

GM643
EA03-004

GM
10-31-03

ATTACHMENT "2A"

EA03-004

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

CASE NUMBER: 02342629 VIN: 1GMDU03E7YD193918
MODEL YEAR: 2000
DATE OPENED: 2000-11-24 SERIES: VENTURE 4DR
DATE CLOSED: 2001-01-04 MILEAGE: 14165
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: COLONIAL CHEVROLET GEO
BRC PARENT: DEALER ADDRESS: 171 GREAT RD RTE 2A,,ACTON,MA,01720,USA

*****GENERAL CASE INFORMATION*****

E30 Wheels Clunk
1 REPAIR ATTEMPT(S) Studs had sheered themselves on 1 wheel

S13 Reimbursement Requested Other
0 REPAIR ATTEMPT(S) cust seeking reimbursement

E40 Tires Other
0 REPAIR ATTEMPT(S) Tires possible belt broken-later discovered
untrue

Request for Reimbursement

CRM INSTRUCTIONS:
* Please check to see if vehicle is covered under a; warranty, recall campaign, or special policy.
* Encourage caller to see their dealer for reimbursement.

- * If caller is not satisfied document the problem.
- * If it is decided that a reimbursement is necessary:
- * Select the Additional Information tab
- * Document Complaint information
- * Select REIMBURSEMENT and follow the reimbursement process.

Cust seeking reimbursement
*****WORK HISTORY*****

Cust seeks reimbursement for repair work for stud replacement on wheel (\$63.83) for 2000 Venture. Completion of this work history will be performed on 11/24/00 @ 1 pm.
.....cont.....Diane Brown/PDX-CAC; 0; 343945169
2000-11-24

CRM called srv mgr Joe Monroe @ Colonial Motors 978-263-1000. Joe stated that he was expecting to hear from the cust again in one way or another in regard to stud concern. Srv Mgr stated that only 1/2 hour of labor was billed to the cust whereas it would normally be one hour. Also, courtesy transport was given to cust home while veh was being worked on. Srv mgr stated he had no opinion one way or the other if chev gave lof. Crm will pursue lof with TM's approval. Diane Brown/PDX-CAC; 0; 343963389
0-11-24

PLEASE NOTE: Reimbursement denied and cust was adv of denial for the following reasons: 1) Had tires been inspected at 6,000 and 12,000 miles as suggested by GM, stud issue MAY HAVE been detected. 2) Veh has not been regularly maintained at dealership. Cust accepted denial. Diane Brown/PDX-CAC; 0; 343963541

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
ERC WARRANTY DATE:
KADA: 0
SALES TAX:

LINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:

AFTERMARKET:

LEASE TERM:

PACKAGE:

LEASER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

*****BRC CONTACT INFORMATION*****

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

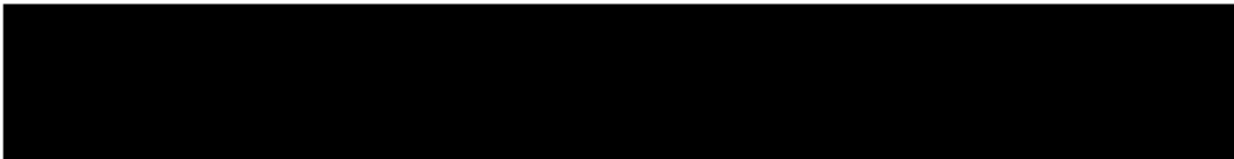
CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
PONTIAC DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

HOME PHONE:



CASE NUMBER: 04500002 VIN: 1GMDX03E6XD198439
MODEL YEAR: 1999
DATE OPENED: 2001-06-11 SERIES: MONTANA-EXTENDED/4 D
DATE CLOSED: 2001-06-13 MILEAGE: 24000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: JIM PACE PONTIAC, INC.
BRC PARENT: DEALER ADDRESS: 430 YOUNGSTOWN-WARREN RD., NILES, OH, 44446, USA

*****GENERAL CASE INFORMATION*****

E30 Wheels Other
0 REPAIR ATTEMPT(S) PASS FRONT FELL OFF

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component..
- * Determine Customers Expectation
- Using delivery date, establish if vehicle is within any warranty coverage
- Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumers responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]
- * Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]
(1st attempt - offer to coordinate repair at a dealership)
(Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab
 - 2) Contact appropriate Service dealership to discuss
 - 3) Determine if TAC was previously contacted or is now necessary
 - 4) Establish & document a diagnosis and repair plan
- * Coordinate with dealership to assist with customer's repair request
- * Be prepared to answer "I don't want my car anymore / repurchase"([Vehicle Repurchase Link
RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]

Vehicle repair request - Repair not done

*****WORK HISTORY*****

CUST STATES ALL STUDS HOLDING WHEELS IN PLACE WERE SHEARED OFF. CUST STATES WHEEL BOUNCED UP AND DENTED FENDER. CUST STATES IT WAS THE PASSENGER SIDE FRONT WHEEL IS THE ONE THAT FELL OFF. CUST STATES SVC MGR HAS BROUGHT THIS MATTER TO THE ATTENTION OF THE AVM AND HE SUGGESTED CAC INVOLVEMENT. CUST STATES HE WAS TRAVELING ON INTERSTATE 680 NORTH. CUST STATES ROAD WAS DRY. CUST STATES VEH WAS TOWED TO DLR IMMEDIATELY FOLLOWING THE INCIDENT. CUST STATES VEH BEEN TO DLR FOR A VIBRATION IN THE FRONT END AND ALL DLR HAS DONE IS BALANCE TIRES
1. NO PROBLEM 2. ALL WHEELS BALANCED 3. TIRE REPLACED. CUST SEEKS VEH TO BE REPAIRED.
CRM CALLED JIM PACE 330-652-5855 AND SPOKE W/ SVC MGR BUT HE WAS NOT AVAILABLE. CRM ADVISED CUST OF THE SAME. CRM ADVISED CUST OF REQUEST NUMBER AND SCHED CALL BACK FOR BTWN 1-3 PM EST.
NELSON ROSADO TAMPA; 0; 99999
2001-06-11

CUST STATES ALL STDS HOLDING WHEELS IN PLACE WERE SHEARED OFF. CUST STATES WHEEL BOUNCED UP AND DENTED FENDER. CUST STATES IT WAS THE PASSENGER SIDE FRONT WHEEL IS THE ONE THAT FELL OFF. CUST STATES SVC MGR HAS BROUGHT THIS MATTER TO THE ATTENTION OF THE AVM AND HE SUGGESTED INVOLVEMENT. CUST STATES HE WAS TRAVELING ON INTERSTATE 680 NORTH. CUST STATES ROAD WAS DRY. CUST STATES VEH WAS TOWED TO DLR IMMEDIATELY FOLLOWING THE INCIDENT. CUST STATES VEH HAS BEEN TO DLR FOR A VIBRATION IN THE FRONT END AND ALL DLR HAS DONE IS BALANCE TIRES
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CRM CALLED JIM PACE 330-652-5855 AND SPOKE W/ SVC MGR BUT HE WAS NOT AVAILABLE. CRM ADVISED CUST OF THE SAME. CRM ADVISED CUST OF REQUEST NUMBER AND SCHED CALL BACK FOR BTWN 1-3 PM EST.
NELSON ROSADO TAMPA; 0; 99999
2001-06-11

CRM CALLED DLR AND SVC MGR WAS NOT AVAILABLE.. CRM WILL CALL BACK IN 1 HOUR. NELSON ROSADO TAMPA; 0; 361133969
2001-06-11

CRM CALLED JIM PACE [330-652-5855] AND MIKE, SVC MGR, WAS NOT AVAILABLE. CRM WILL CALL BACK. NELSON ROSADO TAMPA; 0; 361136915
2001-06-11

AVM DOUG LAWRENCE STATES THIS FILE NEEDS TO BE DIRECTED TO PAR SO THAT INVESTIGATION INTO ACCIDENT CAN START. CURRENT CRM AND TM SPOKE WITH THIS CRM'S TM. TM OGELSBY WILL NOTIFY CRM THAT PAR CASE NEEDS TO BE STARTED. JAYNE WOODBURY/AVM TEAM/TAMPA; 0; 361142221
2001-06-11

CRM CALLED CUST AFTER SPEAKING W/ TM. CUST STATES NO PROPERTY DAMAGE WAS DONE TO ANYTHING OTHER THAN CUST OWN VEH. CUST STATES HE IS NOT INJURED AND NO ONE ELSE WAS EITHER. CRM ADVISED I WILL RESEARCH AND CALL BACK. CRM CALLED JIM PACE AND SPOKE W/ SVC MGR, MIKE, WHO STATES AVM THINKS PAR WILL SEND SOMEONE OUT TO LOOK AT VEH. CUST STATES THEY HAVE DONE SOMETHING TO VEH AND IF A DEFECT IS PRESENT IT HAS NOT BEEN DETERMINED AND THAT IS WHY THEY ARE WAITING ON AN INSPECTOR TO MAKE DETERMINATION. SVC MGR STATES CUST IS IN A LOANER VEH.
NELSON ROSADO TAMPA; 0; 361145763
2001-06-11

CRM CALLED PAR AND SPOKE W/ LARRY WEEKS, PAR REP, WHO STATES REQUEST IS NOT A PAR AND IF AVM NEEDS AN OUTSIDE ENGINEER TO COME IN AND MAKE A DETERMINATION AVM WOULD HAVE TO CALL HIMSELF AND MAKE THE REQUEST. MR WEEKS STATES NORMALLY IN A CONCERN LIKE THIS DLR SVC DEPT SHOULD HAVE THE TRAINING TO MAKE A PROPER DETERMINATION. --FOR CAC ONLY ----- CRM WILL REVIEW W/ TM PRIOR TO CALLING AVM. DOUG LAWRENCE @ 800-823-0055 BOX 8188. NELSON ROSADO TAMPA; 0; 361146924
2001-06-11

CRM CALLED AVM AND LEFT A VME. CRM WAITING ON RESPONSE. NELSON ROSADO TAMPA; 0; 361148487
2001-06-12

AVM DOUG LAWRENCE STATES HE STRONGLY FEELS THIS SHOULD BE A PAR CASE AND WOULD LIKE TO SPEAK TO SOMEONE REGARDING THIS. CRM TRANS. AVM TO PAR, WHERE HE IS SPEAKING TO SUE LE. FORWARDING TO SUE LE JAYNE WOODBURY/AVM TEAM/TAMPA; 0; 361224795
2001-06-13

CRM RECEIVED REQUEST FROM GM PAR TEAM MANAGER TO CALL AND REVIEW THIS FILE WITH AVM. CRM CALLED AND REVIEWED THIS FILE WITH AVM. DUE TO THE FACT THAT WERE NO INJURIES, NOT A COLLISION AND NOT A THERMAL EVENT - THIS IS "NOT" A PAR FILE. VEHICLE INJURED ITSELF. AVM UNDERSTANDS. AVM WILL LOOK AT VEHICLE ON 6/14/2001 - HE WILL BE AT DEALERSHIP.
NANCY NICHOLS-KLOTE/TAMPA PAR X 56184; 0; 361313903

*****PAR INFORMATION*****
INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MERP:

DEPRECIATION:
UPGRADE:
TERMINATION:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:

DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:
*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: † BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
LEASE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
ADDRESS: CONTACT PHONE:

G M R E S T R I C T E D

360090

CASE NUMBER: 04189285 VIN: 1GMDX03E8WD115401
 DATE OPENED: 05/14/01 MODEL YEAR: 98
 DATE CLOSED: 05/21/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 54000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MI
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 PONTIAC DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS:
 HOME PHONE:

CASE NUMBER: 04189285 VIN: 1GMDX03E8WD115401
 MODEL YEAR: 1998
 DATE OPENED: 2001-05-14 SERIES: UNKNOWN
 DATE CLOSED: 2001-05-21 MILEAGE: 54000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: PHILLIPS CHEVROLET OLDSMOBILE PONTIA
 SRC PARENT: DEALER ADDRESS: 1250 DEXTER ST., MILAN, MI, 48160, USA

*****GENERAL CASE INFORMATION*****

E30 Wheels
 2 REPAIR ATTEMPT(S)

Broken
 WHEEL STUDS SHEARED

T44 Maintenance Certificate (Oil Change)
 0 REPAIR ATTEMPT(S)

Customer Satisfaction
 CUST INCONVENIENCED, RESTORE ENTHUSIASM

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- * Probe to identify failed item/component
- * Determine Customer's Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
 (If damage, consider explaining the consumers responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.html]
- * Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
 \Progra-1\Plus!\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/carscp/sbs/html/chronic_repair.htm]
 (1st attempt - offer to coordinate repair at a dealership)
 (Previous repairs)

G M R E S T R I C T E D

360090

- 1) Review warranty history on "VIN Profile" tab
- 2) Contact appropriate Service dealership to discuss
- 3) Determine if TAC was previously contacted or is now necessary
- 4) Establish & document a diagnosis and repair plan

* Coordinate with dealership to assist with customer's repair request
 * Be prepared to answer "I don't want my car anymore / repurchase" ([Vehicle Repurchase
 Link RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
http://carsweb/webknowledge/carscp/sbs/html/sbs_customer_requests_vehicle_repurchase.html]

WHEEL STUDS SHEARING

*****WORK HISTORY*****

CUST STATES 2 WHEEL STUDS ON THE SAME WHEEL HAD BECOME SHEARED 1 1/2 - 2 YRS AGO & WERE REPAIRED, BUT WERE NOT COVERED UNDER WRNTY. CUST STATES A 3RD STUD ON THE SAME WHEEL HAS NOW SHEARED. CUST STATES THIS MAY BE A SAFETY CONCERN & SEEKS COST ASSISTANCE ON REPAIRS. CUST STATES HE WAS CHARGED APPROX \$40.00 ON PREV REPAIR & ESTIMATE FOR CURRENT REPAIR IS \$30.00. CRM SPOKE W/SVC MGR LARRY SIRCIANY @ DLR PHILLIPS PONTIAC WHO STATES THERE IS NOT ENOUGH EVIDENCE TO DETERMINE WHETHER REPAIRS ARE DUE TO DEFECT OR WHEEL BEING OVER TORQUED. CRM ADVISED CUST DLR COULD NOT CLEARLY DETERMINE CAUSE OF PROBLEM. CRM WILL DISCUSS W/TM JOEL CHRISTOFF. CLARENCE DOAK/CARS/TAMPA; 0; 358732026
 2001-05-15

CRM SPOKE W/TM JOEL CHRISTOFF WHO AGREED W/DLR THAT SINCE WE DO NOT KNOW WHO IS DOING TIRE ROTATIONS, WE DO NOT KNOW IF LUGS ARE BEING OVER-TORQUED. TM SUGGESTED OFFERING CUST A FREE OIL CHANGE. DLR DOES NOT WISH TO PARTICIPATE IN ANY GOODWILL TOWARDS CUST. CRM LEFT VME FOR CUST TO CALL CAC. CLARENCE DOAK/CARS/TAMPA; 0; 358790945
 2001-05-16

CRM SPOKE W/CUST & OFFERED CUST FREE OIL CHANGE AS AN APOLOGETIC GESTURE FOR HIS INCONVENIENCE. CUST ACCEPTED. CRM TO PROCESS FREE OIL CHANGE CERTIFICATE. CLARENCE DOAK/CARS/TAMPA; 0; 358882774
 2001-05-16

FREE OIL CHANGE GOODWILL JUSTIFICATION: CUST INCONVENIENCED DUE TO WHEEL STUDS SHEARING ON 2 OCCASIONS - UNABLE TO DETERMINE IF STUDS WERE DEFECTIVE. CLARENCE DOAK/CARS/TAMPA; 0; 358882889
 2001-05-18

GOODWILL LIAISON PRE-APPROVES OIL CHANGE LETTER AT LEVEL ONE EMPOWERMENT DRENTON-TAMPA APPROVAL GROUP; 0; 359055886
 2001-05-21

1ST LEVEL APPROVAL. DORNA CAVE/GOODWILL LIAISON/TAMPA; 0; 359314935
 2001-05-21

FINAL APPROVAL PAMELA MOREAU/TPA GOODWILL LIAISON OIL CHANGE; 0; 359335899

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:

OWNER NAME: DRIVER AGE:
 OWNER DISABILITY:

OWNER DESCRIPTION:

GM RESTRICTED

360090

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

*****PAR INFORMATION*****

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

ERC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MERP:

DEPRECIATION:

UPGRADE:

INTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

G M R E S T R I C T E D

360090

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:
*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

INTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:

BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

May 18, 2001

[REDACTED]
Request: C04189285

Dear Mr. [REDACTED]

We are sorry you have experienced concerns with your 1998 Pontiac Trans Sport. Customer satisfaction is a top priority for us at Pontiac.

Because you are a loyal Pontiac customer, we are providing you with one complimentary oil change which includes an oil filter. Present this letter to any Pontiac dealership for redemption.

If you have future questions, feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Clarence Doak
Customer Relationship Manager

RS0015-T/dln

**ATTENTION: DEALERSHIP SERVICE MANAGER
COMPLIMENTARY OIL CHANGE**

- Submit the claim for the reasonable/customary quick lube price using labor operation number Z7410, failure code 98 and insert the amount in the net item column.
- Retain this original letter in the customer's file.

GM RESTRICTED

382509

CASE NUMBER: 05948578 VIN: 1GNDX03E9VD176041
 DATE OPENED: 11/29/01 MODEL YEAR: 97
 DATE CLOSED: 11/29/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 68000
 CUSTOMER:
 ADDRESS:
 HOME PHONE:
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS:
 HOME PHONE:

CASE NUMBER: 05948578 VIN: 1GNDX03E9VD176041
 MODEL YEAR: 1997
 DATE OPENED: 2001-11-29 SERIES: UNKNOWN
 DATE CLOSED: 2001-11-29 MILEAGE: 68000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: BEACH CITY CHEVROLET COMPANY
 SRC PARENT: DEALER ADDRESS: 2800 BELLFLOWER BLVD,, LONG BEACH, CA, 90815, USA

*****GENERAL CASE INFORMATION*****

J53 Starter	Other
2 REPAIR ATTEMPT(S)	REPLACED
H30 Wheels	Other
1 REPAIR ATTEMPT(S)	SEPERATED FROM VEH
F10 Front Suspension	Other
0 REPAIR ATTEMPT(S)	NEEDS REPAIRED

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm>]
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm>]

G M R E S T R I C T E D

382509

Validate with dealership if necessary
 Coordinate with dealership to compare with another vehicle if necessary
 * Schedule a follow up if issue is not resolved during call
 Vehicle operation or design

*****WORK HISTORY*****

CUST STATES THAT SHE IS FRUSTRATED WITH VEH, CUST SEEKS "TO VENT", STATES THAT THE STARTER HAS BEEN REPLACED 2X DUE TO SECURITY SYSTEM THAT DLRSHP INSTALLED, WHEEL CAME OFF OF VEH WHILE DRIVING, STEERING COLUMN WAS REPLACED AND NOW SUSPENSION IS GOING BAD, ALL REPAIRS EXEPT WHEEL HAVE BEEN COVERED BY INDEPENDANT WARRANTY CONTRACT, CUST IS ALSO UPSET B/C WHEN SHE PURCHASED VEH SHE WAS UNDER THE IMPRESSION THAT EXTENDED WARRANTY WAS GM AND IT WAS NOT, CRM ADVISED CUST THAT CONCERNS WOULD BE DOCUMENTED AND ALSO ADVISED OF GMPP PHONE NUMBER B/C CUST WILL BE PURCHASING ANOTHER GM PRODUCT SOON. CRM CLOSING FILE DISSATISFIED. NO BBB LETTER. MARY OSBONRE/CA/CPDX; 0; 375908639

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
 DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:
 POLICE REPORT: BODY INJURY:
 NUMBER OF PEOPLE: 0
 INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
 NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
 INSURANCE COMPANY ADDRESS:
 AGENT NAME:
 AGENT PHONE NUMBER:

MORE INFORMATION:
 MAINTENANCE LOCATION:
 CURRENT LOCATION OF VEHICLE:
 NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
 MILEAGE AT INSPECTION:
 WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
 ROAD TEST DESCRIPTION:
 ROAD TEST RESULT:
 COMP INSPECTED:
 INVESTIGATIVE SUMMARY:

STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
ERC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
PEOPLE NAMES:
INCIDENT:
ACCIDENT:
DESCRIPTION OF DAMAGE:

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

G M R E S T R I C T E D

382509

PURCHASE/LEASE: 0
LEASE AT PURCHASE: 0

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

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CASE NUMBER: 06047083 VIN: 1GMDX03E2YD105613
 DATE OPENED: 12/17/01 MODEL YEAR: 00
 DATE CLOSED: 12/17/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 42418
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: WI
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 PONTIAC DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS:
 HOME PHONE:

CASE NUMBER: 06047083 VIN: 1GMDX03E2YD105613
 MODEL YEAR: 2000
 DATE OPENED: 2001-12-17 SERIES: UNKNOWN
 DATE CLOSED: 2001-12-17 MILEAGE: 42418
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: SOMMER S INC.
 SRC PARENT: DEALER ADDRESS: 7211 W. MEQUON RD., MEQUON, WI, 53092, USA

*****GENERAL CASE INFORMATION*****

A12 Miscellaneous - Not Classified
 0 REPAIR ATTEMPT(S)

Other
 CORR/WHITEMAIL RECEIVED

E30 Wheels
 1 REPAIR ATTEMPT(S)

Loose
 WHEEL LUGS LOOSE/ CRYSTALIZED

S80 Will Not Buy Another GM Vehicle
 0 REPAIR ATTEMPT(S)

Will Not Buy Another GM V
 Will Not Buy Another GM Vehicle

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- * Identify and Determine Customer's expectation
- * Determine Customer's expectation
- * Determine if any manufacturer / parts warranty remains in effect
- * Probe to determine if consumer has an "Extended Warranty" GMPP or other
- * Reference WKC[[GOODWILL. RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Goodwill/Goodwill_Main.htm] section on how to make
 decision, review warranty history, and other appropriate documents.
- * Validate repair has already been performed and whether by dealer or independent
 (If not repaired - Change call type to "Repair Request")
 (If already repaired at Dealership - Review with Service management to determine
 cause of failure and consider reimbursement at dealership.)

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(If already repaired at Independent - Review all relevant materials per SOG and
and make appropriate "Goodwill" decision.

(Note: Never make a "Final" commitment without appropriate documentation.)

* If necessary follow Davin Wright letter "Goodwill" processing ([GOODWILL RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/Quickref/content/goodwill.htm>]

* If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm>]

CORR/WHITEMAIL RECEIVED

WHEEL LUGS CONCERN

*****WORK HISTORY*****

CORR/WHITEMAIL RECEIVED

CUST STATES WAS DRIVING AND HEARD A NOISE

CUST CALLED 911 AND A TENN HIGHWAY RESPONSE VEH CAME OUT

CUST STATES THAT 4 OF THE 5 WHEEL LUGS HAD STRIPPED OFF AND THE LAST WAS LOOSE

CUST STATES TIRES WERE ROTATED ON 6/8/01 @ 31 653 MILES AND LUGS CAME OFF AT 42 419 OR 10
765 MILES SINCE LAST TIRE ROTATION

CUST SEEKS PARTIAL REIM FOR THE \$632.85 REPAIR

CUST STATES HE DID THE ROTATION HIMSELF

CRM CALLED DLR AND SPOKE TO SVC MGR GARY MORTAG WHO ADV THAT DUE TO CUST COMPLETING TIRE
ROTATION ON HIS OWN AND DUE TO THE VEH OUT THE NEW VEH MANUFACTURER'S WARRANTY

REQ FOR REIM IS DENIED

CRM ADV CUST OF DENIAL DECISION

CUST STATES HE WILL NOT PURCHASE ANOTHER PONTIAC VEH

IN CLOSING REQ DISSATISFIED AND FORWARDING TO TEAM MANAGER FOR REVIEW

CRM ESTHER CLARKE/TAMPA/CORR; 0; 99999

*****PAR INFORMATION*****

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

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AGENT PHONE NUMBER:

VEHICLE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
INJURY COMMENTS:

NAME:

LOCATION:

GN RESTRICTED

385277

ADDRESS: ,
 CITY/STATE: ,
 PHONE NUMBER:
 SEATING POSITION: RESTRAINT:
 TYPE OF INJURY:
 TREATED: IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
 TITLE NAMES:
 BUSINESS: % BUSINESS: 0
 ACCIDENT: DATE OF ACCIDENT:
 DESCRIPTION OF DAMAGE:
 PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
 MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
 DOES OWNER HAVE POSSESSION OF VEHICLE:
 RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
 COMPANY: CONTACT TYPE:
 ADDRESS: CONTACT PHONE:

GM RESTRICTED

CASE NUMBER: 06386099 VIN: 1GHDX06E7VD214588
 DATE OPENED: 02/19/02 MODEL YEAR: 1997
 DATE CLOSED: 02/19/02 SERIES: SILHOUETTE 3 DOOR
 SOURCE: YES MILEAGE:
 CUSTOMER:
 ADDRESS:
 HOME PHONE: STATE: OH
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 OLDSMOBILE DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS:
 HOME PHONE:

CASE NUMBER: 06386099 VIN: 1GHDX06E7VD214588
 MODEL YEAR: 1997
 DATE OPENED: 2002-02-19 SERIES: SILHOUETTE 3 DOOR
 DATE CLOSED: 2002-02-19 MILEAGE:
 SOURCE: Phone DELIVERY DATE:
 TYPE: Yes DEALER NAME:
 PARENT: DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

T04 General Information Other
 0 REPAIR ATTEMPT(S) if sp or recalls on lug nuts on veh
 E40 Tires Other
 0 REPAIR ATTEMPT(S) lug nuts striped off

Notification of open campaigns or special policies.

INFORM THE CALLER:
 Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:
 For further information please click on the step-by-step for campaign status request
 [[Campaign Status Request RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
 http://carsweb/wabknowledge/CARSCP/SBS/html/CampaignStatusRequestSBS.htm]]
 Notification of open campaigns or special policies.

