will defend the renter and authorized drivers from all claims of third parties alleging bodily injury, death or property damage arising out of the operation of the rental vehicle. If additional liability coverage is desired you may purchase Supplemental Liability Coverage from Enterprise at an additional cost.

CLOSED BY: [REDACTED]  
PAID BY: CASH CHECK CHARGE  
RECEIPT OF CASH REFUND: [REDACTED]  
DATE: [REDACTED]  
AMOUNT: [REDACTED]  
RECEIVED BY: [REDACTED]

IN 01:32PM 10/26/07  
OUT 01:31PM 10/24/07  
24-HOUR DAY

ELRAC, INC  
63 ROUTE 17K  
NEWBURGH NY 12550-3969 24H1  
RENTAL TYPE D SOURCE F22084 - 002

RENTAL AGREEMENT  
D281  
PAGE 1 (

UNIT 1  
UNIT # NY529L  
LIC#  
MODEL IMPA  
COLOR CZ WHITE  
IN 36864  
OUT 36772  
V# 2G1WB55KX69

RENTER  
HIGHLAND MILLS NY  
LOCAL: 9 ROCK AVE  
(H) (W)

SUMMARY OF CHARGES  
DAY = 24 HOUR PERIOD  
MILES  
NO CHARGE

1 DAYS @ 42.00 42.00  
SPECIAL @ 47.00 47.00

STATE NY EXPIRE  
DOB HT 5 10 WT 1  
EYES BROWN HAIR BROWN  
S.S.#  
EMPLOYER  
SELF

BILL TO Y CUST #  
BARTON BIRKS-H1  
ATTN: UNKNOWN\*\*

NEWBURGH NY

SALES TAX% 13.12 11.25

ADDITIONAL DRIVER

LICENSE #  
STATE EXPIRES AGE

CLAIM INFO  
POL/CLAIM/PO#

PERMISSION TO LEAVE STATE  
YES NO X

INSURED

CUSTOMER SIGNATURE ON FILE

LOSS DATE  
THEFT ACCIDENT

PAYMENT INFORMATION  
AMOUNT PD.BY TYPE DATE AUTH

TYPE CAR  
CTS

SHOP BARTON BIRKS  
PHONE 845-561-1700  
NAME

CLOSED TICKET PAYMENT INFO

TOTAL CHARGES 100.00

DEPOSITS  
REFUND

T/E 11.58

BILL TO CUST F22084 89.00

OPENED BY #425FJ ALEJANDRO VAZQUEZ  
CLOSED BY #2159Y JASON D BEACH



OWNER OF VEHICLE:  
BRANCH ADDRESS: BAFIONIA NY

MO 7:30A- 8:00P TU 7:30A- 8:00P  
WE 7:30A- 8:00P TH 7:30A- 8:00P  
FR 7:30A- 8:00P SA 9:00A-12:00P  
2454 SU CLOSED

RENTAL TYPE **D** SOURCE # **CA2454** ID # **100** RENTAL AGREEMENT NO. **D 583675**

0211 PM 9/04/07 DAY = 24 HOUR PERIOD

START CHARGES IF DIFFERENT NO CHARGE FOR MILES

ORIGINAL VEHICLE  
COLOR: SILVER LICENSE NO. LW0700  
MODEL: UPLA ECAR# NY3000  
MILE-AGE: IN 1813  
OUT

BILL TO: GRAND PRIZE CADILLE/PONT/GMC-54\*\*  
PHONE: 10MDU22W391  
REFERENCE NUMBER: RU 128097 PO 127699

CONDITION AND FUEL LEVEL AGREED TO: RENTER  
NO DAMAGE (UNINSURED CONDITION)  
ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. REQUEST OWNER'S PERMISSION TO ALLOW NO OTHER DRIVER PERMITTED

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT (AGREEMENT). USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY AND RIGHTS UNDER THIS AGREEMENT.  
RENTER: X

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S): NY, NJ, CT ONLY  
OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

OPTIONAL PRODUCTS NOTICE: WE OFFER FOR AN ADDITIONAL CHARGE THE FOLLOWING OPTIONAL PRODUCTS: DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; AND SUPPLEMENTAL LIABILITY PROTECTION. BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE OR CREDIT CARD PROVIDES YOU COVERAGE DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT VEHICLE.