*****WORK HISTORY*****

CUST STATES WHEN HIS WIFE WAS MAKING A LEFT TURN THAT THE RIGHT WHEEL FELL OFF AND THE
 LUG NUTS WERE STRIPPED. CUST SEEKS TO KNOW IF ANY RECALLS ON THIS AND CRM ADVISED CUST
 THAT THERE WAS NOT BUT A CAMPAIGN ON HIS SLIDING DOOR #1013....v. SATISFIED V/M47768/CRM
 WAS "BUCK"SMITH/ATK-CARS; 0; 382993716

G M R E S T R I C T E D

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:

LINE TYPE:

MILEAGE @ BUY-BACK: 0

G M R E S T R I C T E D

MSRP: NADA: 0
 SALES TAX:

DEPRECIATION:
 UPGRADE:
 AFTERMARKET:
 LEASE TERM:
 DAMAGE:
 OTHER:
 BRANCH: NAME:
 ACCOUNT NUMBER:
 INTEREST RATE: INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL: LEGAL TYPE:
 LEMON LAW:
 DEALER ADMINISTRATION: VEHICLE DESTINATION:
 RELEASE: LIEN PAYOFF:
 TITLE BRAND:

REPLACEMENT VIN:
 *****BODILY INJURY*****

NUMBER OF INJURIES: 0
 COMMENTS:

NAME: LOCATION:
 ADDRESS: ,
 CITY/STATE: ,
 PHONE NUMBER:
 SEATING POSITION: RESTRAINT:
 TYPE OF INJURY:
 TREATED: IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
 TITLE NAMES:
 BUSINESS: † BUSINESS: 0
 ACCIDENT: DATE OF ACCIDENT:
 DESCRIPTION OF DAMAGE:
 PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
 MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
 DOES OWNER HAVE POSSESSION OF VEHICLE:
 RESOLUTION SOUGHT:

*****BEC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
 COMPANY: CONTACT TYPE:
 CONTACT PHONE:
 ADDRESS:

GM643
EA03-004

ATTACHMENT "2B"

CASE NO: 970379156
DATE OPENED: 08/08/1997
DATE CLOSED: / /
SOURCE:
CUSTOMER:
ADDRESS:
HOME PHONE:



VIN: 1GNWIK03E5VDL54795
MODEL YR: 91
SERIES: LC
MILEAGE: 003400
STATE: CA
BUS. PHONE: EXT:

CASE REF. # 970379156

CUSTOMER INFORMATION

TITLE : MR.
FIRST :
STREET :
CITY :
H PHONE :
COMPANY :

VEHICLE-DEALER INFORMATION

VIN : 1GNDX03E5VD154795 DEL DTE:
YR/MDL : 97 04 VENTURE MILEAGE: 003400
DEALER : PARADISE CHEVROLET BUICK GEO ZV/DLR : 20 322
CITY : TENECLA STATE : CA

AFTER CALL INFORMATION
CUSTOMER REQUEST INFORMATION

REQUEST AREA : SERV REQUEST SOURCE : H T CAS
CONTACT TYPE : OWNER IN CORR SEQ # : 4
WARRANTY : I (IN/OJT/UVK) THIRD PARTIES : 031
STOCKHOLDER : N (Y/N) SA EMPLOYEE : V (Y/N)
DLR SERVICE AREA: 91
PART DELAY START: PART DELAY END :
CASE OPEN DATE : 06 19 97 SCRAP DATE : 08 08 1998
ROUTING CODE : ZON CAS LOC: TRANSMIT DATE : 96 16 97
CORRES TYPE : CORP CASE # :
FILE RETENTION : 00 CENTRAL FILE : V (Y/N)
LAST ALTERED ID : SYSTM LAST ALTERED DATE : 08 08 97

CASE CLOSING INFORMATION

FILE RETENTION : 00 CENTRAL FILE : N (Y/N)
DLR CONTACT DATE : 06 13 97 DLR CONCLUSION DATE: 07 28 97
CLOSING DATE : 08 09 97 RESPONSIBLE DLR :
CO REVIEW CLOSE : HS4TC CO REVIEWED : Y (Y/N) DATE: 07 31 97
RGN REVIEW CLOSE : RGN REVIEWED : (Y/N) DATE:

CJE # DESC CJE COMMENTS
E41 0 TIRE/WHEEL FRONT RIGHT WHEEL FLEW OFF OF VEH
SEE 1241 SCREENS

GENERAL COMMENTS

USER: H96JC DATE: 6/13/97 TIME: 18:28

0001/ 1 *****
 0001/ 2 OWNERSHIP FILE [REDACTED]
 0001/ 3 EXTENSION #3869 [REDACTED]
 0001/ 4 FOR DLR USE ONLY 1-800-CHEV-087
 0001/ 5 *****
 0001/ 6 6/13/97...ORIG O/C/STS LISTED...O/STS WIFE WAS DRIVING VEH LAST NIGHT
 0001/ 7 & FRONT RIGHT WHEEL FLEW OFF...O/STS VEH CURRENTLY @ DLR...O/STS THEY
 0001/ 8 HAD AN APT TO TAKE VEH IN TO DLR FOR A RUBBING SOUND IN THE FRONT
 0001/ 9 RIGHT OF THE VEH...CO APOLOGIZED FOR SITUATION & ADV WOULD LIKE TO
 0001/10 DOCUMENT CONCERN...O/ACK...CO PROVIDE FILE # & EXT SHOULD O/HAVE ANY
 0001/11 FURTHER ???...CO THANKED O/FOR C/.....
 0001/12
 0001/13 CO NOTE: O/NEVER MENTIONED CLAIMS AGAINST CMD...O/STS JUST WANTED TO
 0001/14 LET CMD KNOW WHAT HAPPENED.....
 0001/15 WENONA CLEMONS

USER: H14JS DATE: 6/18/97 TIME: 08:41

0002/ 1 06/18/97 **** I REC'D VME FROM S.99J44/WESTERN REGION ??? THIS
 0002/ 2 FILE & ?? IF SHOULD HAVE BEEN HANDLED AS A 1241 OR IF THE DLR
 0002/ 3 CAN JUST MAKE THE RPR UNDER WARR...REGION ADV FENDER DAMAGE...I
 0002/ 4 C/B/ & LEFT A VME FOR S. BRUMM & ADV SHOULD HAVE BEEN HANDLED BY 1241
 0002/ 5 BUT WAS NOT BUT AT THIS POINT THE REGION IF THEY WISH TO USE THE \
 0002/ 6 DLR INSPECTION SHOULD OPEN A 1241X & CREDIT THE DLR RATHER THAN HAVING
 0002/ 7 THE DLR SUBMIT FOR THE RPR UNDER WARR....
 0002/ 8
 0002/ 9 DON SCHULTZ
 0002/10 LEGAL INVENTORY

USER: Z0831 DATE: 6/25/97 TIME: 12:41

0003/ 1 REGIONAL OFFICE SUPPLIED O/ WITH \$400K OUT OF GOODWILL TO HELP
 0003/ 2 RESTORE O/'S CONFIDENCE IN THE VEHICLE.....
 0003/ 3
 0003/ 4
 0003/ 5
 0003/ 6 MATT GARVEY CHEVROLET WESTERN REGIONAL OFFICE
 0003/ 7 P.O. 805-373-9645 OR 8-628-9645

END OF PRINT FOR CASE # 970379156

Paradise

We Do The Little Things For You!

July 18, 1997

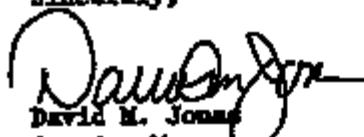
Steve Brumm
Chevrolet Motor Division
515 Marin St. Suite 101
Thousand Oaks, CA. 91360

Dear Steve,

Enclosed are all copies of sublet invoices and our repair order reflecting the repair of Mr. [REDACTED] Venture.

I understand you will be crediting our open account. If you have any questions please do not hesitate to give me a call.

Sincerely,


David M. Jones
Service Manager
Dealer Code 20-322

DJ/ds



MAILING ADDRESS: PO BOX 89000 - TENCULA, CA 92384
(909) 699-2699

DELIVERY ADDRESS: 26045 YANEZ ROAD - TENCULA, CA 92381

FAX (909) 699-6945

1-800-281-4412

112

769022007A-001-018-138		112-0100	07/03/97	CYUSS1022
777-CHEVROLET TRUCK/VENTURE		9B48	BRECH/	
1567D1X01379V01567956				
			06/12/97	

112-0100-001-018-138
 REPAIR ENERGENS 1.5 HOURS
 WHEEL MARKS MISG ALL THE TIME
 DAMAGE READY AN APPOINTMENT MODEL CAR ON WHEN STOPPING
 BODY DAMAGE ON RT FENDER AND DOOR FROM WHEEL CORING OFF
 REPAIR DAMAGE BROKEN WHEEL STUDS - SEE ATTACHED COPIES
 ATTACH TO CUSTOMER RECEIPT LIFT VEHICLE AND CHECK FOR

PARTS	QTY	NUMBER	DESCRIPTION	U/COST	L/COST	U/PRICE	L/PRICE
			WHEEL NUTS	1.57	1.57	2.25	2.25
			HUB KIT	88.70	88.70	257.18	257.18
			FENDER	151.20	151.20	211.68	211.68
			LINER	9.06	9.06	12.68	12.68
			FASCIA	180.00	180.00	252.84	252.84
				JOB # 1	COST TOTAL		632.51
				JOB # 1	TOTAL PARTS		745.51

REPAIR ENERGENS 1.5 HOURS
 DAMAGE FRONT BUMPER
 REPAIR FRONT BUMPER
 FRONT BUMPER COVER
 REPLACE WHEEL NUTS
 REPLACE FRONT CENTER BULB CENTER BODY
 REPLACE FRONT BUMPER
 REPLACE FRONT BUMPER

PARTS	QTY	NUMBER	DESCRIPTION	U/COST	L/COST	U/PRICE	L/PRICE
			FRONT BUMPER				
			FRONT BUMPER COVER				
			FRONT CENTER BULB				
			FRONT BUMPER				
			FRONT BUMPER				
			FRONT BUMPER				
				JOB # 2	TOTAL LABOR & PARTS		0.00

REPAIR ENERGENS 1.5 HOURS
 DAMAGE FRONT BUMPER
 REPAIR FRONT BUMPER
 FRONT BUMPER COVER
 REPLACE WHEEL NUTS
 REPLACE FRONT CENTER BULB CENTER BODY
 REPLACE FRONT BUMPER
 REPLACE FRONT BUMPER

PARTS	QTY	NUMBER	DESCRIPTION	U/COST	L/COST	U/PRICE	L/PRICE
			FRONT BUMPER				
			FRONT BUMPER COVER				
			FRONT CENTER BULB				
			FRONT BUMPER				
			FRONT BUMPER				
			FRONT BUMPER				
				JOB # 3	TOTAL LABOR & PARTS		0.00

REPAIR ENERGENS 1.5 HOURS
 DAMAGE FRONT BUMPER
 REPAIR FRONT BUMPER
 FRONT BUMPER COVER
 REPLACE WHEEL NUTS
 REPLACE FRONT CENTER BULB CENTER BODY
 REPLACE FRONT BUMPER
 REPLACE FRONT BUMPER

PARTS	QTY	NUMBER	DESCRIPTION	U/COST	L/COST	U/PRICE	L/PRICE
			FRONT BUMPER				
			FRONT BUMPER COVER				
			FRONT CENTER BULB				
			FRONT BUMPER				
			FRONT BUMPER				
			FRONT BUMPER				
				JOB # 4	TOTAL LABOR & PARTS		0.00

REPAIR ENERGENS 1.5 HOURS
 DAMAGE FRONT BUMPER
 REPAIR FRONT BUMPER
 FRONT BUMPER COVER
 REPLACE WHEEL NUTS
 REPLACE FRONT CENTER BULB CENTER BODY
 REPLACE FRONT BUMPER
 REPLACE FRONT BUMPER

PARTS	QTY	NUMBER	DESCRIPTION	U/COST	L/COST	U/PRICE	L/PRICE
			FRONT BUMPER				
			FRONT BUMPER COVER				
			FRONT CENTER BULB				
			FRONT BUMPER				
			FRONT BUMPER				
			FRONT BUMPER				
				JOB # 5	TOTAL LABOR & PARTS		0.00

REPAIR ENERGENS 1.5 HOURS
 DAMAGE FRONT BUMPER
 REPAIR FRONT BUMPER
 FRONT BUMPER COVER
 REPLACE WHEEL NUTS
 REPLACE FRONT CENTER BULB CENTER BODY
 REPLACE FRONT BUMPER
 REPLACE FRONT BUMPER

(X)

CUSTOMER NAME: BARBARA V ENDEL		PLATE: Y12-N-0103	DATE: 07/03/97	WARRANTY NO: CTW891022
ADDRESS: 777 CHEVROLET TRUCK AVENUE		MAKE: CHEVROLET	MODEL: TRUCK	YEAR: 1996
VIN: 1G1NDX09355H21154793		ENGINE: 4.7L I4	TRANSMISSION: 4-SP	DRIVE: 4WD
WARRANTY CLAIM DETAIL (TOTALS)		CLAIM TOTAL: 2795.96		
WARRANTY CLAIM SIGNATURE		WARRANTY NEW CLAIM		
CHEVROLET		DEALER: ODOMETER	SERVICE ADVISOR: H	
MECHANIC: RICHARD		PHONE: 209-728-7700	HOME: 909-698-8792	
PART NO: 12345678		PTS: 1	FC: 1	LN-TOT: 2045.96
BUICK		LABOR: 7700	NET: 660.00	LN-TOT: 660.00
PARADISE CHEVROLET BUICK		00444		

TOWN & COUNTRY TOWING

PO. Box 1033
 WILDOMAR, CA 92595
 (909) 674-8881

DATE: 9-2-97 TIME: _____
 FROM: _____
 TO: _____

VEHICLE MAKE: SAATCHI MODEL: VEHICLE YEAR: 1994
 COLOR: Red

LOCATION OF TOW: HAUSER X GAS BE

TOW TO: PALMDINE

DATE: _____ TIME: _____

VEHICLE MAKE: SAATCHI MODEL: VEHICLE YEAR: 1994
 COLOR: Red

LOCATION OF TOW: HAUSER X GAS BE

TOW TO: PALMDINE

DATE: _____ TIME: _____

VEHICLE MAKE: SAATCHI MODEL: VEHICLE YEAR: 1994
 COLOR: Red

LOCATION OF TOW: HAUSER X GAS BE

TOW TO: PALMDINE

DATE: _____ TIME: _____

VEHICLE MAKE: SAATCHI MODEL: VEHICLE YEAR: 1994
 COLOR: Red

LOCATION OF TOW: HAUSER X GAS BE

TOW TO: PALMDINE

DATE: _____ TIME: _____

VEHICLE MAKE: SAATCHI MODEL: VEHICLE YEAR: 1994
 COLOR: Red

LOCATION OF TOW: HAUSER X GAS BE

TOW TO: PALMDINE

DATE: _____ TIME: _____

VEHICLE MAKE: SAATCHI MODEL: VEHICLE YEAR: 1994
 COLOR: Red

LOCATION OF TOW: HAUSER X GAS BE

PARADISE CHEVROLET

JUL 8, 1997

R.O. # 02122
CLOSED

26445 YNEZ ROAD
TERRACLA
CA. 92591
(714) 699-2591
EXT: /
EXT: /
REPORTED BY: REFERRAL
ESTIMATOR: DANIEL BRANCO
INDEPENDENT:
INS. CONTACT:
MANAGER:
CLAIM No. 1

1997 CHEVROLET
VENTURE GREEN
LICENSE: 4795
VIN No.: 1S8B03E3W0154795
PR. DATE: /
PT. CODE:
TN. CODE:
BO. STYL:
MILEAGE: 45879
P.O. No:
UNIT No:

POLICY No. :
CLAIM No. :
INSURE ADJ. :
OUTSIDE ADJ. :
DEDUCTIBLE :
DATE OF LOSS: / /
PHONE No. : () -
EXT. :

THANK YOU FOR CHOOSING AUTO CENTER AUTO BODY

QTY	DESCRIPTION	PARTS	MISC.	GULLET	LAB.	REFIN.	MECH.
11	MISCELLANEOUS BODY MATERIALS (AUTO)		9.00				
21	PAINT MATERIALS		158.00	35.00			
31	TINTING						
41	REPLACE RT FENDER				1.5	2.4	
51	ADD FOR CLEAR COAT					1.0	
61	ADD FOR EDGING					0.3	
81	REPLACE RT FENDER LINER				0.4		
111	REPAIR RT FRONT PANEL				1.0	0.5	
121	REPAIR RT A PILLAR				5.0	0.5	
131	ALIGN HOOD PANEL				1.0		
141	REFINISH BLEND HOOD PANEL					1.5	
151	REPAIR RT GRAB				4.0	1.0	
161	PAINT OVERLAP					-0.2	
171	ALIGN FRONT WHEELS						1.4
181	REPLACE RT FLD. ASBY						1.3
191	R & I BRILLE ASBY				0.4		
201	R & I RT TRIM PANEL				0.4		
211	R & I RT BELT OUTER MLD				0.3		
221	R & I RT BODY SIDE MLD				0.3		
231	R & I RT MIRROR				0.6		
241	R & I RT HANDLE				0.5		
251	REFINISH BLEND RT DOOR					1.2	
261	TINT PAINT				1.0		
271	COLOR SAND AND BUFF				1.5		
281	CHALKING		5.00		0.4		
291	PROTECTIVE COVER		4.00	4.00	0.3		
301	WAX WRT						
311	REPLACE WHEEL NUTS						
321	TO DELETE COST ON PARTS						

REVISIONS

71	REPLACE SOUND ABSORBER (This item has been deleted from repair order)	0.00					
91	REPLACE RT FENDER LINER RETAINER (This item has been deleted from repair order)	0.00					
101	REPLACE RT SPLASH SHIELD (This item has been deleted from repair order)	0.00					
111	REPAIR RT FRONT PANEL		0.00			-0.5	
121	REPAIR RT A PILLAR		0.00			-0.5	
131	REPAIR RT GRAB					-1.0	
161	PAINT OVERLAP					0.2	

CONTINUED

PAGE # 1

PARADISE CHEVROLET

JUL 8, 1997

R.O.# 02122
CLOSED

6545 VINE ROAD
TERRACLA
CA 92911
(909) 599-0599
EXT:
EXT:
REFERRED BY: REFERRAL
ESTIMATOR: MARCEL BRANCO
INDEPENDENT:
INS. CONTACT:
RAUNTER:
CLAIM No.:

1997 CHEVROLET
VENTURE GREEN
LICENCE: 4795
VIN No.: 1GNDG03E3V0154795
PL. BODE: /
PT. CODE:
TN. CODE:
NO. STYL:
MILEAGE: 45679
P.O. No:
UNIT No:

POLICY No. :
CLAIM No. :
INSIDE ADJ. :
OUTSIDE ADJ. :
DEDUCTIBLE :
DATE OF LOSS: / /
PHONE No. : () -
EXT. :

THANK YOU FOR CHOOSING AUTO CENTER AUTO BODY

QTY	IMAGE REPORT	PARTS	MISC.	SUBLET	LAB.	REFIN.	MECH
	(This item has been deleted from repair order)						
21	REPLACE FRIT BUMPER COVER (Body labor hour(s) increase, orig. 0.0 rev. is 1.5) (Paint labor hour(s) increase, orig. 0.0 rev. is 2.5)		0.00		1.5	2.5	
32	REFINISH CLEAR COAT (Paint labor hour(s) increase, orig. 0.0 rev. is 0.5)		0.00			0.5	
34	SUBLET WORK AUTOMOTIVE			0.00			
		0.00	163.00	39.00	28.0	9.7	2.71

	ESTIMATE	SUPPLEMENT	REVISED
PARTS	0.00	0.00	0.00
PAINT/MISC	163.00	0.00	163.00
SUBLET	0.00	0.00	0.00
BODY LABOR	353.00	0120.00	473.00
FRAME LABOR	0.00	0175.00	175.00
FRONT LABOR	271.00	0420.00	691.00
REAR LABOR	148.40	0452.00	600.40
TOW	25.00	0.00	25.00
STORAGE	0.00	0.00	0.00
METAL	0.00	0.00	0.00
TAX	12.63	0.00	12.63
TOTAL EST.	1165.03	61.00	1226.03
DEDUCTIBLE	0.00	0.00	0.00
INS. PAYE	0.00	0.00	0.00
CURT PAYE	1165.03	61.00	1226.03

PO 74997
RO 91022
246 1246 03

CASE NO: 970121995
DATE OPENED: 09/23/1997
DATE CLOSED: / /
SOURCE:
CUSTOMER:
ADDRESS:
BODY FRAME:

VIN: 1GHDK06K2VDL57975
MODEL YR: 97
SERIES:
MILEAGE: 004000



GM 1241A
04/15/98

GENERAL MOTORS CORPORATION

OLDSMOBILE DIVISION

HOME 24

LETTER COMPOSURE DATE: 09/23/97
DESIGNATION CODE PTF 76-1503

CIGNA INSURANCE
COMPANY
ADDRESS:
P.O. BOX 02489

RE: CLAIMANT [REDACTED]
DATE OF INCIDENT 06/07/97

DETROIT, MI. 48202

GENTLEMEN:

FORM GM 1241 IS ATTACHED, REPORTING INFORMATION ON THE ABOVE CAPTIONED INCIDENT. THIS REPORT OF PRELIMINARY INVESTIGATION IS SUBMITTED TO YOU FOR THE REASON(S) INDICATED BELOW:

- 1 (X) THE ATTACHED REPORT IS FOR YOUR INFORMATION AND RECORD.
- 2 () FOR YOUR INFORMATION BUT CLAIMANT MAY PURSUE FURTHER ON THEIR OWN BEHALF.
- 3 () OTHER

WE HAVE CHECKED THE ABOVE ITEMS BASED UPON THE INFORMATION WE HAVE AT THIS TIME. IF YOU DO NOT AGREE, OR IF SUBSEQUENT FACTS COME TO YOUR ATTENTION INDICATING THE ADVISABILITY OF A DIFFERENT APPROACH, WE WOULD APPRECIATE BEING ADVISED PROMPTLY.

FORWARD CLAIM ACKNOWLEDGMENTS/ AND FURTHER INQUIRIES TO:
SUPERVISOR OF PRODUCT LIABILITY
920 KENNEDY ST. HALLSTOP 1007
LANSING, MI. 48921

IN ADDITION TO THE GM 1241 (1) AND (2) REPORT, THE FOLLOWING ENCLOSURES ARE ATTACHED (IF NONE, SO INDICATE). (WHEN ATTACHING R.O.S OR PHOTOGRAPHS, INDICATE HOW MANY.)

20 PHOTOS, SALES FILE RECEIPTS, UPS AND VFI.

TRULY YOURS,

GENERAL MOTORS CORPORATION

DONALD B WHITE
OLDSMOBILE PRODUCT ALLEGATION DEPT.
1007
LANSING, MI. 48921-1007

GE 1241
04/15/96

OLDSMOBILE DIVISION

CASE #: 970121995

76-1503

REPORT OF PRELIMINARY INVESTIGATION

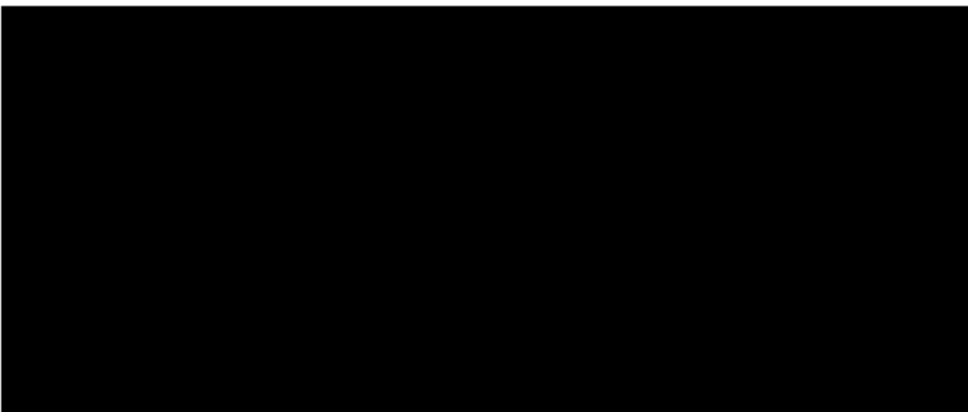
DESIGNATION CODE

SERIOUS INCIDENTS SHOULD BE IMMEDIATELY REPORTED BY TELEPHONE TO NEAREST OFFICE OF CIGNA INSURANCE COMPANY.

DATE OF INCIDENT: 08/07/97 HOUR 10:00 AM

***** I OWNER - CLAIMANT *****

TITLE :
NAME OF OWNER :
ADDRESS :
CITY :
COMPANY :
TITLE :
NAME OF DRIVER :
ADDRESS :
CITY :
TITLE :
NAME OF CLAIMANT :
ADDRESS :
CITY :



IS CLAIMANT REPRESENTED BY AN ATTORNEY? YES X NO UNK

IF YES, GIVE NAME AND ADDRESS:

***** II VEHICLE *****

TYPE: OLDSMOBILE VIN: 1G8DH06E2VDL57975 YEAR: 97 MODEL: VEO5
MAKE: 4960E AXLE: FRS ENGINE: 3.4L MILEAGE: 4000
DATE OF PUR: 05/21/97 NEW, USED, OR DEMO: N LICENSE NUM: STATE:
PURCHASE DATE : 02/10/97
SALES/RENTAL DEALER : HOLIDAY OLDS
ADDRESS : PALMDALE, CA.
SALES/RENTAL DEALER : HOLIDAY OLDS
ADDRESS : PALMDALE, CA.
EMP. STATION NO : EMP. STATION NO: REP DATE:
PURCHASE MAKE OF VEHICLE: PLEASURE
SPECIAL FEATURES/EQUIP:

REPAIRS AND EXTENT OF DAMAGES AND ESTIMATED COST OF REPAIRS. \$1,000.00
(ATTACH COPY OF ESTIMATE) RIGHT FRONT WHEEL STUDS, DAMAGE TO WHEEL OPENING

IS VEHICLE SUBJECT TO ANY PRODUCT CAMPAIGN? YES X NO IF YES, IDENTIFY CAMPAIGN(S):

WAS CAMPAIGN PERFORMED? YES X NO

***** III PROPERTY DAMAGE *****

WAS ANOTHER VEHICLE INVOLVED? NO
MAKE, MODEL OF VEH:
OTHER VEHICLE SPEED EST: MPH BY WHOM:
NAME OF OWNER :
ADDRESS :
NAME OF DRIVER:
ADDRESS :

EXTENT OF DAMAGE:

**WAS PROPERTY (OTHER THAN MOTOR VEHICLE) DAMAGED? (STATE KIND, NAME OF OWNER,
AND EXTENT OF DAMAGE):**

***** IV BODILY INJURY *****

REPORT FOLLOWING INFORMATION ON INJURIES AND WHETHER THE INJURED PERSON(S)
WAS RIDING IN (A) OWNER'S VEHICLE, (B) OTHER VEHICLE, (C) PEDESTRIAN OR

(S) OWNER:

OR RENTAL :

H PHONE : - -

B PHONE : - -

ADDRESS:

CITY :

ST:

ZIP:

-

AGE:

OWN A/B/C/D:

SEAT POSITION:

MEANS OF INJURY:

WHERE WERE INJURIES TREATED & BY WHOM?

***** V INVESTIGATION *****

DIVISION NOTIFIED OF INCIDENT

: PHONE

DATE : 8/7/97

SA NAME: CHRIS LEINER, SA

LOCATION OF INCIDENT: UNKNOWN

KIND OF ROAD :	CONCRETE	GRAVEL	ASPHALT	CRACKED ROCK	DIRT X	UNKNOWN
COND OF ROAD :	WET	DRY	ICY	OTHER	X	UNKNOWN
KIND OF SHOULDER:	CONCRETE	GRAVEL	ASPHALT	CRACKED ROCK	DIRT X	UNKNOWN
COND OF SHOULDER:	WET	DRY	ICY	OTHER	X	UNKNOWN

DIRECTION OF WEATHER:

VEHICLE DESCRIPTION:

MAKE AND ADDRESS OF DEALER WHO TOWED (INCLUDE TOW DRIVER'S NAME), STORED, AND/O
 PROVIDED TEMPORARY SERVICE TO DAMAGED VEHICLE: UNKNOWN, UNKNOWN, UNKNOWN

WHERE CAN VEHICLE BE SEEN? DEALER/RETAILER.

DID VEHICLE TURN OVER? YES X NO UNK VEHICLE SPEED ESTIMATE: 0 MPH

SOURCE OF ESTIMATE:

POSTED SPEED LIMIT: 40 MPH

TREAD AND SIDE TIRMS:

CONDITION R.F.	GOOD	POOR	FLAT X	UNK	R.R. X	GOOD	POOR	FLAT	UNK	
OF TIRMS:	L.F. X	GOOD	POOR	FLAT	UNK	L.R. X	GOOD	POOR	FLAT	UNK
TIRES:	GOOD									

DID YOUR SEARCH OF THE VEHICLE SERVICE HISTORY PRODUCE SERVICE

HISTORY CHECKS? YES X NO

IF 'YES', ATTACH COPIES OF ALL R.O.'S (INDICATE HOW MANY CO)

IF 'NO', EXPLAIN NO SERVICE HISTORY.

REPORT REPORT ATTACHED? YES NO IF 'NO', WHAT SECTION OR OFFICER MADE
 REPORT: (NO REPORT FILED)

NAME AND ADDRESS OF WITNESS: WITNESSES - SEE THIRD PARTY INFORMATION

WAS PHOTOS TAKEN? X YES NO IF 'YES', HOW MANY? 20 AND BY WHOM?

(JOB/BUSINESS): SERVICE DEPT., HOLIDAY OLDS PALMDALE, CA.

NAME OF CIGNA REPRESENTATIVE, IF PRESENT, AT THE INVESTIGATION: NOT REQUIRED.

***** VI DESCRIPTION OF CLAIM *****

DRIVER'S DESCRIPTION AS TO HOW INCIDENT HAPPENED AND DRIVER'S STATEMENT OF THE INCIDENT'S CAUSE: SHE WAS ON HER WAY TO THE RETAILER AS SHE WAS ROUNDING A CURVE THE FRONT WHEEL CAME OFF.

DID YOU PERSONALLY SPEAK WITH DRIVER? YES X NO IF 'NO', GIVE SOURCE OF DRIVER'S DESCRIPTION: SERVICE MANAGER
WAS VEHICLE INSPECTED? X YES NO IF 'YES', IDENTIFY ALL PARTIES: SERVICE DEPT.
WERE VEHICLE COMPONENTS EVER ALLEGEDLY DEFECTIVE? WHEEL STUDS

WHO MADE ALLEGATION OF DEFECT? OWNER
IF THE ALLEGED DEFECTIVE PART HAS BEEN REMOVED FROM THE VEHICLE, INDICATE EXACT PART(S), PRESENT LOCATION AND CUSTODIAN:

INFORMATION FROM FURTHER INVESTIGATION OF INCIDENT, INCLUDING EXAMINATION OF VEHICLE AND SCENE OF INCIDENT: SEE 12419 SCREEN.