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 6. RENTER: X  
RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. DW IS NOT INSURANCE. Accepts DW

RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). RENTER: X  
RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18. Accepts PAI

RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2, PARAGRAPH 7. RENTER: X  
RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17. Accepts SLP

REPLACEMENT VEHICLE: 4:07pm  
RENTER: X DATE: 9/04/07  
OWNER REP: X EMPL. # 716DIT TAX 13.375

DATE	TIME	AMOUNT	PAID BY
9/07/07	02:11P	50.00	XXXXXXXXXXXX

ATTENTION: Enterprise purchases no third-party insurance covering this rental, but provides its renters and authorized drivers with minimum liability coverage, as required by the New York Vehicle and Traffic Law. Those coverages are: \$25,000 per accident for bodily injury to one individual; \$50,000 per accident for the death of one individual; \$100,000 per accident for the death of more than one individual; \$10,000 per accident for injury to or destruction of property. In addition, to the extent required by law, Enterprise will defend the renter and authorized drivers from all claims of third parties alleging bodily injury, death or property damage arising out of the operation of the rental vehicle. If additional liability coverage is desired you may purchase Supplemental Liability Coverage from Enterprise at an additional cost.

CONDITION AND FUEL LEVEL AGREED TO: RENTER  
NO DAMAGE (UNINSURED CONDITION)  
TOTAL CHARGES  
DEPOSITS  
REFUNDS

AMOUNT DUE

PAID BY	CASH	CHECK	CHARGE
RECEIPT OF CASH REFUND FILE	DATE	AMOUNT	RECEIVED BY

OWNER OF VEHICLE:

BRANCH ADDRESS:

RENTAL TYPE	SOURCE #	I.D. #	RENTAL AGREEMENT NO. <b>D 443229</b>
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START CHARGES IF DIFFERENT

ORIGINAL VEHICLE

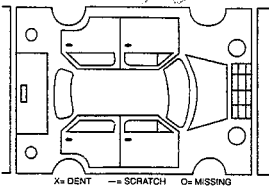
COLOR	LICENSE NO.
MODEL	ECAR#
MILE-AGE	IN <b>103</b>
	OUT
DRIVEN	

BILL TO COMPANY

ATTN: PHONE EXT.

REFERENCE NUMBER:

CONDITION AND FUEL LEVEL AGREED TO



NO DAMAGE

CONDITION SAME ON RETURN Yes No

OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL.

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT (AGREEMENT). USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

**OPTIONAL PRODUCTS NOTICE:** WE OFFER FOR AN ADDITIONAL CHARGE THE FOLLOWING OPTIONAL PRODUCTS: DAMAGE WAIVER, PERSONAL ACCIDENT INSURANCE, AND SUPPLEMENTAL LIABILITY PROTECTION. BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE OR CREDIT CARD PROVIDES YOU COVERAGE DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT VEHICLE

*Same from*

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 6.	RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. DW IS NOT INSURANCE.
RENTER DECLINES PERSONAL ACCIDENT INSURANCE (PAI).	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18.
RENTER DECLINES SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2, PARAGRAPH 17.	RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17.

**ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, PAGES 1 THROUGH 4.**

I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED.

REPLACEMENT VEHICLE

OWNER REP

DATE

EMPL. #

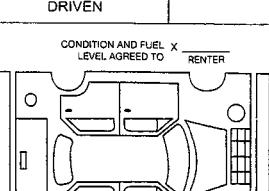
COLOR	LICENSE NO.
MODEL	ECAR#
MILE-AGE	IN
	OUT
DRIVEN	

I WILL RETURN CAR BY:

DATE	TIME	AMOUNT	PAID BY

DEPOSIT(S):

CONDITION AND FUEL LEVEL AGREED TO



NO DAMAGE

CONDITION SAME ON RETURN Yes No

OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

**ATTENTION:** Enterprise purchases no third-party insurance covering this rental, but provides its renters and authorized drivers with minimum liability coverage, as required by the New York Vehicle and Traffic Law. Those coverages are: \$25,000 per accident for bodily injury to one individual/\$50,000 per accident for bodily injury to more than one individual; \$50,000 per accident for the death of one individual/\$100,000 per accident for the death of more than one individual; \$10,000 per accident for injury to or destruction of property. In addition, to the extent required by law, Enterprise will defend the renter and authorized drivers from all claims of third parties alleging bodily injury, death or property damage arising out of the operation of the rental vehicle. If additional liability coverage is desired you may purchase Supplemental Liability Coverage from Enterprise at an additional cost.

DAY = 24 HOUR PERIOD

NO CHARGE FOR MILES

PERIOD 1 12:00 HOUR

PERIOD 2 12:00 DAY

**\$ 84**

FIELD 3 - ALLOW

**\$ 1124**

TOTAL CHARGES **95.24**

DEPOSITS

REFUNDS

AMOUNT DUE

CLOSED BY *[Signature]*

PAID BY	CASH	CHECK	CHARGE
RECEIPT OF CASH REFUND	DATE	AMOUNT	RECEIVED

Kevin

OWNER OF VEHICLE  
BRANON ADDRESS

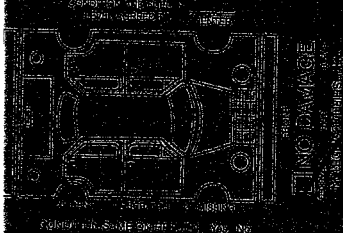
RENTAL AGREEMENT NO. **D**

START DATE/TIME/LOCATION

ORIGINAL VEHICLE

YEAR MAKE MODEL

MILEAGE IN/OUT



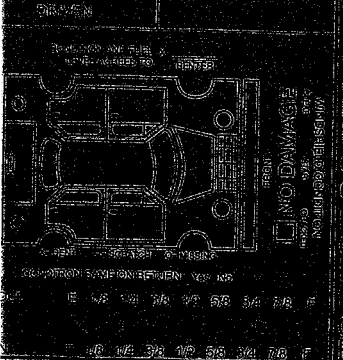
PERMISSION TO OPERATE IN THE STATE OF NEW YORK

OPTIONAL PRODUCTS... WE OFFER FOR AN ADDITIONAL CHARGE THE FOLLOWING OPTIONAL PRODUCTS: DAMAGE WAIVER, PERSONAL ACCIDENT, PERSONAL SUPPLEMENTAL LIABILITY... I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT...

REPLACEMENT VEHICLE

YEAR MAKE MODEL

MILEAGE IN/OUT



RENTAL AGREEMENT NO. **D**

START DATE/TIME/LOCATION

ORIGINAL VEHICLE

YEAR MAKE MODEL

MILEAGE IN/OUT

PERMISSION TO OPERATE IN THE STATE OF NEW YORK

OPTIONAL PRODUCTS... WE OFFER FOR AN ADDITIONAL CHARGE THE FOLLOWING OPTIONAL PRODUCTS: DAMAGE WAIVER, PERSONAL ACCIDENT, PERSONAL SUPPLEMENTAL LIABILITY...

RENTER ACCEPTS OPTIONAL DAMAGE WAIVER...  RENTER X

RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT...  RENTER X

RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY...  RENTER X

I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT...