HOW & WHEN WAS WRITER LEFT WITH CLAIMANT? I

APPROVAL BY: MICHAEL GOSWAMI
NAME OF INVESTIGATOR:

DATE: 04/15/98

DONALD B. WHITE
DIVISIONAL REPRESENTATIVE
COMPLETING INVESTIGATION
GENERAL MOTORS CORPORATION

GM 1241
COMMENTS
04/15/98

COMMENTS FOR GM 1241
CASE NBR: 970121995

PAGE 01

NO PREVIOUS REPAIRS TO THIS VEHICLE.
THE FRONT END PANEL RIGHT FRONT DAMAGED & FRONT BUMPER LOWER RIGHT EDGE.
ALL THREE WHEELS ROTATE WITHOUT WOBBLE FROM BENT OR DAMAGED TIRES OR RIMS
. THE RIGHT FRONT WHEEL HAD COME OFF.
THERE WERE NO SEPARATED OR DAMAGED. NUTS ARE BENT. THE WHEEL STUDS ARE
BROKEN OFF. RIGHT FRONT LOWER BALL JOINTS IS GROUNDED FLAT ON BOTTOM.
THERE ARE NO FRAME OR BODY SUPPORT MEMBER DEFORMATION, WEAR OR POLISHING.
THE STEERING TURNS FREELY STOP TO STOP.
THERE WAS NO EVIDENCE OF SUSPENSION/AXLE/TIRE CONTACT WITH FRAME, BODY
AND OR OTHER COMPONENT.

***** END OF COMMENTS FOR GM1241 CASE *****

GM 1241
3RD PARTY
04/15/98

THIRD PARTY INFORMATION
ASSOCIATED WITH GM1241
CASE NBR: 970121995

PAGE 01

THIRD PARTY TYPE: CLAIMANT

NAME:
ADDRESS:

HOME PHONE:
WORK PHONE:

THIRD PARTY TYPE:
NAME:
ADDRESS:

HOME PHONE:
WORK PHONE:

***** END OF THIRD PARTIES FOR GM1241 CASE *****

TITLE : [REDACTED] CUSTOMER INFORMATION

FIRST : [REDACTED]
 STREET : [REDACTED]
 CITY : [REDACTED]
 HOME PHONE : [REDACTED]
 COMPANY : [REDACTED]

VEHICLE/DEALER INFORMATION

VEH/VOL : 97 VAD6 BELMONT - EXTER DEL DTE: 05 21 97 RELEASE: 004000
 VIN : 5NND000000157775
 DEALER : MILITARY OFFICE CLEMENSILE DLK : 26842
 CITY : PALMDALE STATE : CA DEL DLK : Y (Y/N)
 CSE # 0000 CSE CONVERT DLK LEVEL: 0
 000 1 WHEELS GEN WHEEL CAME OFF FROM VEHICLE
 012 1 VIBRATION FRONT WHEEL CAME OFF AFTER A BUZZING NOISE.
 101 1 (ON 1241) - PRO WHEEL CAME OFF CAUSING \$2900 DAMAGE TO VAN.
 241 1 VEHICLE REPAIR CLERK TRADE ASSIST
 241 1 ZIBET INSPECTED CDMV R.O.#026 899.45 8/7/97

AFTER CALL INFORMATION
 CUSTOMER REQUEST INFORMATION

REQUEST TYPE : CASE PRODUCT CAMPAIGN : 01
 REQUEST NAME : SERV REQUEST SOURCE : N T R/A
 REQUEST TYPE : OWNER FIELD PARTS : 002
 REQUEST : I (CLAIM/AMC) ON ADVISED : 0000
 REQUEST TO ID : PROCESS CODE : 101
 DOCUMENT # : 9804432845

CASE INFORMATION

OPEN DATE : 08 07 97 SCRAP DATE : 04 15 99
 VAN CODE : CAC CAC LOC: ADV WARRANTY : N (Y/N)
 CLAIM TYPE : 0702 TRAVEL DATE : 08 08 97
 MAKE UP FROM : TAG CASE # :
 LAC GEN : 1 530 P12 T01 T34 241 CENTRAL FILE : Y (Y/N) LTR : N
 FILE VIBRATION : 00 LAST ALTERED DATE : 04 15 98
 LAST ALTERED TO : 0000 REOPEN CASE : N (Y/N)
 WHEEL CLOSE : N (Y/N) 04 09 98

CASE CLOSING INFORMATION

CLAIM INFO:

COMMUNICATION DOC: 08 07 97 CLOSE CASE: (Y/N)
 FILE CONTACT DATE : 04 09 98 CONCLUSION DATE: 04 15 98 CLOSE DATE: 04 15 98
 MAKE UP FROM : NO DATE: RESPONSIBLE DLK :
 CASE PARTS/FIN : Y (Y/N) FILE REVISED: 00 AND SENT: N (Y/N)
 REPAIRER CLOSE : 2X REVISED: (Y/N) DATE:
 REPAIRER CLAIM : 0000 NO REVISED: Y (Y/N) DATE: 04 15 98
 CSE # 0000 COMMENTS SURVEY THIS CASE: N (Y/N)
 000 1 WHEELS GEN WHEEL CAME OFF FROM VEHICLE
 SEE CMTS

012 1 VIBRATION FRONT WHEEL CAME OFF AFTER A BUZZING NOISE.
 SEE CMTS

101 1 (ON 1241) - PRO WHEEL CAME OFF CAUSING \$2900 DAMAGE TO VAN.
 SEE CMTS

241 1 VEHICLE REPAIR CLERK TRADE ASSIST
 SURFACE

241 1 ZIBET INSPECTED CDMV R.O.#026 899.45 8/7/97
 SEE CMTS

GENERAL COMMENTS

USER: ZKGM DATE: 08/29/97 TIME: 14:17 COMMENT #: 0005
 K MUST ARRIVE TO TRADE OLDER INTO ANOTHER VEHICLE. DUNDP WILL DO A
 SUBSTITUTION OF COLLATERAL WITH GMAC. NEW VEHICLE V.I.D. NUMBER
 188904618183000. CURRENTLY CUSTOMER IS LEASING VEHICLE. OLDS WILL
 WORK OUT DIFFERENCES WITH DUNDP IF THEY KEEP CAR 1. K MUST VEH 46251.
 USER: ONLP DATE: 09/02/97 TIME: 13:32 COMMENT #: 0006
 RECEIVED FLOCHART VIA PHONE FROM PE, KERRY MEET, FOR OTA.

SUBSTITUTION OF COLATERAL, NO DIFFERENCE IN MONEY. OLDS TO PAY ANY
 FEES. RETAILER MAY WANT TO KEEP VEHICLE. PRICE TO RETAIN VEHICLE IS
 62765.13, FROM GSP METHOD.

CONTACT IS JIM BRIDMAN.

VEHICLE IS STILL BEING REPAIRED BY RETAILER FOR REASON OF BUYBACK,
 WHEEL FALLING OFF.

WILL FAX PAPERBOOK TO RETAILER.

F/U ON PAPERBOOK ON 9/16.

DIANA PEARCE GSP/OTA

USER: ONLP DATE: 10/09/97 TIME: 13:21 COMMENT #: 0007
 RECEIVED SOME DOCUMENTS FROM RETAILER FOR OTA. MISSING ARE THE
 SALES CONTRACTS ON BOTH VEHICLES AND THE TITLE. CALLED RETAILER AND
 LEFT MESSAGE FOR A RETURN CALL FROM JIM BRIDMAN.

F/U FOR 10/10.

DIANA PEARCE GSP/OTA

USER: ONLP DATE: 10/15/97 TIME: 09:22 COMMENT #: 0008
 RECEIVED RETURN CALL FROM RETAILER. HE WILL SEND OUT TITLE AND BOTH
 SALES CONTRACTS.

F/U FOR 10/20.

DIANA PEARCE GSP/OTA

USER: ONLP DATE: 10/21/97 TIME: 12:21 COMMENT #: 0009
 CALLED RETAILER FOR FOLLOW UP ON TITLE AND SALES CONTRACTS. LEFT
 MESSAGE FOR CALL BACK FROM JIM BRIDMAN.

F/U FOR 10/22.

DIANA PEARCE GSP/OTA

GENERAL COMMENTS

LORI/DEP DATE: 11/14/97 TIME: 08:19 COMMENT #: 0010
 RECEIVED SUBSTITUTION AGREEMENT AND BUYERS ORDER THIS DATE.
 WRITER REVIEWED FILE AND STILL IN NEED OF FINAL INSPECTION R.O.
 AND R.O. FOR DAMAGE.

FILE ON MY DESK
 CALLING RETAILER TO ADVISE.

LORI/DEP
 USER: ORLLG DATE: 12/04/97 TIME: 12:17 COMMENT #: 0011
 CALLED FOR F/I/ LEFT MSG WITH EXCPT FOR JIM EDWARDS REGARDING A
 RETURN CALL.

FILE ON MY DESK

LORI/DEP
 USER: ORLLG DATE: 12/30/97 TIME: 15:19 COMMENT #: 0012
 RECEIVED FINAL INSPECTION R.O. (AT BOTTOM OF R.O 698723)
 WRITER REVIEWED WITH JIM HADMAN, HE ADVISED ALL DAMAGE FROM WHEEL
 COLLING OFF HAS BEEN REPAIRED.

REVISIONS COMMENT.

LORI/DEP
 USER: ORLLG DATE: 01/05/98 TIME: 08:23 COMMENT #: 0013
 RECEIVED INSPECTION PAPERWORK. LOCI/DEP

USER: ORLLG DATE: 01/05/98 TIME: 14:56 COMMENT #: 0014
 LAST COMMENT IN BRIDGE. PAPERWORK IS NOT YET SENT TO AUCTION.

RETAILER STAPLED REPLACEMENT CONSUMER STATEMENT TO BACK OF TTL.
 NUMBER OF CORRECT CONSUMER.

WRITER REQUESTED RETAILER FENIX OVER NIGHT MAIL. SPIKE TO PATTY

LORI/DEP
 FILE ON MY DESK
 USER: ORLLG DATE: 01/14/98 TIME: 09:28 COMMENT #: 0015
 GIVE FILE TO JULIE FOR F/I

LORI/DEP
 USER: ORLLG DATE: 02/16/98 TIME: 14:58 COMMENT #: 0016
 WRITER REVIEWED FILE.. WE ARE STILL IN NEED OF THE CORRECT CON STATEMENT..
 PATTY NEVER SHOWS AT RO.. I CALLED AND SPOKE WITH PATTY AT HOME AND
 SHE WOULD LOOK FOR THE CORRECT CON.. SHE WILL FAX OR CALL BACK WITH
 INFO...

J. HADMAN

GENERAL COMMENTS

ORZ ONJMN DATE: 02/11/98 TIME: 08:40 COMMENT #: 0017
 M RECEIVED COON... EVERYTHING IS IN ORDER FOR AUCTION...

 M SENDING PAPERWORK TO AUCTION THIS DATE..
 M WILL F/U IN 3 WKS.

J HAYAR/OWP

USER: ORZCL DATE: 02/16/98 TIME: 09:57 COMMENT #: 0018
 WRITER ASSIGNED DOC#19980443003 SHP TO THIS FILE. W/INAGED FILE.
 JAN LAZARUS/OCAM

USER: ORZCL DATE: 03/23/98 TIME: 10:51 COMMENT #: 0019
 VAN SENT INTO AUCTION INVENTORY ON 3/10/98. RCD T/R

USER: ORZCL DATE: 04/09/98 TIME: 14:52 COMMENT #: 0020
 VAN SOLD AT AUCTION. . RCD T/R

USER: ORJMN DATE: 04/19/98 TIME: 08:20 COMMENT #: 0021
 M REQUESTED DOC FROM OOR#19980443003 ON BEHALF OF MIKE BRIDGMAN,
 PAIR TRUCK NUMBER.. MIKE IS NOW IN POSSESSION OF DOCUMENT...
 J HAYAR/OTR TRAM

CASE HISTORY

USERID	DATE	TIME	EVENT
ORZOW	08/07/97	11:42	GENERAL CASE WAS OPENED.
ORZOW	08/07/97	11:42	START TIME HANDLINE - CD1
ORZOW	08/07/97	11:42	CASE WAS OPENED WITH CENTRAL FILE (NO = Y.
ORZOW	08/07/97	11:42	CASE WAS REQUESTED FOR TRANSMISSION.
ORZOW	08/08/97	12:26	TROUBLE CODES CHANGED FROM: F12,T01
ORZOW	08/15/97	12:25	081241 CASE OPENED
ORZOW	08/20/97	09:55	BASE CASE INFORMATION CHANGED
ORZOW	08/20/97	10:01	BASE CASE INFORMATION CHANGED
ORZOW	08/20/97	10:08	BASE CASE INFORMATION CHANGED
ORZOW	08/29/97	15:56	BASE CASE INFORMATION CHANGED
ORZOW	09/02/97	13:33	TROUBLE CODES CHANGED FROM: F12,T01,2A1
ORZOW	09/02/97	13:34	SOLUTION CODE CHANGED FROM CD1.
ORZOW	09/02/97	13:34	STOP TIME HANDLINE - CD1
ORZOW	09/02/97	13:34	START TIME HANDLINE - ZCN
ORZOW	09/02/97	13:34	AFTER CALL INFORMATION WAS UPDATED.
ORZOW	09/02/97	13:35	REPURCHASE INFORMATION ADDED TO CASE
ORZOW	09/23/97	14:43	DELIVERY DATE CHANGED FROM: 05-21-97
ORZOW	09/23/97	15:36	081241 APPROVED BY ZONE.
ORZOW	09/23/97	15:40	AFTER CALL INFORMATION WAS UPDATED.
ORZOW	09/23/97	15:48	AFTER CALL INFORMATION WAS UPDATED.
ORZOW	10/08/97	14:59	DELIVERY DATE CHANGED FROM: 05-21-97
ORZOW	10/09/97	14:43	REPURCHASE INFORMATION HAS BEEN UPDATED
ORZOW	11/14/97	08:25	REPURCHASE INFORMATION HAS BEEN UPDATED
ORZOW	12/30/97	13:19	AFTER CALL INFORMATION WAS UPDATED.
ORZOW	12/30/97	13:21	REPURCHASE INFORMATION HAS BEEN UPDATED
ORZOW	12/30/97	13:22	REPURCHASE INFORMATION HAS BEEN UPDATED
ORZOW	12/30/97	13:22	REPURCHASE INFORMATION HAS BEEN UPDATED
ORZOW	12/30/97	13:23	ADDED LETTER TO CASE
ORZOW	12/30/97	13:23	MODIFICATION TO FORM LETTER DONE IN CONSVIEW

HOLIDAY BUICK OLDSMOBILE

451 AUTO CENTER DRIVE
PALMDALE CA 933513717
Dear Holiday Buick Oldsmobile:

A payment is being issued to you through MAD Dealer Accounting for the Oldsmobile Trade Asslet with No. Schneider, VIN 702DND042610157973.

The payment identification code is checked and described below.

XX OT1 \$26158.00

OT1 includes the ZST/ZST Invoice amount amount for the replacement vehicle minus the amount paid to you by the customer from Line "D" of the customer payment worksheet plus the \$200 processing allowance.

OT2 includes all of the above minus the used car value. Attached you will also find the following documents that will allow for proper disclosure for the resale of this vehicle.

- * GM Disclosure
- * 12/12 Limited Warranty
- * State Disclosure (when applicable)
- * Oldsmobile Trade Assistance Retailer Acknowledgment Form (one included with the original OTA packet, must be signed and returned to the OTA Help Desk)

Sincerely,

Lori L. Good
Oldsmobile Division
OTA Help Desk, N/S 489-018-006
720 Townsend
Lansing, MI 48261
Telephone 1-800-848-3580 Prompt 2-2
STANDARD FORM LETTER SENT
LETTER TYPE CODE: 07A02
LETTER DESC: OTA PAYMENT TO RETAILER

PRO-ACTIVE CUSTOMER STUDY INFORMATION
*** NO PROACTIVE STUDY FOR THIS CASE ***

OLDSMOBILE MOTOR DIVISION
*** GM RESTRICTED ***

CASE NO: 570121995
DATE OPENED: 06/07/1997
DATE CLOSED: 04/15/1998
SOURCE: [REDACTED]
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

VIN: 1G8KH06G2V0L57975
MODEL YR: 97
SERIES: SILHOUETTE - EX
MILEAGE: 004000
STATE: CA
LABORATORY: [REDACTED]
BUS: [REDACTED]

- CDE # DESC CDE COMMENTS
- K30 1 WHEELS SWH WHEEL CAME OFF FROM VEHICLE
SEE CMTS
- F12 1 VIBRATION FRONT WHEEL CAME OFF AFTER A BUCKING NOISE.
SEE CMTS
- T01 1 (P.A.R.)-PRODU WHEEL CAME OFF CAUSING \$2900 DAMAGE TO VAN.
SEE CMTS
- T34 1 VEHICLE REPAIRS OWNER TRADE ASSIST
BUYBACK
- E41 1 M1241 INSPECTI ORDER R.O.69024 \$99.45 8/7/97
SEE CMTS

***** REQUEST INFORMATION *****

CONTACT TYPE : OWNER	REQUEST SOURCE : H T RFA
WARRANTY : I (IN/OUT)	
CASE OPEN DATE : 06 07 97	THIRD PARTIES : 3
FILE REFERENCE : 00	TRANSMIT DATE : 06 08 97
	LAST ALTERED DATE : 04 15 98

***** GENERAL COMMENTS *****

GREGG LEANER, SERVICE MANAGER, CALLED TO REPORT THAT THIS OWNER HEARD A BUCKING NOISE. SHE CALLED THE REPAIRER AND WAS TOLD TO BRING THE VAN IN FOR INSPECTION. AS SHE DID SO WHILE ROUNDING A CURVE THE FRONT WHEEL CAME OFF. THE CAR IS IN THE BODY SHOP CURRENTLY. I FAXED THE INSPECTION TO BE COMPLETED.

FAX-805-947-9989

D. WHITE...PROD. ALLEGATIONS
I CALLED GREGG LEANER, SM, THIS DATE AND TIME AND GAVE THE GO AHEAD TO REPAIR THE VEHICLE.

D. WHITE...PROD. ALLEGATIONS
TRANSFERRED TO AREA SPECIALIST PATTI FEDEWA.

JAY VERWER/OCAN

W/SPOKE WITH O/THIS DATE. O/STATES THAT SHE IS SEEKING TO BE TRADED OUT OF THE VEHICLE BECAUSE OF THE ABOVE REASON. O/STATES THAT SHE IS CONCERNED FOR HER SAFETY AND OTHERS. O/STATED THAT NOBODY WAS HURT, BUT THAT SHE IS JUST SCARED. O/STATES THAT SHE IS SEEKING FOR SO TO TRADE HER OUT OF THE VEHICLE BECAUSE OF THIS SITUATION. W/SINCERELY APOLOGIZED TO OWNER FOR HER EXPERIENCE. W/ADVISED O/THAT OLDSMOBILE WILL CONTINUE TO REPAIR THE VEHICLE PER THE MANUFACTURER'S WARRANTY THAT A TRADE OUT IS NOT AN OPTION AT THIS POINT. O/REQUESTED TO SPEAK TO SOMEONE HIGHER. W/DECLINED. O/INQUIRED AS TO W/NAME.. W/PROVIDED. O/REQUESTED ADDRESS. W/PROVIDED. O/REQUESTED ANOTHER # TO CALL. W/ADVISED O/THIS IS THE ONLY NUMBER ACCESSIBLE TO OWNERS. W/THANKED O/FOR CALLING. W/TO LEAVE VME FOR YR KERRY WERT AS FYI.

***PATTI FEDEWA/OCAN

* WEST AGREED TO TRADE OWNER INTO ANOTHER VEHICLE. DLSEEP WILL DO A
SUBSTITUTION OF COLLATERAL WITH GMAC. NEW VEHICLE V.I.D. NUMBER
1GNDK061V0L59500. CURRENTLY CUSTOMER IS LEASING VEHICLE. OLDS WILL
WORK OUT DIFFERENCES WITH DLSEEP IF THEY KEEP CAR 1. K WEST VNR 46251.
RECEIVED FLOWCHART VIA PHONE FROM FR, KERRY WEST, FOR OEA.

* SUBSTITUTION OF COLLATERAL, NO DIFFERENCE IN MONEY. OLDS TO PAY ANY
FESS. RETAILER MAY WANT TO KEEP VEHICLE. PRICE TO RETAIN VEHICLE IS
\$12765.13, FROM GSP METHOD.

* CONTACT IS JIM HERMAN.

* VEHICLE IS STILL BEING REPAIRED BY RETAILER FOR REASON OF BUYBACK,
WHEEL FALLING OFF.

* WILL FAX PAPERWORK TO RETAILER.

* F/U ON PAPERWORK ON 9/16.

DIANA PEARCE GSP/OEA

* RECEIVED SOME DOCUMENTS FROM RETAILER FOR OEA. MISSING ARE THE
SALES CONTRACTS ON BOTH VEHICLES AND THE TITLE. CALLED RETAILER AND
LEFT MESSAGE FOR A RETURN CALL FROM JIM HERMAN.

* F/U FOR 10/10.

DIANA PEARCE GSP/OEA

* RECEIVED RETURN CALL FROM RETAILER. HE WILL SEND OUT TITLE AND BOTH
SALES CONTRACTS.

* F/U FOR 10/20.

DIANA PEARCE GSP/OEA

* CALLED RETAILER FOR FOLLOW UP ON TITLE AND SALES CONTRACTS. LEFT
MESSAGE FOR CALL BACK FROM JIM HERMAN.

* F/U FOR 10/22.

DIANA PEARCE GSP/OEA

* RECEIVED SUBSTITUTION AGREEMENT AND BUYERS ORDER THIS DATE.
WRITER REVIEWED FILE AND STILL IN NEED OF FINAL INSPECTION R.O.
AND R.O. FOR DAMAGE.

FILE ON MY DESK
CALLING RETAILER TO ADVISE.

LORI/GSP

* CALLED FOR F/U/ LEFT MSG WITH RECPT FOR JIM HERMAN REQUESTING A
RETURN CALL.

FILE ON MY DESK

LORI/GSP

* RECEIVED FINAL INSPECTION R.O. (AT BOTTOM OF R.O 69272)
WRITER REVIEWED WITH JIM HERDMAN, HE ADVISED ALL DAMAGE FROM WHEEL
FALLING OFF HAS BEEN REPAIRED.

REQUESTING PAYMENT.

LORI/GSP

* MAILING AUCTION PAPERWORK. LORI/GSP

* LAST COMMENT IN ERROR. PAPERWORK IS NOT YET SENT TO AUCTION.

** RETAILER STAPLED REPLACEMENT ODOMETER STATEMENT TO BACK OF TTL.
IN NEED OF CORRECT ODOMETER.
WRITER REQUESTED RETAILER FRESH OVER NIGHT MAIL. SPOKE TO PATTY

LORI/GSP
FILE ON MY DESK
GAVE FILE TO JULIE FOR F/U
LORI/GSP

W REVIEWED FILE.. WE ARE STILL IN NEED OF THE CORRECT ODOM STATEMENT..
IT WAS NEVER RECVD AT HO.. W CALLED AND SPOKE WITH PATTY AT BASE AND
SHE WILL LOOK FOR THE CORRECT ODOM.. SHE WILL FAX OR CALL BACK WITH
INFO...

J MASTAR/GSP
W RECVD ODOM... EVERYTHING IS IN ORDER FOR AUCTION...

W SENDING PAPERWORK TO AUCTION THIS DATE..
W WILL F/U IND 3 WKS.

J MASTAR/GSP
WRITER ASSIGNED DOC#19980443E063 GSP TO THIS FILE. W/IMAGED FILE.
JAN LARBUS/OCAN

VEH WENT INTO AUCTION INVENTORY ON 3/10/98. MOD T/R
VEH SOLD AT AUCTION. . MOD T/R
W REQUESTED DOC FROM CORRESPONDANCE ON BEHALF OF MIKE GRIEGUS,
FAR TEAM MEMBER.. MIKE IS NOW IN POSSESSION OF DOCUMENT...
J MASTAR/OTR TEAM

***** CASE CLOSING INFORMATION *****

CUST SATISFY	: Y (Y/N)	ARBITRATION LETTER	: N (Y/N)
DLR CONTACT DATE	: 04 09 98	DLR CONCLUSION DATE	: 04 15 98
CLOSING DATE	: 04 15 98	RESPONSIBLE DEALER	: 00000
HO REVIEW CLOSE	: OMBRS	HO REVIEWED	: Y (Y/N)
EM REVIEW CLOSE	:	EM REVIEWED	: N (Y/N)

WARRANTY

HOLIDAY BUICK-OLDS-DATSA
451 AUTO CENTER DRIVE
PALMDALE CA 93551

PAGE 1

SERVICE ADVISOR: 177 WILLIAM LEAMER

YEAR	MAKE/MODEL	VIN	SALES TAX	TITLE
87	OLDSMOBILE SILHOUETTE	1GHDK063VD157975	4674/4674	TOOC
REG. DATE	REG. DATE	WARR. EXP.	DATE PROCESSED	DATE TO WORK ON
21NOV97		17:00 07AUG97		CASH
NOTES: STK:7836 DER:1904 AXL:2				

LINE	OPCODE	TECH	TYPE	QTY	UNIT	LIST	NET	TOTAL
A PRODUCT INVESTIGATION PERFORMED FOR OLDSMOBILE ON 8-7-97 TO DETERMINE REASON FOR								
1000			BODY/PAINT/SUBLET					
			FC: PARTS COUNT:	0		0		
			CLAIM TYPE:					
			AUTH CODE:					
MISC DISPOSABLE CAMERA, KODAK FUN SAVER, 27 EXPOSURE								
THANK YOU FOR YOUR BUSINESS. IF YOU HAVE ANY QUESTIONS REGARDING SERVICE, PLEASE CALL (805) 947-3663								

WAL-MART

WE SELL FOR LESS

ST 1440 DP 000004 759 03 IN 09912
 CASH 815P 004177041144 11.84 J
 SUBTOTAL 11.84
 TAX 1 0.25 0.25
 TOTAL 12.09
 CASH 12.09
 CHANGE REC 0.18

TEL 81200022433437
 WAL-MART MONTICELLO 1-800-452-3100
 08/07/97 12:51:08

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

NOTICE TO CONSUMER
 I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF ANY ADDITIONAL CUSTOMER OR WARRANTY WORK PERFORMED AND/OR INCREASE IN THE ORIGINAL ESTIMATE PRICE. I ALSO ACKNOWLEDGE AND APPROVE ALL REPAIRS AS ITEMIZED AND/OR RECEIPT OF VEHICLE.

ORIGINAL ESTIMATE: \$ _____
 AUTHORIZED REVISED ESTIMATE: \$ _____

CUSTOMER SIGNATURE: _____

DESCRIPTION	AMOUNT
LABOR AMOUNT	83.63
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.82
TOTAL CHARGES	96.45
LESS PAYABLE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	96.45

132499

Century AUTOMOTIVE GROUP

INVOICE



5711 Van Nuys Boulevard, Van Nuys, California 91401
(213) 878-2180 • (818) 782-8522

PAGE 1

HOME: BUS:

SERVICE ADVISOR: 491 CLAUDIA GOMEZ

COLOR	YEAR	MAKE/MODEL	VIN	LIBRSEL	MILEAGE IN/OUT	YAS	
BEIGHT SIL	97	OLDSMOBILE SILHOUETT	1GHDX06E2VD157975		07/07	37193	
DE. DATE	PROD. DATE	WARR. EXPI.	PROCESSED	PO NO.	RATE	PAYMENT	INC. DATE
			17:30 14MAR97		0.00	CASH	14MAR97
N.O. OPENED		READY	OPTIONS: STK:37193 DLR:24130				
18:00 13MAR97		10:57 14MAR97					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
PRE-DELIVERY INSPECTION - BASE TIME							
CAUSE: PDI							
E7D00 PRE-DELIVERY INSPECTION - BASE TIME							
645 WPD 1.30							
FC: 99 PART#: COUNT:							
CLAIM TYPE: I							
ADPR CODE:							
MG							

(N/C)



Year of Car
Century Company
Appreciates Your Business

SERVICE AND REPAIR DEPT. SERVICE HOURS: MONDAY 9:00 AM TO 5:00 PM, TUESDAY 9:00 AM TO 5:00 PM, WEDNESDAY 9:00 AM TO 5:00 PM, THURSDAY 9:00 AM TO 5:00 PM, FRIDAY 9:00 AM TO 5:00 PM, SATURDAY 9:00 AM TO 5:00 PM, SUNDAY 9:00 AM TO 5:00 PM. ALL WORK IS GUARANTEED. CALL US FOR MORE INFORMATION. WE ARE AVAILABLE AT ANY TIME. WE CAN SERVICE YOUR CAR.