REPLACEMENT VEHICLE

YEAR MAKE MODEL

MILEAGE IN/OUT

ATTENTION: Enterprise purchases no third-party insurance coverage for this rental, but provides its renters and authorized drivers with minimum liability coverage, as required by the New York Vehicle and Traffic Law. These coverages are: \$25,000 per accident for bodily injury to one individual, \$10,000 per accident for the death of one individual, \$10,000 per accident for the death of more than one individual, \$10,000 per accident for injury to or destruction of property. In addition, to the extent required by law, Enterprise will defend the renter and authorized drivers from all claims of third parties alleging bodily injury, death or property damage arising out of the operation of the rental vehicle. If additional liability coverage is desired, you may purchase Supplemental Liability Coverage from Enterprise at an additional cost.

84

11624

TOTAL CHARGES	95.24
DEPOSITS	
REFUNDS	
AMOUNT DUE	
CLOSED BY	<i>[Signature]</i>
PAID BY	CASH <input checked="" type="checkbox"/> CHECK <input type="checkbox"/> OTHER <input type="checkbox"/>
RECEIVED BY	
DATE	
AMOUNT RECEIVED	

Renter agrees by Renter's signature on the front of this Agreement that Renter has read, is aware of, and accepts full responsibility for the terms and conditions contained in this Rental Agreement (Agreement), which consists of Pages 1 through 4. Renter expressly acknowledges that Renter and Owner are the only parties to this Agreement, notwithstanding that a reservation for Vehicle may have been arranged by a third party; that a third party may pay for all or part of the rental bill; and/or that a third party may negotiate certain terms of the rental, including but not limited to the type of Vehicle, length of rental, rental rate and/or selection of optional products. For matters arising from this Agreement, Renter authorizes Owner to verify and/or obtain through credit agencies or other sources Renter's personal, credit and/or insurance information. This agreement, which consists of Pages 1 through 4, is the entire Agreement between Renter and Owner and cannot be altered by another document or oral agreement unless agreed to in writing and signed by Renter and Owner.

**Definitions:** For the purposes of this Agreement the following terms are specifically defined:

- "ADDITIONAL AUTHORIZED DRIVER(S)" (AAD(s))** means any individual in addition to Renter who is permitted by Owner to operate Vehicle. This includes individuals identified on Page 1 as ADDITIONAL AUTHORIZED DRIVER(S), and with the permission of Renter, includes Renter's spouse who meets the minimum rental age and holds a valid license.
- "OWNER"** means "OWNER OF VEHICLE" shown on the top of Page 1;
- "RENTAL PERIOD"** means the period between the time Renter takes possession of Vehicle until Vehicle is returned and checked in by Owner;
- "RENTER"** means the person, or entity identified on Page 1 as "RENTER";
- "VEHICLE"** means the "ORIGINAL VEHICLE" or any replacement vehicle(s).

**Ownership/Vehicle Condition/Warranty Exclusion.** Renter acknowledges that Vehicle is, by ownership, beneficial interest or lease, property of Owner, even if owned, registered or titled to a third party. Renter agrees Renter received Vehicle in good physical and mechanical condition. RENTER IS RENTING VEHICLE "AS IS" AND HAS HAD AN ADEQUATE OPPORTUNITY TO INSPECT VEHICLE AND ITS OPERATION BEFORE LEAVING OWNER'S PREMISES. OWNER EXCLUDES ALL WARRANTIES, BOTH EXPRESS AND IMPLIED, WITH RESPECT TO THE VEHICLE, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Renter agrees to return Vehicle to Owner on or before return date stated on Page 1 of this Agreement or on Owner's demand and same condition as received, ordinary wear and tear excepted. If Renter or AAD(s) determines Vehicle unsafe, Renter or AAD(s) shall stop operating Vehicle and notify Owner immediately.

**Payment by Renter.**

- For all daily items designated as "day" on Page 1:
  - If Page 1 indicates "day = 24 hour period", a day is each consecutive 24 hour period.
  - If Page 1 indicates "day = calendar day", a day is each consecutive full or partial day of the week.
  - Except as expressly modified on Page 1 all charges are for a minimum of 1 day.
- For all rental terms shown as "hour", "week" or "month" on Page 1:
  - If page 1 indicates "hour" an hour is 60 consecutive minutes or any portion thereof, beginning at the start time of the rental.
  - If page 1 indicates "week" a week is 7 consecutive 24 hour days beginning at the start time of the rental.
  - If page 1 indicates "month" a month is 30 consecutive 24 hour days beginning at the start time of the rental.
- Renter shall pay Owner on demand as set forth on Page 1 of this Agreement:
  - The hour, day, week and month charges on Page 1 for the Rental Period. The "hour" charge if shown on page 1 shall apply to each full or partial hour in excess of a rental day. The hourly charges shall not exceed the cost of one additional day. If Vehicle is returned during non-business hours or to any place other than the Branch Address on Page 1, all rental charges incurred through the time an employee of Owner checks in Vehicle are Renter's responsibility.
  - The mileage charge per mile for all miles exceeding the free miles set forth on Page 1 permitted for the Rental Period.
  - The optional equipment, services and/or products charges for those items accepted by Renter.
  - The fuel charge at the rate shown on Page 1 of this Agreement. If based on consumption, for the difference in fuel level if Vehicle is returned with less fuel than when rented. Renter shall not receive a refund or credit if Vehicle is returned with more fuel than when Renter received it.
  - The drop charge.
  - The taxes.
  - The other fees and charges (none of which are taxes) including but not limited to:
    - Any airport Consolidated Facilities Charge (CFC) means the allowable recovery by a rental vehicle company from its renters of those fees, including any taxes or fees paid on such fees, for the finance, design, construction and operation of common use transportation systems that move passengers between airport terminals and those consolidated airport car rental facilities.
    - The Concession Fee Recovery (CONC REC) means the allowable recovery by a rental vehicle company from its renters of those fees, including any taxes or fees paid on such fees, which an airport operator or its governing entity imposes on a rental vehicle company's applicable revenues, as defined and stated in a concession agreement that authorizes a rental vehicle company to operate at an airport located in this state.
    - The Vehicle License Fee Recovery (VLF REC) which is Owner's charge to recover Owner's estimated average daily cost per vehicle of the charges imposed by governmental authorities to title, register and plate all vehicles in its rental fleet registered in New York. The VLF REC is not calculated based on the costs imposed upon a particular vehicle.
- Additional Obligations of Renter - Unless prohibited by law Renter shall pay Owner on demand:
  - A vehicle recovery fee of \$100.00 or \$1.00 per mile between return location and original rental office, whichever is greater, if Renter or AAD(s) returns Vehicle to a location other than the original rental office unless a drop charge has been shown on Page 1.
  - For damage to or theft of Vehicle (see paragraph 6).
  - All fines, costs and attorneys fees for legal violations, parking, tolls, towing and storage incurred by Owner against Vehicle, driver or Owner occurring during the Rental Period, unless caused solely by Owner. Owner may charge an administrative fee.
  - A late charge of 1 1/2% per month, not to exceed the maximum allowable by law, on all charges not paid within 30 days after the end of the Rental Period.
  - All expenses incurred by Owner in the collection of amounts due Owner under this Agreement or in regaining possession of Vehicle or in enforcing any term or condition of this Agreement, including attorneys' fees, Owner's administrative fees, and any other costs or expenses incurred by Owner.

**A CREDIT CARD OR DEBIT CARD HAS BEEN PRESENTED AS A MEANS OF DEPOSIT OR SECURITY. RENTER AUTHORIZES OWNER TO SUBMIT FOR PAYMENT ON SUCH CARD(S) ALL AMOUNTS OWED UNDER THIS AGREEMENT INCLUDING IF ANY THIRD PARTY TO WHOM A BILLING WAS DIRECTED FUSES TO MAKE PAYMENT.** Owner limits the amount of available cash in each of its offices. Therefore, upon return of Vehicle rented with a cash deposit, any excess cash or cash equivalent may be refunded by check issued from Owner's administrative offices, which refund may take several days. All charges are subject to final audit by Owner.