WE LIKE OUR SERVICE TELL YOUR FRIENDS, IF NOT, TELL US.

NOTICE TO CONSUMER:
I acknowledge notice and oral approval of any additional charges or materials used performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as detailed and/or receipt of vehicle. I also acknowledge receipt of additional consumer warranty and service information contained in the Service Parts & Service Warranty Disclaimer.

AUTHORIZED REPAIR ESTIMATE

ORIGINAL ESTIMATE

CUSTOMER SIGNATURE

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
BLEBLET AMOUNT	0.00
MISC. CHARGES/ADJ.	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

FILE COPY

Apr 29 04:46

Fax : 818-781-1857

CENTURY AUTOMOTIVE GROUP



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

VIN 1GHDX06E2M157975 1.3
-645-DEALER/RETAILER CODE 24-170Stock # 37193 Repair Order # 132499

For proper load limits, equipment operation, specifications and procedures, refer to the appropriate owner's manual, service manual and service bulletin.

Deficiencies must be called to Service Management's attention.

Check each box upon completion.

ROAD TEST

Drive on a legal roadway with road conditions permitting evaluation for squeaks, rattle and wind noise. Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable:

BEFORE

- Seat belts: manual and operation
- Steering ignition lock and switch
- Manual start safety switch
- Tire steering wheel/column
- Power accessories: seats (includes heat and lumbar systems), mirrors, sunroof and antenna
- Displays, gauges, lights (head, driving/fog, tail, parking, turning, reverse, standing, brake and hazard)
- Horn

DURING

- Radio, cassette and CD player (Regular, steering wheel and car controls)
- Clutch
- Engine, transmission/transaxle, transfer case performance (FWD-Electronic/manual, AWD)
- Electronic compass
- Turn signal - canceling
- Steering wheel - center position
- Wipers, delay and washers (front and rear)
- Speed control
- Brakes: Vehicle, ABS operation, warning lights
- Traction control system
- Ride control system

PW 10/00/00

000

AFTER

- All work/light system
- Set clock to local time
- Door and power window lockouts
- Twilight Sensing
- Electrochromic mirrors
- Cigar lighters(s)
- Vanity mirror(s)
- Front/rear heat, defrost, climate control and A/C
- Vehicle leveling system
- Removable top/panel, convertible top
- Folding rear seat(s)
- Parking brake

UNDER HOOD

- Remote hood release, latch and hood safety latch
- Engine compartment light
- Battery accessories and drives
- Hoses, belts, cables and wire attachments are free of kinks and clear of any moving/rot parts
- Hoses, pipes, springs, seals, gaskets and plugs for leakage
- Delco battery "green eye" visible
- Fluid levels; add as required

BODY/CHASSIS

- Interior, compartment, cargo and trunk lights
- CHM Comfort Guide - elastic cord visible

- Fuel door and locking cap, dash lid, utility tire carrier, location, access panels, doors, keys and keyless entry system
- Road hazard equipment and cargo sec/ty
- Adjust tires, including spare, to specified pressure
- Install factory shipped parts, such as spare wheel covers, luggage rack, mirrors, etc.
- Damage tags on trucks with dual rear s

UNDER VEHICLE

- Underbody, drivetrain, suspension, skid/exhaust systems, flex, Kakages and hoses
- Fuel system, brake system and oil cooler for leaks

APPEARANCE

- Interior: remove protective coverings. CV required; seats, headliner, visors, kick plate carpets, console, instrument panel, mold and hard trim
- Install floor mats, fender skirts and door panels, if equipped
- Fiberglassing of parts such as bumper, moldings, grill, emblem
- Remove protective films, other protective shipping materials
- Airtight headlight (Upfitted vehicles only)
- Thorough exterior wash and dry
- Exterior finish: detailed cleaning; remove overspray, soot, etc.; touch up paint as a

CERTIFICATION

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

Technician Amico PW 10/00/00

Service Manager _____ Date 2-25

FRS 0001 00/00/00

Date: 08/07/87 01:00 PM
 Estimate ID: 841
 Preliminary
 Profile ID: Mitchell

California Collision Center
 1020 West Avenue N Lancaster, CA. 93534
 (805) 940-1223
 Fax: (805) 940-1228

3228 AJ75584 - SP48 CNO#13478395

Damage Assessed By: Ken Arthur

Deductible: UNKNOWN

Owner: HOLIDAY BIL

Mitchell Service: 817433

Description: 1987 Oldsmobile Cutlass GL
 Body Style: Van/Ext 130" WB
 VIN: 1GND000822V0157878

Drive Train: 3.4L Int 6 Cyl

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
1	700018	BDY	REMOVE/REPLACE	FRT BUMPER COVER	1822353 GM PART	106.00	2.3 #
2	AUTO	REF	REFRESH	FRT BUMPER COVER			C 2.4
3	700131	REF	BLEND	HOOD OUTSIDE .			C 1.0
4	900800	BDY*	REMOVE/REPLACE	ROCKER BLDG CLIPS	New	12.00*	0.8*
5	900808	REF*	REMOVE/REPLACE	STRIPES	**Quant Repl Part	78.00*	0.0*
6	900809	BDY*	REMOVE/REPLACE	RIGHT FRT TIRE	New	118.00*	0.8*
7	700347	BDY	REMOVE/REPLACE	R FENDER PANEL	1282974 GM PART	282.00	8.8 #
8	AUTO	REF	REFRESH	R FENDER OUTSIDE			C 1.8
9	AUTO	REF	REFRESH	R FENDER EDGE			C 0.8
10	700348	BDY	REMOVE/REPLACE	R FENDER SPLASH SHIELD	1027888 GM PART	15.18	INCL
11	700391	BDY	REMOVE/REPLACE	R FENDER RETAINER	1013407 GM PART	3.40*	
12	700373	BDY	REMOVE/REPLACE	WHEEL	1238084 GM PART	203.90*	0.3
13	700374	BDY	REMOVE/REPLACE	CTR WHEEL COVER	0882271 GM PART	24.80	
14	700378	BDY	REMOVE/REPLACE	WHEEL LUG NUT	1019434 GM PART	12.20*	
15	700382	WCH	ALIGN	ADD FOR FOUR WHEEL			1.3
16	700384	WCH	REMOVE/REPLACE	R FRT SUSP BRAKE ROTOR	1802138 GM PART	181.08	INCL #
17	700386	WCH	REMOVE/REPLACE	R FRT SUSP CALIPER	1803487 GM PART	125.08	0.2 #
18	700388	WCH	REMOVE/REPLACE	R FRT SUSP WHEEL HUB	7478817 GM PART	334.08	0.8 #
19	700422	WCH	REMOVE/REPLACE	R FRT SUSP CONTROL ARM ASBY	1054541 GM PART	130.88	1.0 #
20	700788	BDY	REPAIR	R FRT DOOR SHLL	Existing		3.8*
21	AUTO	REF	REFRESH	R FRT DOOR OUTSIDE			C 1.8
22	700797	BDY	REMOVE/REPLACE	R FRT LWR DOOR MOULDING	10348170 GM PART	82.80	0.3
23	AUTO	REF	REFRESH	R FRT DOOR MOULDING			C 0.4
24	AUTO	REF	ADDL OPR	CLEAR COAT			2.1
25	833083	REF	ADDL OPR	TINT COLOR		8.00*	0.8*
26	833082	BDY	ADDL OPR	RESTORE CORROSION PROTECTION		8.00*	0.8*
27	833084	FRM	ADDL OPR	FRAMESACK SET UP			3.8*
28	AUTO	REF	ADDL OPR	COLOR SAND & BUFF			3.7
29	833018	REF	ADDL OPR	MASK FOR OVERSPRAY		7.50*	0.8*
30	AUTO		ADDL COST	PAINT/MATERIALS		224.40*	
31	AUTO		ADDL COST	HAZARDOUS WASTE DISPOSAL		8.90*	

ESTIMATE RECALL NUMBER: 80787 13:58:22 841

Mitchell Data Version:

JUL_87_A

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Page 1 of 2

* - Judgment Item
 @ - Labor Note Applies
 C - Included in Clear Cost Calc

I. Labor Subtotals						II. Part Replacement Summary		Amount
	Units	Rate	Add'l Labor Amount	Sublet Amount	Total	Taxable Parts		
Body	8.3	32.00	6.50	0.00	272.10			1,922.80
Refresh	13.9	32.00	12.00	0.00	487.80	Sales Tax	@ 8.250%	188.83
Frame	3.0	48.00	0.00	0.00	138.00			
Mechanical	3.4	68.00	0.00	0.00	187.00			
Non-Taxable Labor					1,091.40			2,081.43
Labor Summary	28.8				1,091.40			
III. Additional Costs						IV. Adjustments		Amount
Taxable Costs						224.40	Customer Responsibility	0.00
Sales Tax						18.91		
Non-Taxable Costs						0.00		
Total Additional Costs						247.91		
						I. Total Labor:		1,091.40
						II. Total Replacement Parts:		2,081.43
						III. Total Additional Costs:		247.91
							Gross Total:	3,380.74
						IV. Total Adjustments:		0.00
							Net Total:	3,380.74

This is a preliminary estimate.
Additional changes to the estimate may be required for the actual repair.

**** Items Subject to Review ****

DEALER TRADE

DATE: 5/19 STOCK# 37193

TRADE TO: Holiday Buick Olds

SPOKE WITH: John Daily PHONE: 805 947-3463

CHECK ONE: OUR TRADE THEIR TRADE

OURS: 1406 ~~16406~~ EDND157975
MODEL SERIAL#

THEIRS: _____
MODEL SERIAL#

ADDED EQUIPMENT _____

COLOR: Silver
OURS THEIRS

OUR INVOICE AMOUNT \$ 24414.23

THEIR INVOICE AMOUNT \$ _____

CHECK ONE: CHECK FOR CHECK DIFFERENCE CHECK

CIRCLE ONE: DIFFERENCE (DUE US) (DUE THEM) \$ 24414.23

TELETYPE BY: PH

00221201-00

052097	PURCHASE OF 97 OLDS SILHOUETTE VIN UD157975 STK 7836			24,414.23
			26277 3976	24,414.23
			20200 30003	24,414.23
			TOTAL	24,414.23



DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

HOLIDAY BUCK - OLDSMOBILE - DAIHATSU
451 AUTO CENTER BLDG
PALMDALE, CA 93551
(800) 9-47-3000

HOLIDAY

26277

24,414.23 DOLLARS 27 CENTS

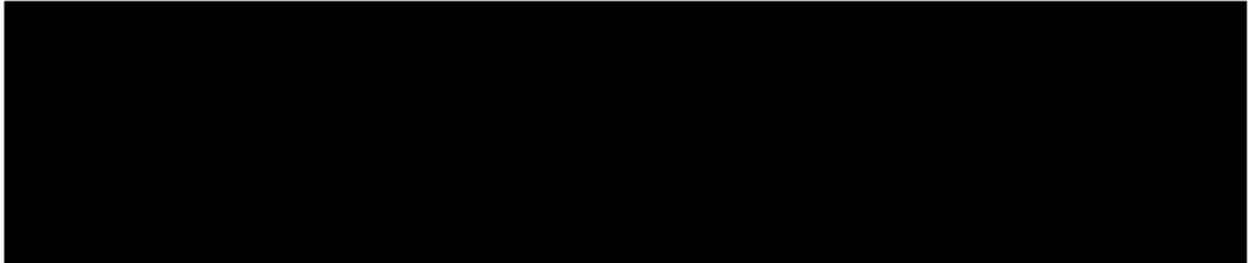
HOLIDAY BUCK - OLDSMOBILE - DAIHATSU

CENTURY OF
Auto Care

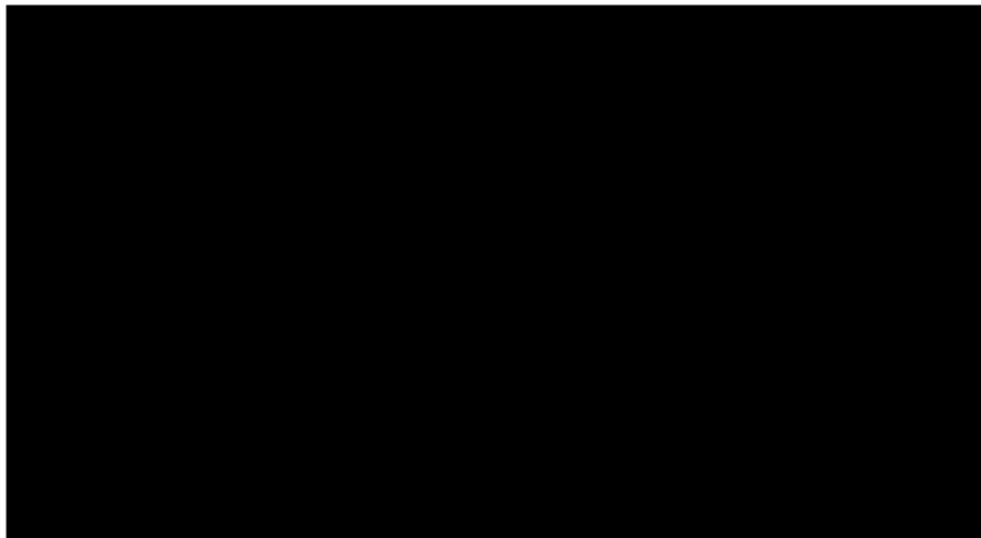
⑈00221277⑈ ⑆122238433⑆ 051⑆011618⑈

To JOHN F. DALEY

From:



Re: EXPLORER INFO.



LAW 1977

LAW FORM NO. 1977 (REVISED 05/13/97) (LAWRENCE, KANSAS) (LAWRENCE, MISSOURI) (LAWRENCE, IOWA) (LAWRENCE, NEBRASKA) (LAWRENCE, MINNESOTA) (LAWRENCE, NORTH DAKOTA) (LAWRENCE, SOUTH DAKOTA) (LAWRENCE, WISCONSIN) (LAWRENCE, ILLINOIS) (LAWRENCE, INDIANA) (LAWRENCE, OHIO) (LAWRENCE, MICHIGAN) (LAWRENCE, WYOMING) (LAWRENCE, MONTANA) (LAWRENCE, NEVADA) (LAWRENCE, ARIZONA) (LAWRENCE, CALIFORNIA) (LAWRENCE, TEXAS) (LAWRENCE, OKLAHOMA) (LAWRENCE, MISSISSIPPI) (LAWRENCE, ALABAMA) (LAWRENCE, GEORGIA) (LAWRENCE, FLORIDA) (LAWRENCE, LOUISIANA) (LAWRENCE, ARKANSAS) (LAWRENCE, MISSOURI) (LAWRENCE, IOWA) (LAWRENCE, NEBRASKA) (LAWRENCE, MINNESOTA) (LAWRENCE, NORTH DAKOTA) (LAWRENCE, SOUTH DAKOTA) (LAWRENCE, WISCONSIN) (LAWRENCE, ILLINOIS) (LAWRENCE, INDIANA) (LAWRENCE, OHIO) (LAWRENCE, MICHIGAN) (LAWRENCE, WYOMING) (LAWRENCE, MONTANA) (LAWRENCE, NEVADA) (LAWRENCE, ARIZONA) (LAWRENCE, CALIFORNIA) (LAWRENCE, TEXAS) (LAWRENCE, OKLAHOMA) (LAWRENCE, MISSISSIPPI) (LAWRENCE, ALABAMA) (LAWRENCE, GEORGIA) (LAWRENCE, FLORIDA) (LAWRENCE, LOUISIANA) (LAWRENCE, ARKANSAS)

ODOMETER DISCLOSURE STATEMENT

LICENSE PLATE NO.

VEHICLE ID NO. 1GHDK062VD157975	ENGINE NO. (FOR DIESEL ONLY)	MAKE OLDSMOBILE	BODY TYPE VAN	YEAR 97	MODEL DELTAQUEST	DATE OF SALE 05/13/97
---	------------------------------	---------------------------	-------------------------	-------------------	----------------------------	---------------------------------

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads **000,087** (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING—Odometer Discrepancy Odometer reading is not the actual mileage Mileage exceeds the odometer mechanical limits

TRANSFEROR'S OR TITLE HOLDER'S (PLEASE PRINT)
HOLIDAY BUICK/OLDS/DAIHATSU

ADDRESS
451 AVALON CENTER DRIVE
CITY
PALMDALE, CA
STATE
CA
ZIP
93551

DAYTIME PHONE NO.
805-947-3663

I certify under penalty of perjury under the laws of the State

TRANSFEROR'S OR AGENT'S SIGNATURE
[Signature]
DATE
05/13/97

BY X
PRINTED NAME OF TRANSFEROR OR AGENT SIGNING FOR A COMPANY

BY X
PRINTED NAME OF TRANSFEROR OR AGENT SIGNING FOR A COMPANY

LAW FORM NO. 1977 (REVISED 05/13/97) (LAWRENCE, KANSAS) (LAWRENCE, MISSOURI) (LAWRENCE, IOWA) (LAWRENCE, NEBRASKA) (LAWRENCE, MINNESOTA) (LAWRENCE, NORTH DAKOTA) (LAWRENCE, SOUTH DAKOTA) (LAWRENCE, WISCONSIN) (LAWRENCE, ILLINOIS) (LAWRENCE, INDIANA) (LAWRENCE, OHIO) (LAWRENCE, MICHIGAN) (LAWRENCE, WYOMING) (LAWRENCE, MONTANA) (LAWRENCE, NEVADA) (LAWRENCE, ARIZONA) (LAWRENCE, CALIFORNIA) (LAWRENCE, TEXAS) (LAWRENCE, OKLAHOMA) (LAWRENCE, MISSISSIPPI) (LAWRENCE, ALABAMA) (LAWRENCE, GEORGIA) (LAWRENCE, FLORIDA) (LAWRENCE, LOUISIANA) (LAWRENCE, ARKANSAS)
OPTIONAL—DMV with application COPY 1—Buyer COPY 2—Seller

**POWER OF ATTORNEY
VEHICLE/VESSEL 24395**

VEHICLE OR VESSEL IDENTIFICATION NO.		VEHICLE LICENSE NO. OR VESSEL NO.
1GHDK06829D157975		NAME
YEAR	MODEL	BODY TYPE
97	OLDS	VAN

To the Department of Motor Vehicles, Sacramento, California, and to whom it may concern:

I (print true full name) _____ TITLE _____
 I (print true full name) _____ MIDDLE _____
 LAST FIRST MIDDLE

the undersigned do hereby duly appoint the following named person or company,
HOLIDAY BUICK/OLDS/DAIHATSU

to act as my/our attorney in fact, to sign papers and documents that may be necessary in order to secure California registration of or to transfer my/our interest in the above described vehicle or vessel.

I/We further agree to guarantee and save the State of California and the Director of Motor Vehicles from all responsibility which might accrue from the issuance of California registration to transfer of such vehicle or vessel.

Note: An attorney in fact cannot make an affidavit or certificate of the truth of facts unknown to him.

DATE: _____
 X _____ 13 MAY 1997
 X _____

ODOMETER DISCLOSURE

FEDERAL and STATE laws require that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.

Odometer mileage reading disclosure is encouraged for all vehicles, but is required if the:

- type vehicle is an auto, commercial, or motorcycle,
- transaction is an application for original registration or registered owner transfer, and
- vehicle is less than 10 years old, and
- in the case of a commercial motor vehicle, the unladen weight is 8,000 lbs. or less (10,000 lbs. gross weight or less).

This Power of Attorney form may not be used for odometer disclosure. For correct disclosure forms and further information, you may contact the nearest DMV office to obtain the following informational brochures:

- New Requirements regarding Odometer Mileage Reporting (FPVR 14).
- How to Report Odometer Mileage Readings (HTVR 12).

LAW

THIS IS A FEDERAL FORM. IT IS PREPARED BY THE BUREAU OF ECONOMIC ANALYSIS, U.S. DEPARTMENT OF COMMERCE. IT IS SUBJECT TO THE FEDERAL INFORMATION COLLECTION ACT (5 U.S.C. 552). THIS FORM IS NOT TO BE USED FOR ANY OTHER PURPOSE. CONTACT YOUR LOCAL LEGAL COUNSEL.

14395

old sheet

Dealer Used

WORK SHEET

Stock No. 7205
 Source RR
 Salesman _____
 Date _____
 Bus. Phone _____
 Res. Phone _____

Purchaser _____
 Address _____
 ORDER FALM

New Used Color WHITE Trim SEVER
 YR 97 Cyl 6 Make OLDS Model SILVERDOME Pkg. _____ Type _____
 Odometer 000311 I.D. No. 16HDX06E4XD167103 Lic. No. _____ Exp. _____

VEHICLE TRADE INFORMATION

Year 96 Make FORD Model EXPLORER
 I.D. No. _____
 Owner _____ Lic. No. _____
 Balance Owed _____
 Current Payments _____ X _____ Due _____
 Finance Co. _____
 Address Bease Return

MARKET VALUE 26625.00

- Service Contract _____
- Manual Transmission _____
- Automatic Transmission _____
- Power Steering _____
- Air Conditioning _____
- Cassette _____
- Power Windows _____
- Power Door Locks _____
- Tilt Wheel _____
- Steering Control _____
- Power Seat _____
- Dual Power Seats _____
- Compact Disc _____
- Delco-Bose/JBL _____
- Digital Inst. Panel _____
- Leather _____
- Sun Roof (Flip-up) _____
- Sun Roof (Sliding) _____
- Moon Roof (Sliding) _____
- T-Bar Roof _____
- Padded Vinyl Top _____
- Imitation Conv. Top _____
- Luggage Rack _____
- Woodgrain Siding _____
- T-Top Paint _____
- Wire Wheel Covers _____
- Calm or Wire Wheels _____
- Third Seat (Wagon) _____
- Engine 4 Cyl 6 Cyl 8 Cyl
- Turbo Diesel
- Sedan Coupe Wagon
- Color _____
- Trim _____

Reconditioning

Trade In _____

Cash Down _____

Needs 20K Miles per yr.

WANTS 300.00 + TAX

2 YR LEASE

7200 TOTAL D/C

300 INC TAX

24 MO

OFFICE USE ONLY

Sale Price _____
 License _____
 Trade Allowance _____
 Pay Off _____
 Cash Down _____
 Rebate _____

 Manager _____

Sec. Sec. No. _____

I authorize Holiday Buick Oldsmobile Delphi to investigate my credit history. I understand that a full credit statement will be required before credit is granted.

Applicant _____ Date _____
 Joint Applicant _____ Date _____

Deal No. 14395

Dealer Trade

WORK SHEET

THIS IS NOT A PURCHASE ORDER

Stock No. _____
 Source 33
 Salesman Tedman & Toney
 Date 5-17-97
 Bus. Ph. _____
 Res. Ph. _____

Purchaser _____
 Address _____

New Used Color Met. Black Trim _____
 YR 97 Cyl 6 Make Buick Model LeSabre Pkg. _____ Type _____
 Odometer _____ LD. No. 1640106EA V0167975 Lic. No. Nav Exp. _____

VEHICLE TRADE INFORMATION

97 Make Buick Model LeSabre
 LD. No. _____
 Odometer _____ Lic. No. _____
 Balance Owed _____
 Current Payments _____ X _____ Due _____
 Finance Co. _____
 Address Beane Return

MARKET VALUE 27580

- Service Contract _____
- Manual Transmission _____
- Automatic Transmission _____
- Power Steering _____
- Air Conditioning _____
- Cassette _____
- Power Windows _____
- Power Door Locks _____
- Tilt Wheel _____
- Steering Control _____
- Door Seal _____
- Dual Power Seats _____
- Compact Disc _____
- Delco-Bosch IBI _____
- Digital Inst. Panel _____
- Leather _____
- Sun Roof (Pop-up) _____
- Sun Roof (Sliding) _____
- Moon Roof (Sliding) _____
- T-Bar Roof _____
- Padded Vinyl Top _____
- Imitation Corn. Top _____
- Luggage Rack _____
- Woodgrain Siding _____
- Tu-tone Paint _____
- Wire Wheel Covers _____
- Calm or Wire Wheels _____
- Third Seat (Wagon) _____
- Engine 4 Cyl 6 Cyl 8 Cyl
- Turbo Diesel
- Sedan Coupe Wagon
- Color _____
- Trim _____

Reconditioning

wants 300. + tax dep. lease.

Trade In

Cash Down

OFFICE USE ONLY

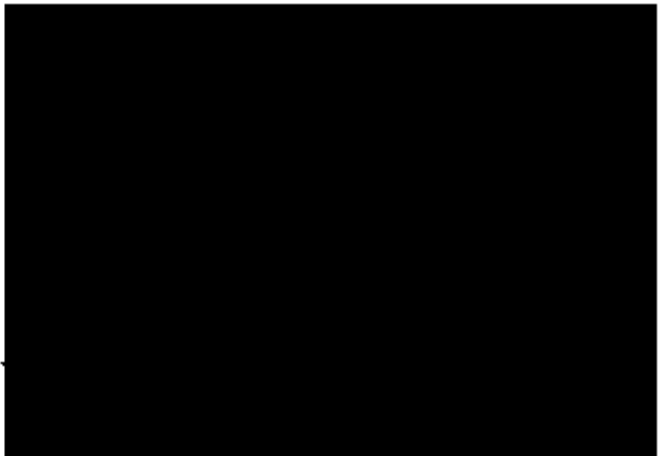
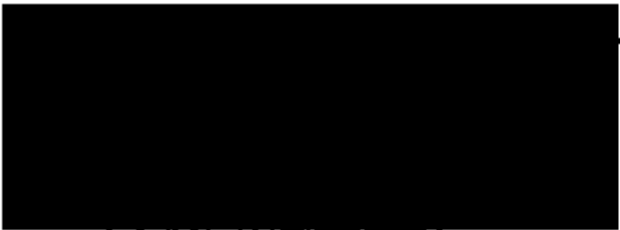
Sale Price _____
 License _____
 Trade Allowance _____
 Pay Off _____
 Cash Down _____
 Rebate _____

 Manager _____

Sec. Sec. No. _____

I authorize Holiday Buick Oldsmobile DeLorean to investigate my credit history. I understand that a full credit statement will be required before credit is granted.

Applicant: _____ Date: _____
 Joint Applicant: _____ Date: _____



CL. [Redacted]
Exp. [Redacted]

CLASS C

1997
PAID

Frank Zelen
FRANK A. ZELIN, CHAIRMAN

CHECKED BY: PH
CONTROL NO.

HOLIDAY BUICK · OLDSMOBILE · DATSUN
PALMDALE, CA 93551

26406


05221501-00

052797	FLR ON STK: BLD TO A V	8960 VIN V1436279 THERAPIED			21,798.80
			26406 3960	20200 31000	21,798.80 21,798.80
			TOTAL	20200	21,798.80



DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVISE


 PALMDALE, CALIF. 93551
 26406

27MAY97

\$21,798.80 DOLLARS 80 CENTS

HOLIDAY BUICK · OLDSMOBILE · DATSUN

TO THE ORDER OF
 BHAC
 P O BOX 1592
 BAKERSFIELD, CA

NON NEGOTIABLE

⑆0026406⑆ ⑆122238433⑆ 051-014618⑆

(Mo.) (Day) (Yr.)

7. OPTIONAL FEES AND TAXES

You agree to pay all fees and charges for filing, registering, licensing, testing, and inspecting the vehicle that any government authority requires during the term of this Lease. You agree to pay all taxes related to the Lease or the vehicle that are levied on you, the vehicle, or us, except for taxes on our net income. We will include the taxes you must pay in the Payment Due at Lease Signing or in your Monthly Payment or we will bill you separately. We may charge your Monthly Payment for increases or decreases in taxes, including increases or decreases that result from a change in the vehicle's location for tax purposes.

8. TOTAL ESTIMATED LICENSE FEES AND TAXES PAYABLE DURING CURRENT CALENDAR YEAR

These amounts make up the total:

(a) License Fee \$

(b) Sales Taxes \$

(c) Rental/Use Taxes \$

(d) Other (describe) \$

9. TOTAL ESTIMATED FEES AND TAXES PAYABLE DURING LEASE

These amounts make up the total:

(a) Title Fees \$

(b) Registration Fees \$

(c) License Fees \$

(d) Sales Taxes \$

(e) Rental/Use Taxes \$

(f) Other (describe) \$

2. OPTIONAL LIFE AND DISABILITY INSURANCE. Lessor does not require life and/or disability insurance covering your lease payment obligations. If you sign below, Lessor will try to get the coverage(s) checked for the term of the Lease. The premium cost is shown below and will be included in the Base Monthly Payment (Item 4(a)). The terms and conditions of the coverage(s) will be described in the notice or insurance agreement given to you when you sign this Lease. The insurance may not cover taxes and other amounts due in addition to the Base Monthly Payment. If Lessor cannot get the coverage for you, or if any coverage is cancelled, Lessor will credit to your account any returned premiums or any premium refunds Lessor receives. This will reduce your Monthly Payment.

Insurer Name: WELLS FARGO LIFE INSURANCE COMPANY
 Address: 1000 W. WASHINGTON ST., MILWAUKEE, WI 53233

Life Insurance (Lessee Co-Lessee Both
 Premium \$ 100.00

Coverage under this policy is limited to \$ 100,000

Disability, Accident and Health Insurance (Lessee Only)
 Premium \$ 100.00

Coverage under this policy is limited to \$ 100,000 monthly

Lessor's Signature: [Signature] Age: 45

Co-Lessee's Signature: [Signature] Age: 35

10. TERMINATION VALUE

The Termination Value is \$ 2754.48. We will use this value in Item 80 when we calculate the amount you owe at early termination.

WORK AND TAXES CARE OF THE VEHICLE

17. WARRANTY AND EXEMPTION BY MANUFACTURER. Unless this lease is for a vehicle that is subject to the standard manufacturer's express warranty, the lease shall be for the duration and terms and conditions of this lease. We are giving you a warranty that the vehicle will conform to the terms of this Lease. You have an extended warranty or service contract you entered for one with this Lease and the extended warranty or service contract is still in force. (See the Vehicle Description box above for a description of any extended warranty or service contract.)

18. MAINTENANCE AND REPAIRS. You agree to pay for or cover all maintenance, repair, and operating expenses. You also agree to service the vehicle as the manufacturer recommends in the Owner's Manual and Maintenance Schedule folder that comes with the vehicle. You agree to follow the manufacturer's instructions in any recall campaign. If you do not maintain or repair the vehicle or pay all operating expenses as this Lease requires, we may do so and add the cost to your obligation under this Lease. We may require you to pay this cost upon demand.

19. MAINTENANCE AND REPAIRS. You agree to pay for or cover all maintenance, repair, and operating expenses. You also agree to service the vehicle as the manufacturer recommends in the Owner's Manual and Maintenance Schedule folder that comes with the vehicle. You agree to follow the manufacturer's instructions in any recall campaign. If you do not maintain or repair the vehicle or pay all operating expenses as this Lease requires, we may do so and add the cost to your obligation under this Lease. We may require you to pay this cost upon demand.

20. MAINTENANCE AND REPAIRS. You agree to pay for or cover all maintenance, repair, and operating expenses. You also agree to service the vehicle as the manufacturer recommends in the Owner's Manual and Maintenance Schedule folder that comes with the vehicle. You agree to follow the manufacturer's instructions in any recall campaign. If you do not maintain or repair the vehicle or pay all operating expenses as this Lease requires, we may do so and add the cost to your obligation under this Lease. We may require you to pay this cost upon demand.

21. MAINTENANCE AND REPAIRS. You agree to pay for or cover all maintenance, repair, and operating expenses. You also agree to service the vehicle as the manufacturer recommends in the Owner's Manual and Maintenance Schedule folder that comes with the vehicle. You agree to follow the manufacturer's instructions in any recall campaign. If you do not maintain or repair the vehicle or pay all operating expenses as this Lease requires, we may do so and add the cost to your obligation under this Lease. We may require you to pay this cost upon demand.

22. MAINTENANCE AND REPAIRS. You agree to pay for or cover all maintenance, repair, and operating expenses. You also agree to service the vehicle as the manufacturer recommends in the Owner's Manual and Maintenance Schedule folder that comes with the vehicle. You agree to follow the manufacturer's instructions in any recall campaign. If you do not maintain or repair the vehicle or pay all operating expenses as this Lease requires, we may do so and add the cost to your obligation under this Lease. We may require you to pay this cost upon demand.

23. MAINTENANCE AND REPAIRS. You agree to pay for or cover all maintenance, repair, and operating expenses. You also agree to service the vehicle as the manufacturer recommends in the Owner's Manual and Maintenance Schedule folder that comes with the vehicle. You agree to follow the manufacturer's instructions in any recall campaign. If you do not maintain or repair the vehicle or pay all operating expenses as this Lease requires, we may do so and add the cost to your obligation under this Lease. We may require you to pay this cost upon demand.

24. MAINTENANCE AND REPAIRS. You agree to pay for or cover all maintenance, repair, and operating expenses. You also agree to service the vehicle as the manufacturer recommends in the Owner's Manual and Maintenance Schedule folder that comes with the vehicle. You agree to follow the manufacturer's instructions in any recall campaign. If you do not maintain or repair the vehicle or pay all operating expenses as this Lease requires, we may do so and add the cost to your obligation under this Lease. We may require you to pay this cost upon demand.

25. MAINTENANCE AND REPAIRS. You agree to pay for or cover all maintenance, repair, and operating expenses. You also agree to service the vehicle as the manufacturer recommends in the Owner's Manual and Maintenance Schedule folder that comes with the vehicle. You agree to follow the manufacturer's instructions in any recall campaign. If you do not maintain or repair the vehicle or pay all operating expenses as this Lease requires, we may do so and add the cost to your obligation under this Lease. We may require you to pay this cost upon demand.

26. MAINTENANCE AND REPAIRS. You agree to pay for or cover all maintenance, repair, and operating expenses. You also agree to service the vehicle as the manufacturer recommends in the Owner's Manual and Maintenance Schedule folder that comes with the vehicle. You agree to follow the manufacturer's instructions in any recall campaign. If you do not maintain or repair the vehicle or pay all operating expenses as this Lease requires, we may do so and add the cost to your obligation under this Lease. We may require you to pay this cost upon demand.

27. MAINTENANCE AND REPAIRS. You agree to pay for or cover all maintenance, repair, and operating expenses. You also agree to service the vehicle as the manufacturer recommends in the Owner's Manual and Maintenance Schedule folder that comes with the vehicle. You agree to follow the manufacturer's instructions in any recall campaign. If you do not maintain or repair the vehicle or pay all operating expenses as this Lease requires, we may do so and add the cost to your obligation under this Lease. We may require you to pay this cost upon demand.

28. MAINTENANCE AND REPAIRS. You agree to pay for or cover all maintenance, repair, and operating expenses. You also agree to service the vehicle as the manufacturer recommends in the Owner's Manual and Maintenance Schedule folder that comes with the vehicle. You agree to follow the manufacturer's instructions in any recall campaign. If you do not maintain or repair the vehicle or pay all operating expenses as this Lease requires, we may do so and add the cost to your obligation under this Lease. We may require you to pay this cost upon demand.

29. MAINTENANCE AND REPAIRS. You agree to pay for or cover all maintenance, repair, and operating expenses. You also agree to service the vehicle as the manufacturer recommends in the Owner's Manual and Maintenance Schedule folder that comes with the vehicle. You agree to follow the manufacturer's instructions in any recall campaign. If you do not maintain or repair the vehicle or pay all operating expenses as this Lease requires, we may do so and add the cost to your obligation under this Lease. We may require you to pay this cost upon demand.

30. MAINTENANCE AND REPAIRS. You agree to pay for or cover all maintenance, repair, and operating expenses. You also agree to service the vehicle as the manufacturer recommends in the Owner's Manual and Maintenance Schedule folder that comes with the vehicle. You agree to follow the manufacturer's instructions in any recall campaign. If you do not maintain or repair the vehicle or pay all operating expenses as this Lease requires, we may do so and add the cost to your obligation under this Lease. We may require you to pay this cost upon demand.

29. MAINTENANCE AND REPAIRS. You agree to pay for or cover all maintenance, repair, and operating expenses. You also agree to service the vehicle as the manufacturer recommends in the Owner's Manual and Maintenance Schedule folder that comes with the vehicle. You agree to follow the manufacturer's instructions in any recall campaign. If you do not maintain or repair the vehicle or pay all operating expenses as this Lease requires, we may do so and add the cost to your obligation under this Lease. We may require you to pay this cost upon demand.

30. MAINTENANCE AND REPAIRS. You agree to pay for or cover all maintenance, repair, and operating expenses. You also agree to service the vehicle as the manufacturer recommends in the Owner's Manual and Maintenance Schedule folder that comes with the vehicle. You agree to follow the manufacturer's instructions in any recall campaign. If you do not maintain or repair the vehicle or pay all operating expenses as this Lease requires, we may do so and add the cost to your obligation under this Lease. We may require you to pay this cost upon demand.

31. EXCESS MILEAGE. At the scheduled end of the Lease, you agree to pay any excess mileage charge (Item 13(d)) if you DO NOT buy the vehicle. The excess mileage charge will not exceed the purchase price of the vehicle shown in Item 31. You also agree to pay any tax due on the mileage. See Item 30 for any excess mileage charge due upon early termination.

At the end of the Lease, we will not give you a credit for any portion of the Base Mileage Allowance (see Item 13(b)) you did not use.

32. FINE, LINES, AND ENCUMBRANCES. You agree to keep the vehicle free of all fines, fees, and encumbrances. If you do not promptly pay any fines or remove any fees or encumbrances, we may do so. You will owe us any amounts we pay to do so. You will also owe us \$20 for each fine we pay a fine imposed on the vehicle during this Lease.

33. OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

9. BASE MILEAGE ALLOWANCE _____ miles per year.
(See Items 13 and 21 for more information.)

2. PAYMENT DUE AT LEASE SIGNING

\$ 2,000.00

3. NUMBER OF MONTHLY PAYMENTS

36

These amounts make up the Payment Due at Lease Signing:

- (a) Capitalized Cost Reduction \$ 2,000.00
Cash \$ 2,000.00
Net Trade-In Allowance \$ 0.00
Describe Trade-In
Other (describe)
(b) First Monthly Payment in Advance \$ 0.00
(c) Refundable Security Deposit \$ 0.00
(d) Title Fee \$ 0.00
(e) Registration Fee \$ 0.00
(f) License Fee \$ 0.00
(g) Sales Tax \$ 0.00
(h) Retail/Use Tax \$ 0.00
(i) Other (describe) \$ 0.00
(j) Other (describe) \$ 0.00

4. MONTHLY PAYMENT

\$ 350.00

5. TOTAL OF MONTHLY PAYMENTS

\$ 12,600.00

These amounts make up the Monthly Payment:

- (a) Base Monthly Payment \$ 323.33
(b) Retail/Use Tax \$ 26.67
(c) Other (describe) \$ 0.00
(d) Other (describe) \$ 0.00

Lease Charges: The total of the Base Monthly Payments includes depreciation charges and Lease Charges. Total Lease Charges are \$ 323.33.

6. PAYMENT SCHEDULE

If you do not pay a Monthly Payment in full within 30 days after it is due, you will pay a late charge of \$4.

12. MILEAGE LIMITS AND CHANGES

- (a) Beginning Mileage on Odometer miles
(b) Base Mileage Allowance miles
(The Base Mileage Allowance is in addition to the beginning mileage on the odometer.)
(c) Total Allowed Mileage on Odometer ((a)+(b)) miles
(d) There is an excess mileage charge of \$ 20.00 per mile for each mile on the odometer above the Total Allowed Mileage on Odometer.
See Item 21 of this Lease for more information on excess mileage.

14. CHARGE FOR FINES

Each time we pay a fine imposed on the vehicle during this Lease, you will pay us a charge of \$20 plus the amount of the fine. (See Item 22.)

16. INSURANCE

A. REQUIRED VEHICLE INSURANCE. You must buy and maintain Public Liability Insurance and Physical Damage Insurance. The policies must be acceptable to us. The policies must not exclude or restrict coverage when you are the driver. The policies must not exclude or restrict coverage when the driver is someone you will allow to drive the vehicle or someone who is likely to drive the vehicle. We require no other types of insurance.

The Public Liability Insurance must (a) cover up to \$50,000 for property damage, \$100,000 for bodily injuries to any one person, and \$300,000 for bodily injuries for any one accident, or (b) have a combined single limit of \$300,000 for bodily injuries and property damage for any one accident. The policy must show the name of the Initial Assignee and WALLY, as their interests appear, as additional insureds.

The Physical Damage Insurance must have deductibles of no more than \$500 for collision and upset loss (\$1,000 if the vehicle is a medium duty truck) and \$500 for comprehensive fire and theft loss (\$1,000 if the vehicle is a medium duty truck). The policy must show the name of the Initial Assignee and WALLY, as their interests appear.

DEAL# 14395

GMAC LEASE AGREEMENT

LESSOR (OR CO-LESSOR) including Address, County, and Zip Code


 LESSOR: Dealer Name and Address
 HOLIDAY BUICK/OLDS/CADILLAC
 451 AUTO CENTER DRIVE
 PALMDALE, CA 93551

This is an agreement to lease the vehicle described below. This is a lease only. This is not a purchase agreement. You do not own the vehicle.

"You" and "Your" refer to Lessee and any Co-Lessee. "We," "Us," and "Our" refer to Lessor named above and anyone to whom this Lease is assigned. "Assignee" refers to anyone to whom this Lease is assigned from time to time. "Lease" refers to this Lease Agreement.

By signing this Lease, you agree to all terms and conditions on the front and back of this Lease. Be sure to read the entire Lease before you sign.

ASSIGNMENT: If this box is checked, General Motors Acceptance Corporation ("GMAC") helped to arrange this Lease and Lessor will assign it to Central Originating Leasing Trust. If this box is checked, GMAC helped to arrange this Lease and Lessor will assign it to _____.

If neither box is checked, Lessor will assign this Lease to GMAC.

The Assignee may designate Vehicle Asset Lending Trust ("VALLT"), or the trustee for VALLT, as agent to hold title for the benefit of the Assignee on the vehicle's certificate of title and/or registration. Item 95 of this Lease has more information on Lessor's assignment of this Lease.

HOLIDAY BUICK/OLDS/CADILLAC	Year or LEASE END	Year 97	Make & MODEL OLDSMOBILE SILHOUETTE	Body Type VAN	Vehicle Identification Number 1GND006E2V0057975	Primary Use <input type="checkbox"/> Personal, Family or Household <input type="checkbox"/> Business or Agricultural	Mileage on Odometer 000087
	Including: <input type="checkbox"/> Air Conditioning <input type="checkbox"/> Air Cond. <input type="checkbox"/> Radio Tapes <input type="checkbox"/> Cruise Control <input type="checkbox"/> Power Windows <input type="checkbox"/> Power Seats <input checked="" type="checkbox"/> Sunroof Other Equipment:						
	Describe Optional Service Contract or Extended Warranty: _____ Mileage limit: _____; Term: _____ If you do not pay the price of any service contract or extended warranty at Lease signing, this price will be subject to Lessee Charges.						

1 (a). CAPITALIZED COST	\$ 25,301.00
minus Capitalized Cost Reduction	
equals Net Capitalized Cost	
minus Residual	
equals Amount to Be Amortized	
plus Lease Charges	
equals Total of Base Monthly Payments	

10. TOTAL OF OTHER CHARGES PAYABLE TO LESSOR

\$ 0 N/A Service

11. PRICE IF YOU PURCHASE at scheduled Lease end

\$ 12,154.00 plus any related official fees and taxes.

12. LATE CHARGE

CUSTOMER NAME	AMOUNT
Jellie	
White	
W. J. R. P. 1915	
W. J. R. P. 1915	
TOTAL	22,680.75

HARRIS TRUST AND SAVINGS BANK as paying agent
 Rockelle, Illinois

70-1528
719

089369639

DATE 5-22-47

ON DEMAND PAY TO THE ORDER OF [REDACTED]

THE SUM OF Twenty Two Thousand Six Hundred and 75/100 DOLLARS

Kaloudakis CA CITY AND STATE

BY [Signature]

Payable through Harris Bank Rockelle, Rockelle, Illinois

DEALER'S COPY - NON-NEGOTIABLE

⑆071915580⑆ 04⑆268⑆720⑆0⑆

56760

AMOUNT	PAID BY	COMMENT
22,680.75	CHECK	GMAC DRFT 639 PAID FOR BTK 7836

GMAC - Insurance Information Form

To be completed by Branch

1-LESSEE
LESSEE—FIRST NAME

MI LAST NAME

AV THERAPIES INC

OR LESSEE BUSINESS NAME

CITY

ST

ZIP CODE

LANCASTER PA 93534

INTERNAL USE ONLY

- Lease Assignment
- Employee Lease Used Vehicle
- Physical Damage Waived Comp _____ Coll _____
- First Cancellation Repairs Lease
- Multiple Leases
- Substitution of Vehicle

INSURED—MUST BE NAMED ON LEASE—FIRST NAME MI LAST NAME

AV THERAPIES INC

EXPIRATION DATE (MM, DD, YY)

I agree to maintain insurance as described in the "Coverage Requirements" section below and as required by my vehicle lease agreement. I understand that coverage as described must be maintained until termination of the vehicle lease agreement, and agree that GMAC or PDP Services may request proof of such insurance. I understand that failure to keep such insurance in force will be an event of default under the vehicle lease agreement, entitling GMAC to take action under the Lease. I also acknowledge receipt of a copy of this Agreement and authorize the agent to place coverage as required.

Lessee's Signature

05/13/97

**2-COVERAGE REQUIREMENTS
COVERAGE LIMITS**

Liability:

PASSENGER DAILY LIGHT DUTY TRUCK

\$100,000/500,000 Bodily Injury
\$50,000 Property Damage (minimum)
or \$500,000 Combined Single Limit
\$500 Deductible (maximum)

MEDIUM DUTY TRUCK

\$100,000/300,000 Bodily Injury
\$50,000 Property Damage (minimum)
or \$500,000 Combined Single Limit
\$1,000 Deductible (maximum)

Comprehensive/Collision:

ENDORSEMENT NAME—To Be Completed by Dealer (CHECK ONLY ONE)
"Additional Insured" and "Loss Payee" endorsements as specified in this section, with the mailing address as shown below.

- GMAC
- VAULT & GMAC as their interests appear
- COLY & WAJET as their interests appear
- _____ & VAULT (specify)

ENDORSEMENT MAILING ADDRESS
It is imperative that this address be used for all insurance notifications:

c/o PDP Services
Executive Plaza IV
Hunt Valley, MD 21081-4083

3-DEALER

VEHICLE INFORMATION

VIN

1GND2C6R2VD137975

- Liability Confirmed Yes No
- Comprehensive Confirmed Yes No
- Collision Confirmed Yes No
- Endorsements Confirmed Yes No
- PDP Address Confirmed Yes No

Person Contacted at Agency: _____
Dealer Verification By: _____ Date: _____
Dealership Name: BRADY BULLOCK, Inc. Dist. No. 605-947-3883

4-AGENT

Please attach a Certificate of Insurance to this form, including the coverages and endorsements noted in Section 2 and as authorized by your insured in Section 1. The certificate should then be mailed to PDP Services, Executive Plaza IV, Hunt Valley, MD 21081-4083. Failure to include coverages and endorsements as required or failure to use the notification address above will result in processing delays and may result in additional requests for information.

BILL OF SALE

VEHICLE IDENTIFICATION NUMBER: 1SHDX0652V157975

MAKE: Olds MODEL: Delhouette BODY TYPE: SV YEAR: 97

For the sum of Dollars (\$ 22,600.00) and/or other valuable consideration in the amount of \$ _____, the receipt of which is hereby acknowledged, I/we did sell, transfer and deliver to:

TO: VAULT % G.M.A.C.
P.O. Box 28083
Atlanta, GA 31200-0083

ON THE 21st day of May, 1997

I/we certify under penalty of perjury under the laws of the State of California that: (1) the selling price and/or value consideration shown is true and correct, (2) I/we are the lawful owner(s) of the vehicle(s), (3) I/we have the right to sell it, (4) I/we guarantee and will defend the title to the vehicle(s) against the claims and charges of any and all persons arising prior to this date, and (5) the vehicle(s) is free of all liens and encumbrances.

SELLER'S (THE FULL LEGAL NAME) HOLIDAY-BUNK-OLDBEMOBILE BUYER'S (THE FULL LEGAL NAME)
481 AUTO CENTER DRIVE BUYER'S (THE FULL LEGAL NAME)
PALMDALE, CA 93551-6717 (CITY) (STATE) (ZIP CODE)

DATE: 5-22-97 SELLER'S SIGNATURE: Phon Wilah
 BUYER'S SIGNATURE: _____

ODOMETER DISCLOSURE

FEDERAL and STATE laws require that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.

Odometer mileage reading disclosure is encouraged for all vehicles, but is required if the:

- type vehicle is an auto, commercial, or motorcycle,
- transaction is an application for original registration or registered owner transfer, and
- vehicle is less than 10 years old, and
- in the case of a commercial motor vehicle, the critical weight is 8,500 lbs. or less (16,000 lbs. gross weight or less).

For disclosure forms and further information, you may contact the nearest DMV office to obtain the following informational brochures:

- New Requirements Regarding Odometer Mileage Reporting (FPVR 14)
- How to Report Odometer Mileage Readings (TYVR 12)

1997 SILHOUETTE GLS 3 DOOR
19U BRIGHT SILVER METALLIC
1A2 GRAY LEATHER
ORDER NO. KEW358/A STOCK NO.
VIN 1GHDX06E2VD157979

/V68

OLDSMOBILE DIVISION
GENERAL MOTORS CORPORATION
920 TOWNSEND STREET
LANSING MI 48921-0001
VEHICLE INVOICE 3AD10489372

MODEL & FACTORY OPTIONS
** CONTINUED FROM PAGE 1 **

MSRP

INV AMT RETAIL - STOCK

~~34193~~

7836

5-19-97

AV. Therapies

5-13-97

28100 24464.23
28108 _____
28100 870.30
30010 50.00
91000 86224.53

ENTERED FEB 2 8 1997

TOTAL MODEL & OPTIONS
DESTINATION CHARGE
DEALER ADVERTISING

27010.00 24364.49 ACT 237 24144.13
570.00 570.00 H/B 261 810.30
270.10 270.10 ADV 65A 270.10

TOTAL
REMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT

27500.00 25224.53 PAY 310 25224.53
24028.95

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.

HIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

CENTURY OLDSMOBILE COMPANY

REMIT TO GMAC NO. 069
VIN 1GHDX06E2VD157979
\$ 25224.53 INV 3AD10489372
DUE 03/03/97 DEALER 24-130

2/25/97

[REDACTED]

CERTIFICATE OF SECRETARY
AS TO
CORPORATE RESOLUTIONS

I, (1) [REDACTED], Secretary of (2) [REDACTED] Corporation organized under the laws of the state of (3) CA, do hereby certify that the following resolution is a full, true and correct copy of a resolution of the Board of Directors of said Corporation, duly and regularly adopted by the Board of Directors in conformity with applicable law and the by-laws of said Corporation on the (4) 21 day of May 19 67.

RESOLVED that

(5) [REDACTED] per [REDACTED]

are hereby severally authorized and directed to execute under Vehicle installment sales agreements or leases that will be assigned to General Motors Acceptance Corporation or General Motors Corporation for, on behalf of, and in the name of (2) [REDACTED] or the purchase or lease of motor vehicles by this Corporation as the purchaser or lessee, as the case may be, in any manner and on such terms as they or he may deem advisable.

Be it further resolved, that notwithstanding any change or termination of the foregoing authority by operation of law or otherwise, any originator of such installment sales agreement or lease and any assignee thereof shall be fully protected and held harmless in relying and acting upon said authorization until they shall have received written notice from the Corporation of any such change or termination.

I further certify that said resolution has not been amended or revoked and is still in full force and effect.

IN WITNESS WHEREOF, I have hereunto set my name as Secretary and affixed the seal of said Corporation, this (5) 21 day of May, 19 67.

[REDACTED]

Completion Instructions:

- (1) Insert name of corporate secretary
- (2) Insert name of corporation
- (3) Insert state of incorporation
- (4) Insert date of resolution
- (5) Insert names of authorized signatories
- Insert date of certification

1997 SILHOUETTE GLS 3 DOOR /VAG
 12U BRIGHT SILVER METALLIC
 142 GRAY LEATHER
 ORDER NO. KEM368/ A STOCK NO.
 VIN 1GH DX04 E2 YD157973

OLDSMOBILE DIVISION
 GENERAL MOTORS CORPORATION
 920 TOWNSEND STREET
 LANSING MI 48921-0001
 VEHICLE INVOICE 3AD10489372

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
3UM06 SILHOUETTE GLS 3 DOOR	25685.00	23244.99	INVOICE 02/10/97
L61 3400 V6 ENGINE	0.00	0.00	SHIPPED 02/10/97
R7E *** OTHER CONTENT INCLUDED ***	0.00	0.00	EXP 1/T 03/02/97
AUXILIARY REAR AIR CONDITIONING WITH HEATER			INT COM 03/03/97
BATTERY RUNDOWN PROTECTION			PRC EFF 02/10/97
CONVENIENCE NET			KEYS 0X47 0X47
CUP HOLDERS FOR EACH SEAT			MFP-F RTR OPT-1
DEEP TINT GLASS ON ALL WINDOWS BEHIND THE FRONT DOORS			BANK: GMAC - 069
FRONT/REAR CARPETED FLOOR MATS			CHG-TO 24-130
INSTRUMENT CLUSTER INCLUDES SPEEDOMETER, TACH, TEMPERATURE, FUEL AND TRIP ODOMETER			SHIP WT: 3867
LIGHTED VISOR VANITY MIRRORS			HP: 31.5
REAR CARGO AREA POWER OUTLET			GVW: 5957
TOUCH CONTROL WHEEL FOR RADIO			GVWF: 2758
SECURITY SYSTEM (PASS KEY)			GVWR: 2795
TOURING SUSPENSION W/ AUTOMATIC LEVELING & AIR INFLATION			OPT 1: 23488.75
TRACTION CONTROL SYSTEM			MEMO 1950.50
WARNING CHIMES FOR SEAT BELTS, TURN-SIGNAL-ON, HEADLAMPS-ON AND KEY-IN-IGNITION			
RVC COMPUTER MARKETING INITIATIVE	0.00	0.00	
UN7 AM/FM STEREO RADIO WITH SEEK/SCAN, AUTO REVERSE CASSETTE, COMPACT DISC, STR AND CLOCK	200.00	172.00	
W92 TOWING PACKAGE	85.00	73.10	
3,500 POUND CAPACITY, INCLUDING ENGINE OIL COOLER, HEAVY-DUTY ENGINE COOLING			
5 WIRE ELECTRICAL HARNESS			
HJ7 LEATHER SEATING AREAS	870.00	748.20	
YF5 CALIFORNIA EMISSION EQUIPMENT	170.00	146.20	
12U BRIGHT SILVER METALLIC	N/C	N/C	
142 GRAY LEATHER	0.00	0.00	

37193

** CONTINUED ON PAGE 2 **

ISSUED BY: PM
CONTROL NO.

HOLIDAY BUICK - OLDSMOBILE - DAIHATSU
PALMDALE, CA 93551
052297-00

26358

	052297	FIRST PAYMENT FOR A.V. THERAPIES BTK 7836 VIN VD157975			350.00
				26358 7836	20200 30800
					-350.00 350.00
				TOTAL	20200 350.00

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

HOLIDAY BUICK - OLDSMOBILE - DAIHATSU
451 AUTO CENTER DR.
PALMDALE, CA 93551
(800) 947-3833

0026358
20-000/1283 26358

22MAY97

*****350 DOLLARS 00 CENTS *****350.00

241 HOLIDAY BUICK - OLDSMOBILE - DAIHATSU

TO THE ORDER OF
BAC
P.O. BOX 157975
BAKERSFIELD, CA

0026358 01222384330 051-014618*

ISSUED BY: PW
CONTROL NO.

HOLIDAY BUCK - OLDSMOBILE - DAIHATSU
PALMDALE, CA 93551

26332

9021201-00

	052197	REFUND ON DRFT 636 FOR A V THERAPIES	26332 A THERAPIES	20200 30801	22,680.72 22,680.72 22,680.72
TOTAL				20200	22,680.72

ATTENTION AT PERFORMATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

HOLIDAY BUCK - OLDSMOBILE - DAIHATSU
AUTO CENTER DR.
PALMDALE, CA 93551
(805) 997-8888

21MAY97

*****22,680 DOLLARS 72 CENTS

*****22,680.72

241 HOLIDAY BUCK - OLDSMOBILE - DAIHATSU

TO THE ORDER OF: BHAC
P.O. BOX 1891
BAKERSFIELD, CA 93310

#0026332# 6122238433C 051-014618P

the 23 Monthly Payments are due on the 20th day
of each month, beginning JULY 98
(Mo.) (Yr.)

If the number of Monthly Payments is more than 1, this Lease is scheduled to end 1 month after the last payment is due. If the number of Monthly Payments is 1, this Lease is scheduled to end 1/1/98

(Mo.) (Day) (Yr.)