**Limits on Use and Termination of Right to Use.**

- Renter agrees to the following limits on use:
  - Vehicle shall not be driven by any person other than Renter or AAD(s) without Owner's prior written consent.
  - Vehicle shall not be used for: transporting persons or property for hire; as a school bus; or for driver training.
  - Vehicle shall not be used for: any illegal purposes; in any illegal or reckless manner; in a race or speed contest; or to tow or push anything.

- Vehicle shall not be used to carry passengers in excess of the number of seat belts provided by manufacturer
- Renter shall not remove any seats from Vehicle
- Vehicle shall not be driven by any person impaired by the use of alcohol, narcotics, intoxicants or drugs, used with or without a prescription.
- Vehicle shall not be driven or taken outside the states authorized on Page 1 of this Agreement
- Vehicle shall not be driven on an unpaved road or off-road.
- Vehicle shall not be operated by anyone who has given a fictitious name; false address; false, invalid driver's license; whose driver's license becomes invalid during the Rental Period; who has obtained the keys without permission of Owner; or who misrepresents or withholds facts from Owner material to rental, use or operation of Vehicle.
- Renter shall not transfer or assign this Agreement and/or sublease Vehicle.
- Vehicle shall not be used to transport explosives, chemicals, corrosives or other hazardous materials or pollutants of any kind or nature.
- Renter shall not carry a passenger under the age of seven unless that passenger is restrained in a Federally approved child restraint system.
- Renter shall not use a passenger plated pick-up truck for any commercial purpose.
- In the event of any violation of the limits on use or any other provision of this Agreement, Owner automatically, without any further notice to Renter or AAD(s), terminates their right to use Vehicle and Owner retains any other rights and remedies provided by law. Owner has the right to seize Vehicle without legal process or notice to Renter or AAD(s). Renter and AAD(s) hereby waive all claims for damages connected with such seizure, and shall pay all expenses incurred by Owner in returning Vehicle to the original rental office.
- If Renter or AAD(s) continue to operate Vehicle after the right to do so is terminated, Owner has the right to notify police Vehicle has been stolen. Renter and AAD(s) hereby release and discharge Owner from and indemnify, defend and hold Owner harmless against any liability arising from such notice.

**5. Accidents.** Damage to, loss or theft of, Vehicle must be immediately reported in writing to the office where Vehicle was rented, and in no event later than the following business day after the accident. Renter and AAD(s) must immediately deliver to the office where Vehicle was rented every process, pleading or paper relating to any claims, suits or proceedings arising from such accident. In the event of a claim, suit or legal proceeding, Renter and AAD(s) shall cooperate fully with Owner. Vehicle may be equipped with an Event Data Recorder or similar device (EDR) installed by the manufacturer for the purpose of recording data about the operation of Vehicle. To the extent permitted by law, Renter consents to Owner or its representatives retrieving and using such data from the EDR.

**6. Damage to, Loss or Theft of, Vehicle and Related Costs.** Renter accepts responsibility for damage to Vehicle or any part or accessory regardless of fault or negligence of Renter or any other person or act of God. Renter accepts responsibility for loss of, or physical and mechanical damage to, Vehicle due to theft if it is established Renter or AAD(s) failed to exercise reasonable care, or aided or abetted in the commission of the theft of Vehicle. Renter shall pay Owner the amount necessary to repair Vehicle. Renter shall not have Vehicle repaired without permission from Owner. If Vehicle is stolen and not recovered, Owner determines Vehicle is salvage, Renter shall pay Owner the fair market value less any sale proceeds. For purposes of this Agreement, fair market value shall be the retail value of Vehicle immediately preceding the loss. Damages for which Renter is also responsible include but are not limited to: towing, storage or impound fees, and other costs incurred by Owner to recover Vehicle and to establish damages. If Vehicle is returned during non-business hours or to any place other than Branch Address on Page 1, any damage to, loss or theft of, Vehicle occurring prior to an employee of Owner checking in Vehicle is Renter's responsibility. **SEE PARAGRAPH 16 FOR INFORMATION ON OPTIONAL DW.**