ADDITIONAL FEES AND TAXES

You agree to pay all fees and charges for titling, registering, licensing, and inspecting the vehicle that any government authority imposes during the term of this Lease. You agree to pay all taxes levied on the Lease or the vehicle that are levied on you, the vehicle, or the lessor, except for taxes on our net income. We will include the taxes you must pay in the Payment Due at Lease Signing or in your Monthly Payment or we will bill you separately. We may change your Monthly Payment for increases or decreases in taxes, including increases or decreases that result from a change in the vehicle's location for tax purposes.

I. ESTIMATED LICENSE FEES AND TAXES PAYABLE DURING CURRENT CALENDAR YEAR

1141.83 These amounts make up the total:
License Fees \$ 580.00
Title Taxes \$ 348.17
Retail/Use Taxes \$ 213.66
Other (describe) \$ 0

II. ESTIMATED FEES AND TAXES PAYABLE DURING LEASE TERM

46.25 These amounts make up the total:
Registration Fees \$ 0
License Fees \$ 1160.00
Title Taxes \$ 348.17
Retail/Use Taxes \$ 640.00
Other (describe) EXC TAX \$ 0

You may buy the required insurance from any insurance company acceptable to us. You agree to provide proof of insurance if we request it. If you do not buy the required insurance, we may require you to pay the cost of that insurance upon demand.

B. OPTIONAL LIFE AND DISABILITY INSURANCE. Lessee

is not required to purchase life and/or disability insurance covering your personal obligations. If you sign below, Lessor will try to get a quote checked for the term of the Lease. The premium cost below and will be included in the Base Monthly Payment. The terms and conditions of the coverage(s) will be described in the notice or insurance agreement given to you when you sign. The insurance may not cover taxes and other amounts in addition to the Base Monthly Payment. If Lessor cannot get the quote for you, or if any coverage is cancelled, Lessor will credit your account any returned premiums or any premium refund received. This will reduce your Monthly Payment.

Insurer Name: _____

Address: _____

Life Insurance (Lessee Co-Lessee Both)

Premium \$ _____

Coverage under this policy is limited to \$ _____

Disability, Accident and Health Insurance (Lessee Only)

Premium \$ _____

Coverage under this policy is limited to \$ _____

Lessee's Signature _____

Co-Lessee's Signature _____

18. TERMINATION VALUE

The Termination Value is \$ 10,000.00. We will use this value in Item 20 when we calculate the amount you owe at early termination.

USING AND TAKING CARE OF THE VEHICLE

WARRANTY AND EXCLUSION OF WARRANTY. Unless this lease is for a particular purpose, the vehicle is subject to the standard manufacturer's express warranty. You must abide by the duration and remedy limitations of this warranty. We are giving you a warranty that the vehicle will conform to the manufacturer's warranty in this Lease. You have an extended warranty or service contract arranged for one with this Lease and the extended warranty or service contract is still in force. (See the Vehicle Description box above for details of any extended warranty or service contract.)

NO OTHER EXPRESS WARRANTIES WITH RESPECT TO THE VEHICLE. THERE IS NO WARRANTY THAT THE VEHICLE IS SUITABLE FOR A PARTICULAR PURPOSE. YOU ACKNOWLEDGE THAT THE MANUFACTURER AND WE HAVE NO REASON TO KNOW THAT THE VEHICLE IS SUITABLE FOR A PARTICULAR PURPOSE. YOU ACKNOWLEDGE THAT YOU ARE NOT RELYING ON OUR SKILL OR JUDGMENT TO FURNISH A WARRANTY FOR A PARTICULAR PURPOSE.

WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. We make no implied warranty of merchantability only if this Lease is not primarily for personal, family, or household purposes.

You agree that you will not allow anyone other than licensed drivers to drive the vehicle. You agree that the vehicle is to be used lawfully or contrary to the terms and condition.

You agree to pay for or cover all maintenance and operating expenses. You also agree to service the vehicle as recommended in the Owner's Manual and Maintenance folder that comes with the vehicle. You agree to follow the instructions in any recall campaign. If you do not maintain the vehicle or pay all operating expenses as this Lease requires, you must add the cost to your obligation under this Lease. We will require you to pay this cost upon demand.

20. EXCESS WEAR. "Excess wear" includes (for vehicle medium duty truck): (a) glass that is damaged or that you do not replace; (b) damaged body, fenders, metal work, lights, trim or paint; (c) equipment that was in or on the vehicle when delivered and replaced with equipment of equal quality and design; (d) tire covers, jack or wheel wrench; (e) missing or unsafe nuts or bolts (including spare); (f) any tire with less than 1/8 inch of tread remaining at the shallowest point; (g) torn, stained dash, floor covers, seats, headliners, upholstery, interior trim; (h) any mechanical damage or other condition that prevents the vehicle from operating in a safe, proper, or lawful manner; and (i) any other damage, whether or not covered by the manufacturer's warranty, if the vehicle is a medium duty truck, see Item 18.

21. EXCESS MILEAGE. At the scheduled end of the lease, you will be responsible for any excess mileage charges shown in Item 18 if you exceed the allowed mileage.

Replaces lot

DEAL# 14395

GMAC LEASE AGREEMENT

LESSEE (and CO-LESSEE) including Address, County, and Zip Code

LESSOR: (Dealer Name and Address)
HOLIDAY BUICK/OLDS/DAIRATS
451 AUTO CENTER DRIVE
PALMDALE, CA 93551

I agree to lease the vehicle described below. This is a lease only. This is not a purchase agreement. You do not own the vehicle. "Your" refers to Lessee and any Co-Lessee. "We," "Us," and "Our" refer to Lessor named above and anyone to whom this Lease refers to anyone to whom this Lease is assigned from time to time. "Lessor" refers to this Lease Agreement.

By signing this Lease, you agree to all terms and conditions on the front and back of this Lease. Be sure to read the entire Lease before signing. If this box is checked, General Motors Acceptance Corporation ("GMAC") helped to arrange this Lease and Lessor is assigning this Lease to GMAC. If this box is checked, GMAC helped to arrange this Lease and Lessor will assign it to GMAC. If neither box is checked, Lessor will assign this Lease to GMAC.

Lessor may designate Vehicle Asset Universal Leasing Trust ("VAULT"), or the trustee for VAULT, as agent to hold title for the vehicle's certificate of title and/or registration. Item 25 of this Lease has more information on Lessor's assignment of this Lease.

New or Used	Year	Make & Model	Body Type	Vehicle Identification Number	Primary Use
NEW	97	OLDSMOBILE SILHOUETTE	SV	1GDDX06E2VD157975	<input checked="" type="checkbox"/> Personal, Family or Household <input type="checkbox"/> Business or Agricultural

Including: Automatic Trans. Air Cond. Stereo Tape Cruise Control Power Windows Power Seats
Other Equipment:

Describe Optional Service Contract or Extended Warranty:
Mileage Limit: Term: If you do not pay the price of any service contract or extended warranty, the price will be subject to Lease Charges.

CAPITALIZED COST	\$
minus Capitalized Cost Reduction	\$
equals Net Capitalized Cost	\$
minus Residual	\$
equals Amount to Be Amortized	\$
plus Lease Charges	\$
equals Total of Base Monthly Payments	\$
BASE MILEAGE ALLOWANCE: miles per year. (See Items 13 and 21 for more information.)	

1. AMOUNT DUE AT LEASE SIGNING	2. NUMBER OF MONTHLY PAYMENTS
--------------------------------	-------------------------------

These amounts make up the Payment Due at Lease Signing:

Capitalized Cost Reduction	\$
Cash	\$
Net Trade-In Allowance	\$
Describe Trade-In	
Other (describe)	\$
First Monthly Payment in Advance	\$
Refundable Security Deposit	\$
Title	\$
Registration Fee	\$
Lease Fee	\$
Sales Tax	\$

10. TOTAL OF OTHER CHARGES PAYABLE TO LESSOR

11. PRICE IF YOU PURCHASE at scheduled Lease end

12. LATE CHARGE
If you do not pay a Monthly Payment in full within 30 days you will pay a late charge of \$

13. EXCESS MILEAGE CHARGE
(a) Beginning Mileage on Odometer
(b) Base Mileage Allowance
(The Base Mileage Allowance is in addition to the beginning mileage on the odometer.)
(c) Total Allowed Mileage on Odometer ((a)+(b))
(d) There is an excess mileage charge of \$ per mile for each mile on the odometer above the Total Allowed Mileage on Odometer.
See Item 21 of this Lease for more information on excess mileage.

14. CHARGE FOR FINES
Each time we pay a fine imposed on the vehicle during your lease you will pay us a charge of \$20 plus the amount (See Item 22.)

15. INSURANCE

GMAC FINANCIAL SERVICES Credit Sale/Lease Application

IF MARRIED YOU MAY APPLY FOR CREDIT SEPARATELY AS AN INDIVIDUAL

- Individual Credit - applying for credit in your own name and relying on your own income or assets and not the income or assets of another person as the basis for repayment of the credit requested.
- Joint Credit - applying for joint credit with another person. Relationship to joint applicant or other party, if any C.O.N. P.A.N.
- Individual Credit - applying for credit in your own name but relying on income from alimony, child support or separate maintenance or on the income or assets of another person as a basis for repayment of the credit requested.

LAST NAME OR BUSINESS NAME

MI SOCIAL SECURITY NUMBER or (TAX ID #)

DATE OF BIRTH (MM/DD/YY) 07/24/85

Is the above a Business Name Personal Name

CURRENT COUNTY NUMBER CURRENT STREET NAME (MAILING ADDRESS) PO BOX NUMBER

CITY PALMDALE STATE CA

ZIP CODE Own Other Rent Family

MTG PAYMENT OR RENT 1,700 TIME AT ADDRESS 8 YES NO Previous GMAC Experience

EMPLOYED BY or TYPE OF BUSINESS (if business applicant) OCCUPATION

TIME EMPLOYED 14 YES NO MILITARY RANK

*Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

NEA

This application will be submitted to GMAC (and) so that GMAC (and) may decide whether or not to purchase the transaction.

I certify that the information in my application is complete and true. I authorize the dealer and GMAC (and) to investigate my credit and employment history, obtain credit reports, and release information about their credit experience with me. I also authorize the dealer and GMAC (and) and their affiliates and marketing associates to use information about me, including information in my application.

Applicant or other party signs Date 5-17-97

BRANCH # 159 DEALER # 6090 FTS New Demo Used Vehicle Options

Applicant Social Security (if this is a Co-Applicant form) College Grad Plan Used C/L-Leave Auction Security

Car Light Truck Van/Conversion Finance Buy/Lease Security

VEHICLE YR 97 MAKE OLDS MODEL CODE NO6E MODEL DESCRIPTION SILHOUETTE MILEAGE (rounded) QY: 6

TERM 24 CASH SELLING PRICE 26,901 NET TRADE CASH/VAP REDEEMATE 4,220 CAP COST OR UNPAID B. 23,086

(1) TRADE-IN (value) EST PAYMENT 350 REG DEP MSRP 27,580

**GMAC**
FINANCIAL SERVICES

Credit Sale/Lease Application

IF MARRIED YOU MAY APPLY FOR CREDIT SEPARATELY AS AN INDIVIDUAL

- Individual Credit -- applying for credit in your own name and relying on your own income or assets and not the income or assets of another person as the basis for repayment of the credit requested.
- Joint Credit -- applying for joint credit with another person. Relationship to joint applicant or other party, if any **OWNER**
- Individual Credit -- applying for credit in your own name but relying on income from alimony, child support or separate maintenance or on the income or assets of another person as a basis for repayment of the credit requested.

NAME: [REDACTED] ADDRESS: [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

DATE OF BIRTH (MM/DD/YY): [REDACTED] SEX: [REDACTED] SOCIAL SECURITY NUMBER or (TAX ID #): [REDACTED]

NEAREST RELATIVE OR FRIEND NOT LIVING WITH YOU: [REDACTED]

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.
 NEAREST RELATIVE OR FRIEND NOT LIVING WITH YOU:

NAME: _____ ADDRESS: _____ PHONE: _____

This application will be submitted to GMAC (and) _____ at 4000 Calhoun Ave., Bldg 400, Detroit, MI 48266
 so that GMAC (and) _____ may decide whether or not to purchase the transaction.

I certify that the information in my application is complete and true. I authorize the dealer and GMAC (and) _____ to investigate my credit and employment history, obtain credit reports, and release information about their credit experience with me. I also authorize the dealer and GMAC (and) _____ and their employee and marketing associates to use information about me, including information in my application, for their sales and marketing purposes.

Applicant or other party signs: _____ Date: **5-17-97**

Retailer / Dealer Use

BRANCH: **159** DEALER: **6090** FTE New Demo Used Vehicle Options

Applicant Social Security (if this is a Co-Applicant form) [REDACTED] College Grad Plus Used Co-Lease Auction Per Bank 4WD Manual Trans AlumWeld Wheel TTrps

Car Light Truck Van/Conversion Finance Credit Lease Security

VEHICLE YR: **97** MAKE: **OLDS** MODEL CODE: **NO6E** MODEL DESCRIPTION: **SILHOUETTE** MILEAGE (thousands): [REDACTED] CYL: **6**

TERMS: **4** CASH BILLING PRICE: **26,901** NET TRADE: [REDACTED] CASH/CAP REDUCTION: **4,220** CAP COST OR UNPAID BAL: **23,080**

TRADE-IN VALUE: [REDACTED] NET PAYMENT: **350** REG DEP: [REDACTED] MSRP: **27,580**

[Redacted]

[Redacted]

[Blank lined area]



LEASING WORKSHEET



DEAL# 14395

Ordering Name: HOLIDAY BUICK/ACURA/DAEWOO Lease Term: 24 Months
 Lease Make: [REDACTED] Leasing Rate: 8.000
 Vehicle Description Year: 97 Make: DAEWOO Model: STRACETTE VIN: 10000000000000000000

MAXIMUM VEHICLE PRICE COMPONENT		TOTAL MONTHLY PAYMENT COMPUTATION	
1. MSRP Plus Factory Invoice	\$ 27580.00	26. Base Monthly Payment	\$ 323.33 (M)
2. Multiply (1) by Markup Factor	= \$ 27580.00	28. Sales Tax Capitalized	
3. Multiple Dealer Installed Options (per MSRP of vehicle or invoice or MSRP + 20%)	+ \$	a. Residual/Use Tax (Rate: 2.250%)	+ \$ 26.57 (M)
	+ \$	b. Personal Property Tax (Rate: 1%)	+ \$ NONE (M)
	+ \$	c. Other Charges	+ \$ NONE (M)
	+ \$	d. Other Charges	+ \$ NONE (M)
Less Equipment Removed from Vehicle	- \$	29. Total Monthly Payment	= \$ 350.00 (M)
	- \$ NONE	COMPUTATION OF DEPRECIATION	
Net Amount of Dealer Installed Options (under 20% of net if vehicle is a medium duty truck)	+/- \$ NONE	24. Net Capitalized Cost (Item 14)	\$ 23080.72
4. Maximum Vehicle Price Component (2 plus 3)	= \$ 27580.00	25. Less Adjusted Residual Value (Item 27)	- \$ 18754.40
		26. Depreciation	= \$ 4326.32
CAPITALIZED COST COMPUTATION		COMPUTATION OF LEASE CHARGES	
5. Vehicle Price Component (may not exceed 4)	\$ 26961.00	24. Base Monthly Payment (Item 29)	\$ 323.33
6. GMAC Acquisition Fee	+ \$ 400.00	25. Three Least Term (to rounded)	= 24
7. Fuel and Taxes (based on base invoice and not included in Forward Cost or Lease Billing)	+ \$ NONE	26. Total Base Monthly Payments	= \$ 7759.92
8. Mechanical Warranty/Service Agreement	+ \$ NONE	27. Less Depreciation (Item 26)	- \$ 4326.32
9. Life Insurance		28. Total Lease Charges	= \$ 3433.60
a. Compulsory (Factor: 1%)	\$ NONE	PAYMENT DUE AT LEASE SIGNING	
b. Level (Factor: 1%)	\$ NONE	39. Cap Cost Reduction (Cash) (Item 10)	\$ 4220.28 (M)
c. Total Life Insurance	+ \$ NONE	40. Net Trade-In Advance (Item 13)	+ \$ NONE (M)
10. A-H Insurance (Rate: 1%)	+ \$ NONE	41. First Monthly Payment (Item 29)	+ \$ 350.00 (M)
11. Capitalized Cost	= \$ 23261.00	42. Security Deposit	+ \$ NONE (M)
12. Less Cap Cost Reduction (Cash)	- \$ 4220.28	43. Initial Title, Registration and License Fees and Sales, State, Use & Property Taxes (if paid by customer at lease inception and not included in Capitalized Cost)	+ \$ 928.37 (M) (M)
13. Less Net Trade-In Advance	- \$ NONE	44. Other Charges (Cash) (M)	+ \$ NONE (M)
14. Net Capitalized Cost (Lease and Vehicle Price)	= \$ 23080.72	45. Total Payment Due at Lease Signing	= \$ 5498.65 (M)
EXCESS MILEAGE ADJUSTMENT COMPUTATION		RESIDUAL PURCHASE PRICE COMPUTATION	
16. Anticipated Monthly Mileage	16,000	46. Adjusted Residual Value (Item 27)	\$ 18754.40
16. Less Allowed Monthly Mileage (Applicable amount unless otherwise noted by LP)	- 16,000	47. Three Percentages Option Factor	= \$ NONE (M)
17. Excess Mileage Per Month	= NONE	48. Final Purchase Price at End of Lease	= \$ 18,754.40
18. Three Least Term (to rounded)	= 24	DEALER ADVANCE	
19. Total Excess Mileage Per Term	= NONE	49. Net Capitalized Cost (Item 14)	\$ 23080.72
20. Three Least Mileage Rate (per mile)	= 00	50. Cash Adjustment	- \$ NONE
21. Excess Mileage Adjustment	= \$ NONE	51. Other Advance	+ \$ NONE
RESIDUAL VALUE COMPUTATION		52. Less Acquisition Fee (Item 6)	- \$ 400.00
22. MSRP (less 10 plus net dealer installed options (Item 3))	= \$ 27580.00	53. Amount of Dealer Advance	= \$ 22680.72
23. Three Percent Factor (Item 47) Less (Item 21)	= \$ 68.00	BILL OF SALE AMOUNT	
24. Subtotal	= \$ 18754.40	54. Gross B/L (B/L) - 100	= \$ 22680.72
25. Less Excess Mileage Adjustment (Item 21)	= \$ NONE		
26. Less Other Factors Affecting Depreciation (eg. 40000 and 60,000 imp. mileage)	= \$ NONE		
27. Adjusted Residual Value (adjusted vehicle value at the scheduled end of the lease)	= \$ 18754.40 (M)		

Prepared by: MIKE VICKI Submitted By: [REDACTED] Date: 05/18/97
 Approved by: [REDACTED] Date: 05/18/97



APPLICATION FOR REGISTRATION OF NEW VEHICLE

3602018

DATE FIRST REGISTERED IN CALIFORNIA 05/21/97		DATE FIRST REGISTERED IN CALIFORNIA 05/21/97		REGISTRATION	
MAKE CEDORKETTER	YEAR/MODEL 97	BODY TYPE SV	MOTOR POWER	NUMBER OF AXLES 2	LINE/SEIN HEIGHT
VEHICLE IDENTIFICATION NUMBER 1GEDK0682VD157975			APC ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER		
LENGTH IN INCHES		WIDTH IN INCHES		COUNTY OF RESIDENCE LOS ANGELES	
SOLD TO: PRINT FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW (1) VAULT			BUYER NUMBER	DRIVER LICENSE OR CARD NO.	
LESSOR LESSOR			BUYER NUMBER		DRIVER LICENSE OR CARD NO.

LESSOR OR LEGAL OWNER—PRINT FULL NAME G.M.A.C.					
BUSINESS OR RESIDENCE ADDRESS P.O. Box 20068 Glendale, CA 91209-0068					
APT. NUMBER		CITY		STATE	ZIP CODE
APT. NUMBER		CITY		STATE	ZIP CODE

A SMOG EXEMPTION is available to you. A donation of \$39 exempts you from obtaining the vehicle's first biennial smog inspection. Any transfer of the registered owner of the vehicle invalidates the exemption. Do you wish to make the donation? Yes No

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business? Yes No

APPLICANT'S CERTIFICATION I, the undersigned, certify that the foregoing information is true and correct.

DATE 05/21/97	SIGNATURE (1)	INITIALS (2) X
-------------------------	-------------------------	--------------------------

CERTIFICATE OF COST—The dealer signing this certification certifies under penalty of perjury under the laws of the State of California that the cost of the vehicle shown in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

A — Cost of vehicle purchased as a Complete vehicle Chassis only Cab and chassis DATE PURCHASED/ACQUIRED: **05/21/97** COST: **27301.00**

B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.)

ODOMETER DISCLOSURE STATEMENT

Federal and state law requires that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment. The odometer reading is 0 0 0 0 0 0 (no tenths) miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING — is not the actual mileage. Mileage exceeds the odometer mechanical limits.

I, the undersigned, certify under penalty of perjury under the laws of the State of California that the information reported on this form is true and correct.

DATE 05/21/97	SIGNATURE (1)	INITIALS (2)	ADDRESS 451 AVIATION CENTER DR PALMDALE, CA 93551
DATE 05/21/97	SIGNATURE (1)	INITIALS (2)	ADDRESS HOLIDAY BUICK/GM/DAIERS PALMDALE, CA 93551

DEAL COVER SHEET

DATE 5-11-97 SALESPERSON #1 F. STANTON
DELIVERY 52147 SALES PERSON #2 FERRAN TERRY MD
DEAL # 14398 MANAGER JIM E.
STOCK # 9805 FILL MANAGER

CUSTOMER NAME [REDACTED]

CO-BUYER'S NAME 64105

VEHICLE SOLD (Yr./Make/Model) 97 SILHOUETTE

TRADE IN (Yr./Make/Model) No trade in 96 FORA EXPLORER (EDDIE BANK)

LENDER ONE PAY DUE SOURCE CASH RECEIPT # 56745 AMOUNT 5100

SALESPERSON

- VEHICLE PURCHASED
- WRITE UP
- CREDIT APP
- DUE BILL
- INSURANCE INFO
- COPY OF DR, LIC.
- BUYERS GUIDE
- PROOF OF INCOME
- VERIFIED MILES
- PLATES & EXP. DATE
- VERIFIED VIN#
- TRADE IN
- CURRENT REG 1 MO 98 YR
- TITLE
- APPRAISAL FORM done
- VERIFIED MILES done
- KEY TAGS
- PAY OFF

SIGNATURE _____

F&I OFFICE

- FORMS
- CONTRACT
- CREDIT APP
- LEASE AGREEMENT
- LEASE WORKSHEET
- LEASE APP
- REPORT OF SALE
- POWER OF ATTORNEY
- ODOMETER STATEMENT
- TRADE ODOMETER
- 10 PACK
- INSURANCE AGREEMENT
- GMAC
- UNIVERSAL
- DUE BILL
- CO-SIGN AGREEMENT
- SECURED P OF A (PURCHASE)
- TITLE SIGNED (PURCHASE)
- SECURED P OF A (TRADE)
- CURRENT REG _____ TITLE (TRADE)
- 5 STAR USED CAR CERTIFICATE
- OUT OF COUNTY STATEMENT OF SALES

LENDERS

- #1 GMAC 5/18/97 5/21
FAXED 5/18/97
RESULTS Approval
COMMENTS del 639 5/22 FX
500 down
- #2 _____
FAXED _____
RESULTS Report to GMAC
COMMENTS 6/6/97
- #3 _____
FAXED _____
RESULTS _____
COMMENTS _____
- #4 _____
FAXED _____
RESULTS _____
COMMENTS _____
- #5 _____
FAXED _____
RESULTS _____
COMMENTS _____

MANAGER

NOTES:
IT SIGNATURE
CUSTOMER TURNING IN EXPLORER
WE ARE PAYING FINAL 6 PAYMENTS
OF 300.00 TAKEN OUT OF GROSS

500 DEALER MONEY DUE TO US

SIGNATURE _____

COMMENTS 5500 DUE FROM CUSTOMER AT DELIVERY. DMV



APPLICATION FOR REGISTRATION OF NEW VEHICLE

3602018

DATE FIRST SOLD AS A NEW VEHICLE (REG. VEH.) 05/13/97 **DATE FIRST OPERATED (REG. VEH.)** 05/13/97 **PLATE NO.**

MAKE **YEAR MODEL** **BODY TYPE** **ACTIVE POWER** **NUMBER OF AXLES** **UNLADEN WEIGHT**

VEHICLE IDENTIFICATION NUMBER 1G1T10632VD157975 **ENG. NUMBER OR ADDITIONAL IDENTIFICATION NUMBER**

LENGTH IN INCHES **WIDTH IN INCHES** **COUNTY OF RESIDENCE**

WILL YOU PAY THE FEE AS IT APPEARS ON THE DRIVER LICENSE OR IS CARD IN THE GREEN SECTION BELOW **EQUIPMENT NUMBER** **TAX ADDRESS (SEE DRIVER LICENSE CARD OR**

LEASER **LESSOR** **LESSEE** **DATE ACQUIRED (REG. VEH.)**

AP. NUMBER **CITY** **STATE**

AP. NUMBER **CITY** **STATE**

AP. NUMBER **CITY** **STATE**

ADDRESS (REG. VEH.) P.O. Box 29068 **AP. NUMBER** **CITY** **STATE** **ZIP CODE**

ADDRESS (REG. VEH.) Glendale, CA 91209-0068 **AP. NUMBER** **CITY** **STATE** **ZIP CODE**

ADDRESS (REG. VEH.) **AP. NUMBER** **CITY** **STATE** **ZIP CODE**

A SMOG EXEMPTION is available to you. A donation of \$90 exempts you from obtaining the vehicle's first biennial smog inspection. Any transfer of the registered owner of the vehicle invalidates the exemption. Do you wish to make the donation? Yes No

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business? Yes No

APPLICANT'S CERTIFICATION: I certify under penalty of perjury under the laws of the State of California that the foregoing information is true and correct.

DATE 05/13/97 **SIGNATURE** [Signature]

CERTIFICATE OF COST—The dealer's price as shown on the invoice, plus any trade-in allowances (exclude state or local taxes, license and license charges).

A— Cost of vehicle purchased as a Complete vehicle Chassis only Cab and chassis **DATE PURCHASE/ACQUIRED** 05/13/97 **COST** 27301

B— Cost of trailer coach including all permanently attached items (fuel to well coupling, factory air conditioning, built-in appliances, etc.).

ODOMETER DISCLOSURE STATEMENT

Federal and state law requires that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.

The odometer reading is (no tenth) miles and to the best of my knowledge reflects the actual mileage unless one of the following conditions is checked.

VERIFICATION — is not the actual mileage. Mileage exceeds the odometer mechanical limit.

I certify under penalty of perjury under the laws of the State of California that the information entered on this form is true and correct.

DATE 05/13/97 **SIGNATURE** [Signature]

DATE 05/13/97 **SIGNATURE** [Signature]

DMV
posted fees
5/20

BILL OF SALE

License or VIN

Vehicle or Vehicle Identification Number
1997 OLDS SILHOUETTE VAN 97
 MOTORVEHICLE IDENTIFICATION NO.

MAKE OLDS MODEL SILHOUETTE BODY TYPE VAN YEAR 97

For the sum of Value Received Dollars (\$ _____) and/or other valuable consideration in the amount of \$ _____, the receipt of which is hereby acknowledged, I/we did sell, transfer and deliver to:

BUYER'S NAME (Full name) HOLLAND OLDS - BUICK
 ADDRESS _____

ON THE 197L DAY OF MAY 1997

I/we certify under penalty of perjury under the laws of the State of California that: (1) the selling price and/or value consideration shown is true and correct, (2) I/we are the lawful owner(s) of the vehicle/vehicle, (3) I/we have the right to sell it, (4) I/we guarantee and will defend the title to the vehicle/vehicle against the claims and demands of any and all persons acting prior to this date, and (5) the vehicle/vehicle is free of all liens and encumbrances.

SELLER'S FIRM NAME (Printed) CENTURY OLDS FORD & CO. OR OTHER LICENSED NO. _____
 ADDRESS 5711 VAN NUYS BLVD. OR OTHER LICENSED NO. _____
VAN NUYS, CA 91407 CITY STATE ZIP CODE
 DATE _____ SELLER'S SIGNATURE [Signature]
 BUYER'S FIRM NO. _____ BUYER'S SIGNATURE _____

ODOMETER DISCLOSURE

FEDERAL and STATE laws require that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.