**7. Owner's Financial Responsibility, Unless Law Requires, Does Not Extend to:** (a) Injuries to the Renter driver, or passengers while riding in, alighting from, entering or on rented car; (b) Liability imposed upon or assumed by anyone under any worker's compensation act, plan or contract; (c) Bodily injury or property damage occurring while the car is used as a commercial vehicle or for a commercial purpose; (d) Any property owned or rented by or in the care of the Renter; (e) Any bodily injury that is caused intentionally by or at the direction of the Renter or additional driver; (f) Any bodily injury to an employee of Renter or additional driver that occurs during the course of employment; (g) Any bodily injury that occurs while the vehicle is being used or operated to carry persons or property for a fee; and (h) Any bodily injury that occurs while the vehicle is being used or operated by the Renter or additional driver in the business of selling, repairing, servicing, storing or parking of vehicles.

**8. Renter's Indemnity Provision:** Renter agrees to defend, indemnify, and hold Owner harmless from all losses, liabilities, damages, injuries, claims, demands, costs, attorney fees and expenses incurred by Owner arising from any bodily injury or property damage claim presented by any third party for all amounts in excess of the minimum dollar amounts required to be maintained by the Owner by the applicable motor vehicle financial-responsibility laws of the State in which this agreement of rental was executed. Renter agrees to present a claim to their insurance carrier for all such expenses, if Renter has no insurance to cover such events or losses, Renter agrees to pay Owner for such losses. Renter agrees to further indemnify and hold Owner harmless to the extent permitted by law from attorney fees that are incurred or may be incurred in defending or prosecuting any claims, actions, causes of action, lawsuits or controversies that are brought by or against Owner arising from the Renter's use, operation or possession of the rented vehicle.

**9. Personal Injury Protection and Uninsured/Underinsured Motorist Protection.** Except as required by law, Owner does not provide Personal Injury Protection, No Fault Benefits or Medical Payment Coverage (collectively PIP) or Uninsured/Underinsured/Motorist Protection (UM/UIM) through this Agreement, if Owner is required by law to provide PIP and/or UM/UIM. Renter expressly selects such protection in the minimum limits with the maximum deductible and expressly waives and rejects PIP and/or UM/UIM limits in excess of the minimum limits required by law.

**10. Personal Property.** Owner is not responsible for any damage to, loss or theft of any personal property, whether the damage or theft occurs during or after termination of the rental regardless of fault or negligence. Renter acknowledges and agrees that no bailment is or shall be created upon Owner, whether actual, constructive or otherwise, for any personal property carried in or left in Vehicle or on Owner's premises.

**11. Use in Mexico.** Vehicle shall not be taken into Mexico without Owner's prior written consent. Even with Owner's prior written consent, DW, PAI and SLP do not apply in Mexico. Renter must maintain or purchase insurance which shall apply in Mexico, as specified and approved by Owner, prior to taking Vehicle into Mexico.

**12. Third Party Proceeds.** If a third party, including, without limitation, an insurance company, authorizes payment of any amount owed by Renter under this Agreement, Renter hereby assigns to Owner Renter's right to receive such payment. Only those amounts actually paid by a third party to Owner shall reduce the amount owed by Renter under this Agreement; provided however, certain third parties may have agreed to pay Owner a flat fee for this rental in lieu of Owner's "day" charges or the per diem benefits under the applicable insurance policy. In such event the flat fee might exceed or be less than: the normal "day" charges as calculated under this Agreement; or their party's per diem benefits. Regardless of the amounts paid under such flat fee agreement, third party payments shall not be applied to: vehicle upgrades or optional products (beyond those provided by the third party); or, rental days beyond those specified by the third party. Renter remains responsible for all charges not paid by the third parties, such as charges for vehicle upgrades, optional products, extra rental days and all other charges includes Renter's Spouse who meets the minimum rental age and holds a valid license.