Odometer mileage reading disclosure is encouraged for all vehicles, but is required if the:

- type vehicle is an auto, commercial, or motorcycle.
- transaction is an application for original registration or registered owner transfer, and
- vehicle is less than 10 years old, and
- in the case of a commercial motor vehicle, the gross weight is 8,500 lbs. or less (16,000 lbs. gross weight or less).

For disclosure forms and further information, you may contact the nearest DMV office to obtain the following informational brochures:

- New Requirements Regarding Odometer Mileage Reporting (FFVR 14).
- How to Report Odometer Mileage Readings (MTRV 12).

FORM NO. BILL OF SALE (Rev. 7/94) © 1995 Motor Car Dealer Press, Inc.
 TO ORDER CP 1-800-828-FORM



301FMDU2219TZA19899A3PRC6771

REGISTRATION CARD VALID FROM: 01/02/96 TO: 01/02/97

YEAR	YR MODEL	YR LIC SOLA	VLF CLASS	YR	TYPE VEN	TYPE LIC	LICSEE NUMBER
FORD	96	95	HM	96	120	11	3PRC677
VEHICLE TYPE	IP	IS					VEHICLE ID NUMBER
UP	6	BR					1FMDLJ32X9TZA19899
TYPE VEHICLE	DATE ISSUED	CC/MLD	DT FEE	REG	PIC		STICKER ISSUED
AUTOMOBILE	04/22/96	19	04/22/96		B		R1164741
REGISTERED OWNER							PR EXP DATE: 01/02/97
FORD CRDT TITLING TRUST LSR							AMOUNT PAID
							*NFEE

AMOUNT DUE	AMOUNT RECEIVED
* NONE	CASH :
	CHCK :
	CRDT :

FORD CRDT TITLING TRUST
PO BX 105704

ATLANTA
GA

30348 H00 134 DB 0000000 0001 PB H00 042296 11 3PRC677 899

CUSTOMER TRADE-IN APPRAISAL FORM

Name: _____
 Address: _____
 Home: _____

Year: 96 Make: FORD Model: EXPLORER Color: WHITE Trim: SELE

Vehicle Identification Number: 1FNDU33X9TZA19879 Mileage: 36757

KELLY BLUE BOOK WHOLESALE: 19350

LICENSE: _____ TAG: 1/98

ENGINE: V8 4.0

RECONDITIONING

MILEAGE DEDUCTION: _____

SERVICE	
DETAIL	
WASHER ADJUSTMENT	

PACKAGE: EXPLORER 725

EQUIPMENT SCHEDULE: _____

ITEM	AMOUNT
Automatic Transmission	125
Power Steering	125
Air Conditioning	125
Cassette	125
Power Windows	125
Power Door Locks	125
Tilt Wheel	125
Cruise Control	125
Power Seat	125
Dual Power Seats	125
ABS (4 Wheels)	<u>350</u>
Compact Disc	125
Remote Start	125
Cellular Phone	125
Leather	<u>275</u>
Sun Roof (Flip Up)	125
Sun Roof (Sliding)	125
Moon Roof (Sliding)	125
T-Bar Roof	125
Infotainment Conv. Top	125
Luggage Rack	125
Two Tone Paint	125
Custom Wheels	<u>500</u>
Wire Wheels	125
Wire Wheel Covers	125
Third Seat (Wagon)	125
Rear Air Conditioning	125
Captain Seats	125
Custom Bumper	125
Sliding Rear Window	125
Bed Liner	125
Camper Shell	125
Dual Taxis	125

PAIN	
BODY	
GLASS	
UPHOLSTERY	
CARPETS	
WHEEL/WHEEL COVERS	
TIRES RPK LPK FRK LFK	
SPARE	
SHOCK ABSORBERS	
ENGINE	
TRANSMISSION	
BATTERY	
MECHANICAL	
BRAKES	
CLUTCH	
STEERING	
TOTAL	

DEDUCT FOR...
 Manual Transmission 350 125
 Bench Seat _____
 No Air Conditioning _____

BLUE BOOK VALUE \$ _____
 RECONDITIONING \$ _____
 ACTUAL CASH VALUE \$ _____

BOOK TOTAL: _____

MANAGER: _____

1997 SILHOUETTE GLS 3 DOOR
130 BRIGHT SILVER METALLIC
142 BRAY LEATHER
ORDER NO. KEN958/A
IN 1GM DX06 E2 V0157975

7/969

OLDSMOBILE DIVISION
GENERAL MOTORS CORPORATION
920 TOWNSEND STREET
LANSING MI 48221-0001
VEHICLE INVOICE 3AD10489372

STOCK NO.

MSRP

INV AMT RETAIL - STOCK

MODEL & FACTORY OPTIONS

CONTINUED FROM PAGE 1

37193

29100 24464.23
29109 _____
28100 870.30
30010 50.00
91000 25224.53

ENTERED FEB 2 6 1987

TOTAL MODEL & OPTION	27010.00	24984.43	ACT 237	24144.13
DESTINATION CHARGE	570.00	570.00	H/B 261	610.30
DEALER ADVERTISING		270.10	ADV 65A	270.10
TOTAL	27580.00	25224.53	PAY \$10	25224.53
NETO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		24028.95		

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.

MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

CENTURY OLDSMOBILE COMPANY

REMIT TO GMAC NO. 069
VIN 1GMHX06E2V0157975
* 25224.53 INV 3AD10489372

1997 SILHOUETTE GLS 3 DOOR
 12U BRIGHT SILVER METALLIC
 142 GRAY LEATHER

/V40

OLDSMOBILE DIVISION
 GENERAL MOTORS CORPORATION
 920 TOWNSEND STREET
 LANSING MI 48921-0001
 VEHICLE INVOICE 3AD10489372

ORDER NO. KEM368/ A STOCK NO.
 VIN 1G1 BX06 E2 V0157975

MODEL & FACTORY OPTIONS

31106 SILHOUETTE GLS 3 DOOR MSRP 22685.00
 LA1 3400 V6 ENGINE 0.00
 A7E *** OTHER CONTENT INCLUDED *** 0.00

INV AMT 23244.93 RETAIL - STOCK
 INVOICE 02/10/97
 SHIPPED 02/10/97
 EXP I/T 03/02/97
 INT COM 03/03/97
 PRC EFF 02/10/97
 KEYS 0X47 0X47
 WFP-F STR OPT-1
 BANK: GMAC - 069
 CHG-TO 24-130

AUXILIARY REAR AIR CONDITIONING WITH HEATER
 BATTERY RUNDOWN PROTECTION
 CONVENIENCE NET
 CUP HOLDERS FOR EACH SEAT
 DEEP TINT GLASS ON ALL WINDOWS BEHIND THE FRONT DOORS
 FRONT/REAR CARPETED FLOOR MATS
 INSTRUMENT CLUSTER INCLUDES SPEEDOMETER, TACH, TEMPERATURE, FUEL AND TRIP ODOMETER
 LIGHTED VISOR VANITY MIRRORS
 REAR CARGO AREA POWER OUTLET
 TRASH CONTROL WHEEL FOR RADIO
 SECURITY SYSTEM (PASS KEY)
 TOURING SUSPENSION W/ AUTOMATIC LEVELING & AIR INFLATION
 TRACTION CONTROL SYSTEM
 WARNING CHIMES FOR SEAT BELTS, TURN-SIGNAL-ON, HEADLAMPS-ON AND KEY-IN-IGNITION

SHIP WT: 3867
 HP: 31.5
 GVW: 5957
 GVWF: 2752
 GVWR: 2753
 OPT 1: 22488.75
 MEMO 1350.50

37193

CONSUMER MARKETING INITIATIVE	0.00	0.00
AM/FM STEREO RADIO WITH SEEK/SCAN, AUTO REVERSE CASSETTE, COMPACT DISC, STR AND CLOCK	200.00	172.00
TOWING PACKAGE 3,000 POUND CAPACITY, INCLUDING ENGINE OIL COOLER, HEAVY-DUTY ENGINE COOLING & WIRE ELECTRICAL HARNESS	85.00	73.10
LEATHER SEATING AREAS	870.00	748.20
CALIFORNIA EMISSION EQUIPMENT	170.00	146.20
BRIGHT SILVER METALLIC	N/C	N/C
GRAY LEATHER	0.00	0.00

CONTINUED ON PAGE 2

49/L7

 32/L4

GMAC **EXPRESS** **NOTIFICATION**

Date: 05/19/97

The following applicant(s) has been approved by GMAC:

Applicant Name: 
Co-applicant: 

GMAC Branch: 159
Dealer: 6898

Application Number: P5874

Decided by: FJE

Vehicle Information:

New/Used: N Year: 97 Make: 885 Description: SILHOUETTE

Financing Information:

Lease Payment: \$ 358 Term: 24 Rating Category/Tier: A

~~Additional Requirements: NEED STANDARD SECURITY DEPOSIT~~

*Thank you for considering GMAC.
We look forward to servicing your customer.*



GMAC EXPRESS NOTIFICATION

Date: 05/19/97

The following applicant(s) has been approved by GMAC:

Applicant Name
Co-Applicant:



GMAC Branch: 159
Dealer: 6098

Application Number: P5874

Decided by: FJE

Vehicle Information:

New/Used: N Year: 97 Make: 005 Description: SILHOUETTE

Financing Information:

Lease Payment: \$ 350 Term: 24 Rating Category/Tier: A

Additional Requirements: OK NO SECURITY DEPOSIT

*Thank you for considering GMAC.
We look forward to servicing your customer.*

LOOKS TO GM DCS 5/16/97

PATRICK (C), EDS, 1989, 1992, 1993, 1995. ALL RIGHTS RESERVED.

TER: FOR REQUESTS RELATED TO:

01 OLDSMOBILE DIVISION
02 BUICK MOTOR DIVISION
03 GMC MOTORS INSURANCE CORPORATION
04 OTHER SERVICES
05 END CALL

> OLD

SEE APPLICATION SELECTION OR 'ME' FOR MENU

TER: FOR APPLICATION:

01 DEALER STATUS REPORTS
02 OLDS DEALER TOTALS
03 VIN INCENTIVES INQUIRY
04 MAILBOX
05 OLDS LOCATOR
06 REPRINT REQUESTS
07 OLDS INCENTIVE PROG LIST
08 VEHICLE INFO (VISS)
09 STATUS INQUIRY
10 BULLETINS/SPID LABELS
11 SELECT DIVISION
12 END CALL

EL CODE REQUIRES 5 POSITIONS
UR CODE REQUIRES 4 POSITIONS (MAX. OF 3 COLORS ALLOWED)

99' TO END CALL
16UV

COMMAS TO SEPARATE MULTIPLE ENTRIES
BY OF THE FOLLOWING OPTIONAL INPUT FIELDS **

ALTERNATE MODEL YEAR: 97
ALTERNATE ZONE OR STATE(S): CA

(S) CA WILL BE SEARCHED FOR THE 1997 MODEL YEAR
COLOR(S) (MAX. OF 3): 1313
TRIM(S) (MAX. OF 3): 14B

.ID SYNTAX ~ PLEASE REENTER
TRIM(S) (MAX. OF 3):
SALES OPTION PEG: R7C
PLUS OPTION(S) (MAX. OF 7):
MINUS OPTION(S) (MAX. OF 3):
MAXIMUM MSRP:\$

SEARCHING . . .
VEHICLES FOUND IN SELECTED LOCATION(S)
WILL BE SEARCHED FOR THE 1997 MODEL YEAR

MODEL NUMBER OR STRING SEARCH,
DLIST' TO MAINTAIN PERMANENT LIST OF DEALER CODES,
98' TO RETURN TO THE APPLICATION MENU,
99' TO END CALL

COMMAS TO SEPARATE MULTIPLE ENTRIES
BY OF THE FOLLOWING OPTIONAL INPUT FIELDS **

ALTERNATE MODEL YEAR: 97
ALTERNATE ZONE OR STATE(S): CA

(S) CA WILL BE SEARCHED FOR THE 1997 MODEL YEAR
COLOR(S) (MAX. OF 3): 1313
TRIM(S) (MAX. OF 3):
SALES OPTION PEG: R7B
PLUS OPTION(S) (MAX. OF 7):
MINUS OPTION(S) (MAX. OF 3):
MAXIMUM MSRP:\$

SEARCHING . . .
DEALERS
035 01 FRESNO, CA 01 UNIT
788 52 TURLOCK, CA 01 UNIT
130 01 VAN NUYS, CA 01 UNIT
065 02 CERRITOS, CA 01 UNIT
RETURN TO CAR LOCATOR MENU
RETURN TO APPLICATION MENU
END CALL

DEALER LIST NUMBER(S) (SEPARATED BY COMMAS),
98' TO VIEW ALL AVAILABLE DEALER CODES FOR THIS SCREEN

PER THE NUMBER OF VEHICLES YOU WANT DISPLAYED,
(MINIMUM = 5, MAXIMUM = 75)

> 5
DISPLAY OPTION DESCRIPTIONS? (Y OR N): Y

DEALER: 24130 01 CENTURY OLDSMOBILE COMPANY VAN NUYS, CA 8187826622

INVOICE DATE: 02/10/1997 VIN: 1GHDX06B2VD157975 MSRP: \$27580
MODEL: M06UV COLOR: 1313 TRIM: L4 PKG: R7E
R7E SALES PACKAGE AJ1 WINDOW-DEEP TINT
PE3 TOURING CAR RIDE & R L11 ENGINE, 3.4LITER 6 CY
MK0 TRANSMISSION-AUTO/OV HW9 TRACTION CONTROL BLE
PH3 WHEELS-ALUMINIUM 15" RSP REAR CONVENIENCE PAC
UK6 RADIO CONTROLS - RBA UN7 RADIO, AM/FM STEREO,
VR3 MOUNTING, LICENSE PL V92 TRAILER PROVISIONS
WJ7 CUSTOM LEATHER TRIM YP5 EMISSION-CERTIFICATI

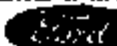
DEALER: 24065 02 BROWNING OLDSMOBILE CERRITOS, CA 5629241414

INVOICE DATE: 12/05/1996 VIN: 1GHDX06B3VD125892 MSRP: \$26510
MODEL: M06UV COLOR: 1313 TRIM: C7 PKG: R7E
R7E SALES PACKAGE AJ1 WINDOW-DEEP TINT
PE3 TOURING CAR RIDE & R L11 ENGINE, 3.4LITER 6 CY
MK0 TRANSMISSION-AUTO/OV HC7 EMISSION-CERTIFICATI
HW9 TRACTION CONTROL BLE PH3 WHEELS-ALUMINIUM 15"
RSP REAR CONVENIENCE PAC UK6 RADIO CONTROLS - RBA
V92 TRAILER PROVISIONS YP5 EMISSION-CERTIFICATI

DISPLAY NEXT 05 VEHICLES
DISPLAY AVAILABLE DEALER LIST
DISPLAY NEXT SCREENS OF AVAILABLE DEALERS
RETURN TO CAR LOCATOR MENU
RETURN TO APPLICATION MENU
END CALL ==> 99

END CALL AT USER REQUEST
END INDICATION. REMOTE CLEARING.

947-9929

Red
Carpet
Lease.Ford
Credit

Ford Credit is Ford Motor Credit Company, The "Ford" and "Ford Credit" are trademarks of Ford Motor Credit Company and its assigns.

Lease Date: <u>02186</u>	Make/Model: <u>96 FORD EXPLORER</u>	GVW (Tack. 500):	Vehicle ID Number: <u>1FMDU32XPTZA19899</u>	Vehicle Use: <u>PERSONAL</u>
--------------------------	-------------------------------------	------------------	---	------------------------------

I, the Lessee, You (Lessee and Co-Lessee) agree to lease this Vehicle according to the terms on the front and back of this Lease.

1. LEASE INFORMATION

(a) CAPITALIZED COST	\$ 27,619.40
(b) CAPITALIZED COST	
REDUCTIONS (a)(1)(2)(3)(4)	\$ 5,604.68
NET-CAPITALIZED COST	\$ 22,014.72
(c) LEASE END RESIDUAL VALUE	\$ 19,892.30
(d) LEASE DEPRECIATION	\$ 2,122.42
(e) LEASE DEPRECIATION	\$ 1,528.94
(f) TOTAL OF BASE MONTHLY PAYMENTS	\$ 6,951.36
(g) LEASE TERM	24 MONTHS
(h) BASE MONTHLY PAYMENT (See Item 3)	\$ 277.14

2. PAYMENTS DUE AT LEASE SIGNING

(a) Cash	\$ N/A
(b) First Trade-In Allowance	\$ 5,604.68
(c) Rebates	\$ N/A
(d) Security Deposit (Refundable)	\$ N/A
(e) First Monthly Payment	\$ 300.00
(f) Registration Fees	\$ 595.00
(g) Cost of Title Fee	\$ N/A
(h) TAX ON 1(B)	\$ 462.39
(i) DOC FEE	\$ 35.00
(j) TAX ON 2(I)	\$ 2.89
(k)	\$ N/A
(l)	\$ N/A
TOTAL PAYMENT DUE AT LEASE SIGNING	\$ 6,999.96

3. PAYMENT INFORMATION

3. TOTAL MONTHLY PAYMENT

(a) Base Monthly Payment (1f)	\$ 277.14
(b) Use or Lease Tax	\$ 22.86
(c)	\$ N/A
(d)	\$ N/A
TOTAL MONTHLY PAYMENT	\$ 300.00

4. TOTAL OF MONTHLY PAYMENTS

(a) multiplied by (1h)	\$ 7,200.00
------------------------	-------------

5. PAYMENT SCHEDULE You agree to pay 24 payments of \$ 300.00. The first payment is due on the date of this Lease. The rest of the payments are due on the 2ND day of each

7. FEES AND TAXES

Total Estimated Amount You Will Pay During the Term of this Lease for official fees, registration, certificate of title, license fees and taxes.	\$ 2,303.92
Current Year Tax or Fees:	\$ 595.00
This is the amount paid or to be paid for the current year vehicle tax or license fees.	

8. EXCESS MILEAGE CHARGE

At the scheduled end of this Lease, You must pay to the lessor for each mile in excess of <u>52186</u> miles shown on the odometer.
Excess Mileage Option Credit: At the scheduled end of this Lease, You may receive a credit of <u>N/A</u> cents per unused mile for the number of unused miles between <u>N/A</u> and <u>N/A</u> miles, less any amounts You owe under this Lease. You will not receive a credit if the Vehicle is destroyed, if You early terminate, exercise any purchase option, are in default, or the credit is less than \$1.00.

9. LEASE END PURCHASE OPTION PRICE

\$ <u>20,892.30</u> plus official fees, taxes and other charges (including repair costs) required by law. You have the option to purchase the Vehicle from Lessor in cash for the Purchase Option Price at the end of this Lease. You do not have the option to purchase upon default or early termination.

10. LIFE AND DISABILITY INSURANCE

These coverages are not required to enter into this Lease and will not be provided unless You sign below. If insurance is to be obtained by Lessor, the coverages are shown in a notice given to You this date and are for the term of this Lease.

Life Insurance	\$ N/A
Health Insurance	\$ N/A
Disability Insurance	\$ N/A
Monthly Premium	\$ N/A
Monthly Premium	\$ N/A
Monthly Premium	\$ N/A



DUE BILL

Date: 5-17-97 Book #:
 Salesperson: Patricia Lamy
 VIN # 1GHDXP06EAYD157976
 Color: Metally Trim:

Customer: [Redacted]
 Address: [Redacted]
 City/State: [Redacted]
 Year: 97 Make: Olds Model: Silhouette

HAS HOLIDAY BUICK OLDSMOBILE DAMATEU AGREED TO PROVIDE ANY EQUIPMENT AND/OR SERVICES TO THE ABOVE DESCRIBED CAR THAT HAS NOT BEEN RECEIVED AT TIME OF DELIVERY?

No: _____ Yes: _____ (Please List)

1. Pitted Paint - Factory - Driver Side - left
2. Scuff Brad at 266-7109 to restripe at date
3. of repair
4. _____
5. _____
6. _____

CUSTOMER TO PROVIDE OWN TRANSPORTATION WHILE ABOVE WORK IS PERFORMED.

THIS DUE BILL MUST BE PRESENTED AT TIME OF WORK, WITHIN 30 DAYS OF THE ABOVE DATE AND BE PROPERLY SIGNED BY A MANAGER OF HOLIDAY BUICK OLDSMOBILE DAMATEU.

Customer's Acceptance:

[Redacted Signature]

CALL FOR ABOVE WORK
 Monday - Friday -- 8:00 - 8:30

Manager: _____

DOCUMENTS NEEDED:

- Registration
- Title
- Insurance
- Proof of Income
- Drivers License
- Social Security Card
- Separate References
- Utility Bill
- _____

ALL DOCUMENTS MUST BE RETURNED WITHIN 24 HOURS.

Customer Initials: _____

PAY-OFF VERIFICATION

Has Pay-Off Been Verified? Yes No

To: Antelope Valley Ford (Susan)

Address: _____

Phone: _____

Year/Make/Model: _____

Loan No: _____

Pay-Off Balance: Head Return

Good Until: _____

Quoted By: _____

INSURANCE COMPANY:

Name	[Redacted]
Number and Street	[Redacted]
City, State Zip Code	[Redacted]
Telephone Number	[Redacted]

INSURANCE COMPANY:

Name	<u>ANTELOPE VALLEY INS.</u>
Policy Number	<u>RQ 241439</u>
Effective Date	

SALES SUMMARY

SALE NO. 14395 BY: [REDACTED] DATE 05/13/97 UNIT NO. 97 DLDE STREET [REDACTED] TEL. NO. [REDACTED]

PRICE: \$ 26901.00
 COST: \$ 24414.23
 SUB TOTAL: \$ 2486.77

TRADE INFORMATION

YEAR: NO MAKE: NONE
 MODEL: NONE VIN: NONE
 LIC. NO: NONE AGE: NONE
 NET PRYON: NONE MSRP: LOW
 GOOD INTEL:
 PAYOFF TO:

LOAN INFORMATION

DOWN PAYMENT CASH UNDER ADVANCE OVER
 TRADE: NONE NONE NONE
 HOLD FOR: SENT TO MONEY IN 1 PAY BEE
 LEGAL TO BE:

PAY VOUCHER

[REDACTED]

COMMISSION: \$37.50

DATE: NONE

TOTAL COMMISSION: \$37.50

$$\begin{array}{r} 1/2 U \\ 1 - L \\ \hline 1/2 \end{array}$$

PAY
 HOLD FOR
 COMM GROSS: -1123.53

PAY VOUCHER

[REDACTED]

COMMISSION: \$37.50

DATE: NONE

TOTAL COMMISSION: \$37.50

$$\begin{array}{r} 1/2 U \\ 1 - L \\ \hline 1/2 \end{array}$$

PAY
 HOLD FOR
 COMM GROSS: -1123.53

NO	REFL	DATE...	ACCOUNTNO	AMOUNT	CONTROL	CONTROL2	DATE...
11	7830	21MAY97	41800	26,901.00-	194		21MAY97
			61800	24,483.73			
			23101	24,483.73-	7836		
			32400	346.17-			
			30200	380.00-	64105		
			30800	5,150.00-	7836		
			61800	1,600.00			
			30802	1,800.00-	6410	FORDPYMNTS	
			26121	500.00	64105	REBATE	
			61800	500.00-			
			61800	1.55-			
			20500	22,680.72	64105		

			**				

HOLIDAY BUCK • OLDSMOBILE • DAIHATSU
PALMDALE, CA 93551

ISSUED BY CR
CONTROL NO.

0022381-00

37025

071597	LAST 6 PAYMENTS FOR A.V. LANGUAGE HVMT SPEECH THERAPY CNTR INC. LEASE# NAN3150X05, SCHNEIDER, 7036	37025 64105	20200 20802	1,800.00 0.00 1,800.00 1,800.00
TOTAL			20200	1,800.00



DETACH AT PERFORMATION BEFORE DEPOSITING CHECK

REMITTANCE ADVISE

0027025

15 JUL 97

*****1,800.00 DOLLARS .00 CENTS *****

*****1,800.00

HOLIDAY BUCK • OLDSMOBILE • DAIHATSU

TO THE ORDER OF FORD MOTOR CO
P.O. BOX 214
PESADENO, CA

NOT-NEGOTIABLE

⑈0027025⑈ ⑆122238433⑆ 051-014618⑈



DX47

Oldsmobile

VIN: 1G1E...
 NUMBER: 805...
 LOCATION: 7850
 SALES REPRESENTATIVE: P. GRANT
 DELIVERY DATE: 5/8/97

SALES PROFESSIONALS DELIVERY CHECKLIST

CUSTOMER NAME



WHAT WE HAVE DONE: We have prepared and inspected your new vehicle to make certain it meets the highest appearance and operations standards.

WHAT WE WILL DO: We will make every effort to provide you with prompt, courteous and quality service for as long as you own your vehicle.

WHAT YOU SHOULD DO: You should faithfully follow the recommended maintenance schedule for your vehicle. This will help protect the investment you have made in your vehicle so that you may enjoy many miles of trouble-free driving.

SALES CONSULTANT (PRE-DELIVERY)

- Obtained copies of the Pre-Delivery Inspection Check Sheet signed by a service technician.
- Personally verified the vehicle's cleanliness, appearance and operation of features.
- Glovebox portfolio materials are assembled and complete.
- The owner information on the Warranty booklet has been completed.
- Key knock-out plugs have been removed.
- Ensure automatic seat belt emergency release mechanism is connected.
- Ensure that the battery test indicator (green dot) displays full battery charge.

SALES CONSULTANT AND CUSTOMER (AT DELIVERY)

- The Pre-Delivery Inspection Check Sheet has been reviewed, signed and a copy given to the customer.
- Glovebox portfolio has been presented to the customer.
- The Owner's Manual has been reviewed with the customer.
- Maintenance Schedule has been explained (review Schedule I or II).
- The Oldsmobile Edge Program has been explained:
 - Guaranteed Satisfaction
 - New Vehicle Warranty Coverage
 - Roadside Assistance
 - Courtesy Transportation
- State required material/literature has been provided (if applicable):
 - Lemon Law Information
 - Other:
- Reviewed new vehicle's sound system/electronics.
- Explained GM Protection Plan (service contract) Availability and Provisions.
- Explained Retail Facility policies, i.e., hours and days open.
- Customer has been provided the opportunity to inspect the vehicle during the delivery.
- Vehicle's features have been fully explained/demonstrated and customer has been offered an orientation drive.
- Customer has been offered a tour of the Service Department, Parts Department, Body Shop, etc. Introduced and/or presented customer with business cards of department managers.
- A full tank of fuel has been provided.

is checked () with customer.
 have been thoroughly reviewed with me.
 5/1/97

*** VEHICLE FILE INQUIRY - GM CONFIDENTIAL ***

VFY VD157975 KNY CORR DATE 08/15/97 CORR TIME 12:15:53
 VE M06E 1GHD X06H2VD157975 HNG MOD UM06 ORD NO KHW368 ORD BLD CODE
 TRIM L4 BC 13 TC 13 ACNT PRICE CD ZN REC DATE 20 12/03/96 STATUS 1
 SALES PROC DTS B 05/30/97 T 05/21/97 T 05/20/97 0 02/11/97 FISH BODY
 INV DATE 40 02/10/97 DLR [REDACTED] SHIP DATE 42 02/24/97
 DLR 1524130 CARR 04E PRT BLL 055082 RAIL CAR POS INC RAIL PA NO
 DATE 02/25/97 RAIL CAR NO NO PRT CLAIM SLS CLS A
 DLR 1524242 SALESMAN TY NON CARD OWNER NO 1 UPD DTE 05/30/97 LETTER
 STATE CA ZIP 93534 [REDACTED]
 LESSOR [REDACTED]
 WARR DATE 05/13/97 TYPE 10 MILLS UNIT 087 CORR 00000
 WARR DATE 03/31/97 WARR NET APP WARR NET DAYS MILLS FUEL BGN AHAUEA
 AHAUEA INFO AHAUEA CODES **N TIRE STATUS
 IGH KEY TRUNK KEY
 ORIGINAL DATE DEALER CODE FLEET L ACCOUNT
 DLR 1524130 HRS CM 708 YEAR ORDER DATE 10 12/03/96
 DATE 03/13/97 DLR 24130 AHAUEA PROC TIRE FLAG CODE PDP
 CONSUMER INFO SUPPL DLR CODES INV RESP
 PC FLAG PRCD 38 02/10/97
 RELEASED PREF DATE 6338

DATA PASSWORD:

380440063

IMAGE COVER SHEET

_____ **IMAGE TO CAS** (HAS NOT BEEN HANDLED YET)

_____ **IMAGE ASSIGN** (HAS BEEN HANDLED BY ADVISOR)

CASE # _____

XX **IMAGE TO GSP/OTA** (FOR GSP USE ONLY)

CASE: 970121995

NAME: [REDACTED]

REQUESTER: DIANA COLE

Date: 2/11/98

BUYER'S TRUE FULL NAME (LAST) FIRST MIDDLE S. IF DELIN. CHECK BELOW
 BUYER'S ADDRESS
 CITY STATE ZIP CODE
 SELLER'S TRUE FULL NAME (LAST) FIRST MIDDLE
 SELLER'S ADDRESS
 CITY STATE ZIP CODE
 VEHICLE NUMBER 36HDX06E2V3157975 VIN MODEL MAKE 97 OLDS
 PLATE NUMBER 3VME746
 REG. 1994 FRY. 1000 DO NOT DETACH UNTIL SOLD

**STATE OF CALIFORNIA
 CERTIFICATE OF TITLE**

17397070928

AUTOMOBILE

VEHICLE NUMBER
 36HDX06E2V3157975
 BODY TYPE MODEL
 SV

VEHICLE MAKE
 97 OLDS

WEIGHT CLASS TR
 97 HF
 FUEL TYPE/TYPE DATE
 C
 MSRP
 \$583
 MSRP PERCENTAGE
 05/22/96
 MSRP DATE
 07/20/97

COMMITTEE DATE
 05/23/1997
 COMMISSION NUMBER
 87 HI
ACTUAL MILEAGE



I certify under penalty of perjury under the laws of the State of California that the information below releases interest in the vehicle to the person named below on the date indicated.
 To: [Redacted] DATE: 10/2/97 X
 To: [Redacted] DATE: X
 SIGNATURE OF RELEASED OWNER: [Redacted]

VAULT
 REGISTERED OWNER

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads [Redacted] (no tenths, dimes and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.)

WARRANTY Odometer reading is not the actual mileage. Mileage exceeds the odometer mechanical limit.

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE: 10/2/97 TIME: X
 SIGNATURE OF SELLER: [Redacted] X
 SELLER'S ADDRESS: [Redacted]

IMPORTANT READ CAREFULLY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

GNAC
 PO BOX 27063
 GLENDALE CA 91209

Signature of Seller: [Redacted] L.G.M.A.C.
 Release Date: _____

017201 CA 26338254
 REG. 1994 FRY. 1000

THIS FORM IS REQUIRED BY THE DEPARTMENT OF MOTOR VEHICLES AND LIQUOR CONTROL IN ORDER TO REGISTER A VEHICLE WHICH YOU SELL OR OTHERWISE DISPOSE OF. THIS FORM IS PROVIDED FOR USE IN REPORTING THE SALE OR TRANSFER TO THE DEPARTMENT AND DOES NOT CONSTITUTE APPLICATION FOR TRANSFER OF OWNERSHIP (TITLE).

TO REMOVE YOUR NAME FROM DMV'S RECORDS, THE NEW BUYER MUST APPLY FOR TRANSFER USING THE ENDORSED CERTIFICATE OF OWNERSHIP (TITLE) RECEIVED FROM YOU.

When the information contained on this form is recorded by DMV (see WARNINGS below), liability for parking and/or traffic violations and civil litigation resulting from operation after the date of sale becomes the responsibility of the subsequent purchaser(s).

WARNINGS: ANY INCOMPLETE, INACCURATE OR ILLEGIBLE INFORMATION WILL PREVENT THE RECORDING OF THE INFORMATION CONTAINED IN THE NOTICE.

THIS FORM IS FOR REGISTERED OWNER TRANSFERS ONLY. DO NOT SUBMIT FOR LIENHOLDER (LEGAL OWNER) TRANSFERS.

- (A) Print name(s) of buyer.
- (B) If buyer is a dealer, check box.
- (C) Print buyer's street address.
- (D) Enter odometer reading at the time of sale (vehicles only).
- (E) Print buyer's city, state, and ZIP code.
- (F) Enter date you sold or transferred the described vehicle or vessel.
- (G) Print your name.
- (H) Print your street address.
- (I) Enter selling price. If a vehicle/vessel - N/A, show "0".
- (J) Print your city, state, and ZIP code.
- (K) Sign your name where designated.

MAIL COMPLETED NOTICE TO: DEPARTMENT OF MOTOR VEHICLES, P.O. BOX 942855, SACRAMENTO, CA 95828-5005

APPLICATION FOR TRANSFER BY NEW OWNER (Please print or type)

Any change of registered owner or lienholder must be recorded with the Department of Motor Vehicles (DMV) within ten (10) days of sale, transfer fee and in most instances, use tax and a smog certificate must be presented to DMV to remove the ownership change.

10. CHECK ALL NUMBER OF NEW REGISTERED OWNERS (LAST, FIRST, MIDDLE AND AFFIX ON OWNERSHIP OR LA CARD)

REGISTERED	10.1. LAST, FIRST, MIDDLE	10.2. LAST, FIRST, MIDDLE	10.3. LAST, FIRST, MIDDLE	10.4. LAST, FIRST, MIDDLE
	10.5. LAST, FIRST, MIDDLE	10.6. LAST, FIRST, MIDDLE	10.7. LAST, FIRST, MIDDLE	10.8. LAST, FIRST, MIDDLE
	10.9. LAST, FIRST, MIDDLE	10.10. LAST, FIRST, MIDDLE	10.11. LAST, FIRST, MIDDLE	10.12. LAST, FIRST, MIDDLE
	10.13. LAST, FIRST, MIDDLE	10.14. LAST, FIRST, MIDDLE	10.15. LAST, FIRST, MIDDLE	10.16. LAST, FIRST, MIDDLE

11. ADDRESS OF NEW REGISTERED OWNER (DO NOT COMPLETE IF SAME AS ADDRESS ABOVE)

11.1. CITY	11.2. STATE	11.3. ZIP CODE
11.4. CITY	11.5. STATE	11.6. ZIP CODE

12. FOR TRANSFER ONLY - RECORD OR LOCATION WHERE SOLD

I certify under penalty of perjury under the laws of the State of California that the information entered by me on this document is true and correct. If there is a mailing address entered on this form, it is a valid, existing and accurate address. I consent to receive services of process at this mailing address pursuant to Civil Procedure Code Sections 415.20(a), 415.30(a) and 415.50.

13.1. DATE	13.2. SIGNATURE OF NEW REGISTERED OWNER	13.3. CURRENT OWNER/LENDER ID CARD NO.	13.4. PURCHASE PRICE
13.5. DATE	13.6. SIGNATURE OF NEW REGISTERED OWNER	13.7. CURRENT OWNER/LENDER ID CARD NO.	13.8. PURCHASE PRICE

14. ADDRESS OF LIENHOLDER (DO NOT PRESENT FROM LINE 1 ABOVE UNLESS BY POWER OF ATTORNEY)

14.1. CITY	14.2. STATE	14.3. ZIP CODE
14.4. CITY	14.5. STATE	14.6. ZIP CODE

15. TITLE REASSIGNMENTS BY LICENSED CALIFORNIA DEALERS

FEDERAL LAW REQUIRES you also take the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and / or imprisonment.

I certify under penalty of perjury under the laws of the State of California that the signature below releases my interest in this vehicle, acknowledges the odometer mileage recorded by the seller, and certifies that the odometer reading entered above my signature (in compliance with Federal law) and the other information entered by me on this document are true and correct.

DEALER	16.1. Odometer now reads: [] (no further sales, and to the best of my knowledge reflects the actual mileage of the vehicle since one of the following statements is correct. WARNING - Mileage is not the actual mileage. [] exceeds the odometer manufacturer limit.	16.2. Odometer now reads: [] (no further sales, and to the best of my knowledge reflects the actual mileage of the vehicle since one of the following statements is correct. WARNING - Mileage is not the actual mileage. [] exceeds the odometer manufacturer limit.	16.3. Odometer now reads: [] (no further sales, and to the best of my knowledge reflects the actual mileage of the vehicle since one of the following statements is correct. WARNING - Mileage is not the actual mileage. [] exceeds the odometer manufacturer limit.
	16.4. DATE	16.5. DATE	16.6. DATE
	16.7. SIGNATURE OF DEALER	16.8. SIGNATURE OF DEALER	16.9. SIGNATURE OF DEALER
TRANSACTOR	17.1. Odometer now reads: [] (no further sales, and to the best of my knowledge reflects the actual mileage of the vehicle since one of the following statements is correct. WARNING - Mileage is not the actual mileage. [] exceeds the odometer manufacturer limit.	17.2. Odometer now reads: [] (no further sales, and to the best of my knowledge reflects the actual mileage of the vehicle since one of the following statements is correct. WARNING - Mileage is not the actual mileage. [] exceeds the odometer manufacturer limit.	17.3. Odometer now reads: [] (no further sales, and to the best of my knowledge reflects the actual mileage of the vehicle since one of the following statements is correct. WARNING - Mileage is not the actual mileage. [] exceeds the odometer manufacturer limit.
	17.4. DATE	17.5. DATE	17.6. DATE
	17.7. SIGNATURE OF TRANSACTOR	17.8. SIGNATURE OF TRANSACTOR	17.9. SIGNATURE OF TRANSACTOR
CONCERN	18.1. Odometer now reads: [] (no further sales, and to the best of my knowledge reflects the actual mileage of the vehicle since one of the following statements is correct. WARNING - Mileage is not the actual mileage. [] exceeds the odometer manufacturer limit.	18.2. Odometer now reads: [] (no further sales, and to the best of my knowledge reflects the actual mileage of the vehicle since one of the following statements is correct. WARNING - Mileage is not the actual mileage. [] exceeds the odometer manufacturer limit.	18.3. Odometer now reads: [] (no further sales, and to the best of my knowledge reflects the actual mileage of the vehicle since one of the following statements is correct. WARNING - Mileage is not the actual mileage. [] exceeds the odometer manufacturer limit.
	18.4. DATE	18.5. DATE	18.6. DATE
	18.7. SIGNATURE OF CONCERN	18.8. SIGNATURE OF CONCERN	18.9. SIGNATURE OF CONCERN

ODOMETER DISCLOSURE STATEMENT

DISCLOSURE NO.

VEHICLE ID NO. 1GHD062VDL57973	VEHICLE NO. (REGISTRATION/SALES TAX)	MAKE Olds	BODY TYPE Wgn	YEAR 97	MODEL SIL	DATE OF SALE 09/18/97
--	--------------------------------------	---------------------	-------------------------	-------------------	---------------------	---------------------------------

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

Odometer discrepancy Odometer reading is not the actual mileage Mileage exceeds the odometer mechanical limit



SELLER'S NAME (PRINT FULL NAME) (Last, First, Middle Initial)
ROBERT BUICK/OLDS/CADILLAC

ADDRESS
451 SINGO CENTER DRIVE CREDIT PHONE NO. **908-947-3663**
CITY **PRINCETON, NJ** STATE **NJ** ZIP **08551**

Date of Signature that the foregoing is true and correct.

SELLER'S SIGNATURE
[Signature] DATE **09/18/97**

SELLER'S NAME OF WORKPLACE (PLEASE PRINT) FOR A COMPANY

BUYER'S SIGNATURE (PLEASE PRINT) FOR A COMPANY
[Signature]

ORIGINAL - DMV only application COPY 1 - Buyer COPY 2 - Seller

BUY-BACK

CONSIGNMENT RELEASE AND CONDITION REPORT

BUY-BACK

COMPANY CAR COORDINATOR

DIV/STAFF BRANCH: OLDSMOBILE DIVISION ADDRESS:

VIN: 1G8EJ32E2VD157973

SEQUENCE CODE: 1930

IN SERVICE DATE: 05 21 97

OUT OF SERVICE DATE: 02 18 97

MILEAGE: 004000

NET SALE INVOICE PRICE: \$21184.00

FORMULA PRICE:

AUCTION LOCATION: San Jose CA Auto Auction

MAKE: OLDSMOBILE MODEL: BODY: SILHOUETTE - EXTEN ENGINE: 3.4L V6 MPI TRANSMISSION: AUTO

HAS VEHICLE EVER BEEN DAMAGED AND REPAIRED? YES NO UNKNOWN

IF YES, ATTACH REPAIR ORDER AND DAMAGE DISCLOSURE FORM

DAMAGE CODE	AREA INCHES	DETAIL	DAMAGE CODE	AREA INCHES	DETAIL	DAMAGE CODE	AREA INCHES	DETAIL
		REAR END	33		DRIVER SIDE	43		DRIVER SIDE REAR
		REAR END	33		REAR END	44		TRAILER
		REAR END	34		REAR END & DR. LEFT	45		TAIL LIGHT & TRAILER
		REAR END	35		REAR END & TRAILER	46		TAIL LIGHT & TRAILER
		REAR END	36		REAR END	47		TAIL LIGHT
		REAR END	37		REAR END	48		TRAILER
		REAR END	38		REAR END	49		TRAILER
		REAR END	39		REAR END	50		TRAILER
		REAR END	40		REAR END	51		TRAILER
		REAR END	41		REAR END	52		TRAILER
		REAR END	42		REAR END	53		TRAILER
		REAR END	43		REAR END	54		TRAILER
		REAR END	44		REAR END	55		TRAILER
		REAR END	45		REAR END	56		TRAILER
		REAR END	46		REAR END	57		TRAILER
		REAR END	47		REAR END	58		TRAILER
		REAR END	48		REAR END	59		TRAILER
		REAR END	49		REAR END	60		TRAILER
		REAR END	50		REAR END	61		TRAILER
		REAR END	51		REAR END	62		TRAILER
		REAR END	52		REAR END	63		TRAILER
		REAR END	53		REAR END	64		TRAILER
		REAR END	54		REAR END	65		TRAILER
		REAR END	55		REAR END	66		TRAILER
		REAR END	56		REAR END	67		TRAILER
		REAR END	57		REAR END	68		TRAILER
		REAR END	58		REAR END	69		TRAILER
		REAR END	59		REAR END	70		TRAILER
		REAR END	60		REAR END	71		TRAILER
		REAR END	61		REAR END	72		TRAILER
		REAR END	62		REAR END	73		TRAILER
		REAR END	63		REAR END	74		TRAILER
		REAR END	64		REAR END	75		TRAILER
		REAR END	65		REAR END	76		TRAILER
		REAR END	66		REAR END	77		TRAILER
		REAR END	67		REAR END	78		TRAILER
		REAR END	68		REAR END	79		TRAILER
		REAR END	69		REAR END	80		TRAILER
		REAR END	70		REAR END	81		TRAILER
		REAR END	71		REAR END	82		TRAILER
		REAR END	72		REAR END	83		TRAILER
		REAR END	73		REAR END	84		TRAILER
		REAR END	74		REAR END	85		TRAILER
		REAR END	75		REAR END	86		TRAILER
		REAR END	76		REAR END	87		TRAILER
		REAR END	77		REAR END	88		TRAILER
		REAR END	78		REAR END	89		TRAILER
		REAR END	79		REAR END	90		TRAILER
		REAR END	80		REAR END	91		TRAILER
		REAR END	81		REAR END	92		TRAILER
		REAR END	82		REAR END	93		TRAILER
		REAR END	83		REAR END	94		TRAILER
		REAR END	84		REAR END	95		TRAILER
		REAR END	85		REAR END	96		TRAILER
		REAR END	86		REAR END	97		TRAILER
		REAR END	87		REAR END	98		TRAILER
		REAR END	88		REAR END	99		TRAILER
		REAR END	89		REAR END	100		TRAILER

DAMAGE CODE INSTRUCTIONS

1. ENTER DAMAGE IN INCHES IN THE COLUMN ENTITLED "AREA INCHES" WHEREVER SUCH DESIGNATIONS ARE APPLICABLE.

2. DISPLACE ALL ATTACHED ITEMS BY 1/8" IN THE COLUMN AREA.

3. DISPLACE ALL ATTACHED ITEMS BY 1/8" IN THE COLUMN AREA.

REGARDING NAME: SCHNEIDER MSRP: \$27800

FILE NO. 970121994

PERSON ACCEPTING THE USED CAR COMPLETE THIS BOX

PERSON RELEASING THE CAR COMPLETE THIS BOX

THE ABOVE IS A TRUE AND ACCURATE DESCRIPTION OF THE CONDITION OF THE VEHICLE.

I HAVE READ THE ABOVE REPORT, WHICH WAS COMPLETED BY MY PERSON. IT IS A TRUE AND ACCURATE DESCRIPTION OF THE CONDITION OF THE VEHICLE.

SIGNATURE _____

SIGNATURE _____

CAREER _____

DIV. STAFF, OLDSMOBILE DIVISION

CITY/STATE _____

ADDRESS 14 EAST HUDSON STREET, PONTIAC, MI 48303-6006

DATE _____

DATE 2/1/98

FOR DIVISIONAL USE ONLY

GROSS SALE AMOUNT _____ NET SALE AMOUNT _____ SALE DATE _____

PURCHASING DEALER NAME _____ ADDRESS _____ CITY _____ STATE _____ ZIP CODE _____

69272

WARRANTY

HOLIDAY BUICK-OLDS-DATSA
451 AUTO CENTER DRIVE
PALMDALE CA 93551

PAGE 1

SERVICE ADVISOR: 177 WILLIAM LEAVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAX
BRIGHT SILV	97	OLDSMOBILE SILVERDUST	1GHDX06E2VD157975		4674/4679	726
REGISTRATION	FEES	SALES TAX	SALES TAX	SALES TAX	SALES TAX	SALES TAX
			17:00 158EP97		CASH	238EP97
CATEGORIES: CATEGORIES NOTIFIED: OPTIONS: STK:7B36 HIR:1904 AXL:2						
11:05	15AUG97	13:59	238EP97			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CORRECT LP. SUNVISOR FALLS OUT OF HEADLINER. INSTALL S.O.P. VISOR C2021 SUNSHADE AND/OR SUPPORT - R/R OR REPLACE LEFT 158 WO4 0.20 11.15 11.15 1 10405223 P-SUNSHADE 32.00 27.25 27.25 4679 158 WARR L/SUN VISOR FALLS OUT OF ROOF. INSTALLED REPLACEMENT S.O.P. SUNVISOR.							
B CORRECT "BANGING NOISE" WHILE DRIVING K2320 BEARING AND HUB ASSEMBLY, FRONT WHEEL - REPLACE RIGHT 160 WO4 1.10 61.00 59.85 59.85 1 12360904 WHL-15X6 363.00 330.33 330.33 1 9592271 CAP 24.60 20.85 20.85 1 18021359 ROTOR 154.02 129.37 129.37 1 18024957 CALIPER 144.00 112.00 112.00 1 7470017 HUB KIT 334.00 257.18 257.18 1 10243841 F-ARM 130.00 109.20 109.20 5 10028614 CAP 1.35 1.13 5.65 5 9590476 BOLT 1.90 1.56 7.80 5 10194314 NUT-WHL 2.25 1.89 9.45 1 10232633 FASCIA 198.00 166.32 166.32 1 12529744 FENDER 252.00 211.68 211.68 1 10276626 P-LINER 15.10 12.88 12.88 1 12530304 MOLDING 40.00 33.60 33.60 1 10240170 F-MOLDING A 52.00 43.58 43.58 1 10283814 BRUSH 8.80 7.35 7.35 6 10028614 CAP 1.35 1.13 5.65 O/LH OTHER LABOR HOURS FOR DIAGNOSIS, ACCESS, OR RESEARCH 160 WO4 2.70 150.53 150.53 SUBL CCC INV4453 PO#34331 WO4 1143.20 1143.20							

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

NOTICE TO CONSUMER

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF ANY ADDITIONAL CUSTOMER OR WARRANTY WORK PERFORMED AND/OR INCREASE IN THE ORIGINAL ESTIMATE PRICE. I ALSO ACKNOWLEDGE AND APPROVE ALL REPAIRS AS ITEMIZED AND/OR RECEIPT OF VEHICLE.

ORIGINAL ESTIMATE

AUTHORIZED REVISED ESTIMATE

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SALE TAX	
TOTAL CHARGES	
LESS PAY/ADV	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK WARRANTY COPY

59272

WARRANTY

HOLIDAY BUICK-OLDS-CADILLAC
451 AUTO CENTER DRIVE
PAINDALE CA 93551

PAGE 2

SERVICE ADVISOR: 177 WILLIAM LEANER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAX
	97	OLDSMOBILE SILVERDUST	1G8DK06E2VD157975		4674/4579	T96
			17:00 16SEP97		CASH	23SEP97

LIST	NET	TOTAL
PO#33635		

FC: INVESTIGATION CASE #1241. REPLACED RIGHT LOWER CONTROL ARM, RIGHT LOWER BALL JOINT ASSEMBLY, HUB ASSEMBLY, RIGHT LOWER RIGHT WHEEL, ALL RIGHT WHEEL NUTS, RIGHT WHEEL CENTER CAP. ALL PARTS THAT WERE REPLACED WERE ON THE STOCK TYPE OF VEHICLE. SET FRT END ALIGNMENT TO FACTORY SPECS. C CORRECT ROUGH WELD SPOT IN LEFT FRONT FENDER. C CORRECT ROUGH WELD SPOT IN LEFT FRONT FENDER.

99 W04 0.00 0.00 0.00
REMOVED DEBRIS FROM PAINT SURFACE
REPLACE CUSTOM STRIPE ON LF FENDER IF PAINT REPAIR IS NECESSARY
3000 REPLACE CUSTOM STRIPE ON LF FENDER IF PAINT REPAIR IS NECESSARY
99 W04 0.00

4679 REPLACEMENT NOT REQUIRED
E COUNTRY TRANSPORTATION RENTAL
87906 RENTAL CAR, OVER 5 DAYS
99 W04 0.00

SUBL HOLIDAY RENTAL INV# 2851 \$30.00 PER DAY AT 25 DAYS TOTAL \$750.00
W04 750.00 750.00
4679 H/O INVOICE #2851, ALSO SEE RO 59024 FOR 1241 INVESTIGATION AND START OF RENTAL.

PO# G. LEANER TO VERIFY THAT NO OUT OF LINE CONDITIONS EXIST ON THIS VEHICLE
001 MAINTENANCE
99 W04 0.00 0.00 0.00

FC: PARTS: COUNT: 0 0 PARTS
CLAIM TYPE:
AUTH CODE:
0 0 LABOR

NO FURTHER OUT OF LINE CONDITIONS EXIST ON THIS VEHICLE CUSTOMER

<p>THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE</p> <p>IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.</p>	<p>NOTICE TO CONSUMER</p> <p>I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF ANY ADDITIONAL CUSTOMER OR WARRANTY WORK PERFORMED AND/OR INCREASE IN THE ORIGINAL ESTIMATE PRICE. I ALSO ACKNOWLEDGE AND APPROVE ALL REPAIRS AS ITEMIZED AND/OR RECEIPT OF VEHICLE.</p>		<p>DESCRIPTION</p> <p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MSDC CHARGE</p> <p>TOTAL CHARGES</p> <p>LESS DISC./ELL</p> <p>SALES TAX</p> <p>PLEASE PAY THIS AMOUNT</p>	<p>TOTALS</p>
	<p>ORIGINAL ESTIMATE</p> <p>CUSTOMER SIGNATURE</p>	<p>AUTHORIZED REPAIR ESTIMATE</p> <p>CUSTOMER SIGNATURE</p>		

NOTICE TO CUSTOMER PLEASE READ IMPORTANT INFORMATION ON BACK WARRANTY COPY

6 9 2 7 2

WARRANTY

HOLIDAY BUICK-OLDS-DATSA
451 AUTO CENTER DRIVE
PALMDALE CA 93551

PAGE 3

SERVICE ADVISOR: 177 WILLIAM LEAMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE/DUTY	TA
BRIGHT SIL	97	OLDSMOBILE FIREHURST	1GHDK05E2VD157975		4674/4679	T86
IN SVG. DATE	PROD. DATE	WARR. EXP.	WARRANTY	RATE	PAYMENTS	DATE
21NOV97		17:00	16SEP97		CASH	23SEP97
REG. OPENED	DATE	TIME	OPTION	SEK:17836	DLR:1904	AXL:2

CODE	TIME	LIST	NET	TOTAL
11:05	15NOV97	13:50	23SEP97	
INVESTIGATIVE CASE #970121995 CONTACT				
IN 1241: DON WHITE, 800-848-3980 X7 X1				

THANK YOU FOR YOUR BUSINESS. IF YOU HAVE ANY
QUESTIONS REGARDING SERVICE, PLEASE CALL:
(805) 947-1111
CUSTOMERS PURCHASING RETAIL G.M. PARTS IN OUR
SERVICE DEPARTMENT RECEIVE G.M. WARRANTY FOR
12 MOS. OR 12000 MI. (WHICHEVER OCCURS FIRST)
B.A.R. REG. #067744 / E.P.A. #C12951476792

CURT. SALE. & COMP TOTALS 307567 368263 0

THANK YOU

FOR BRINGING YOUR CAR
TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR
NEIGHBOR KNOW. IF YOU
ARE UNHAPPY CALL YOUR
SERVICE ADVISOR AT ONCE.

NOTICE TO CONSUMER
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF
ANY ADDITIONAL CUSTOMER OR WARRANTY
WORK PERFORMED AND/OR INCREASE IN THE
ORIGINAL ESTIMATE PRICE. I ALSO ACKNOWLEDGE
AND APPROVE ALL REPAIRS AS ITEMIZED AND/OR
RECEIPT OF VEHICLE.

ORIGINAL
ESTIMATE

AUTHORIZED
REPAIR ESTIMATE

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	223.01
PARTS AMOUNT	1521.22
S&S. OIL LUBE	0.00
SALETY AMOUNT	1928.30
ISSD. CHARGES	0.00
TOTAL CHARGES	3652.43
LESS PAYABLE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	3652.43

NOTICE TO CUSTOMER PLEASE READ IMPORTANT INFORMATION ON BACK
WARRANTY COPY

**OLDSMOBILE
TRADE ASSISTANCE
RETAILER SETTLEMENT**

(G)

CASE (Optional) 970 121 995 RETAILER CODE 24242
 NAME XXXXXXXXXX CITY, STATE PALMDALE CA
 REPURCHASED VIN# 1GHDX06E2VD157975 MILEAGE 4,694 DEL. DATE 10/21/97
 REPLACEMENT VIN# 1GHDX86E1V0153500 MILEAGE 000/10 DEL. DATE _____

RETAILER'S COST

- 1. ACCOUNT 231/237 FROM INVOICE OF REPLACEMENT VEHICLE \$23,998.88
- 2. LESS: SUBTOTAL (FROM CUSTOMER PAYMENT WORKSHEET, LINE D) -\$ NONE
- 3. OTHER FEES (+/-) \$ NONE
- 4. RETAILER HANDLING ALLOWANCE +\$ 200.00
- 5. RETAILER CREDIT (Used vehicle returned to Oldsmobile) 24,198.88

*If you are retaining the vehicle complete lines six and seven:

- *6. LESS USED CAR VALUE (Contact OTA Help Desk for Amount) -\$ N/A
- *7. RETAILER CREDIT (Retailer retains used vehicle) N/A.
 Line 5 minus (-)
 Line 6

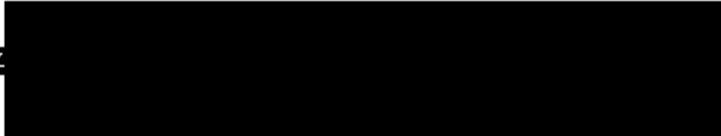
COMPLETED BY  POSITION Sales MGR DATE _____

INSTRUCTIONS FOR COMPLETING CERTAIN AREAS OF THIS FORM ARE LOCATED ON THE REVERSE SIDE.
 (OLDSMOBILE TRADE ASSISTANCE (OTA) HELP DESK 1-800-448-3000 - EXTENSION 1; FAX 517-885-8283)

OLDSMOBILE

CUSTOMER PAYMENT WORKSHEET (Please Print)

CUSTOMER NAME



VEHICLE IDENTIFICATION NUMBER 1GHDX06E2VD157975
(Returned vehicle)

A.	Difference in MSRP	<u>NONE</u>
B.	Usage Cost	<u>NONE</u>
C.	Damage	<u>NONE</u>
D.	Subtotal	<u>NONE</u>
E.	Taxes	<u>NONE</u>
F.	Fees	<u>NONE</u>
G.	TOTAL CUSTOMER PAYMENT	<u>NONE</u>

I accept this as a satisfactory resolution and full and final settlement with General Motors Corporation and ~~Whitely Buick Oldsmobile~~ (Retailer) of all issues and disputes concerning the above referenced vehicle.

CUSTOMER SIGNATURE

DATE 9-18-97

GMAC LEASE AGREEMENT

LESSOR (Name, Address, County, and Zip Code)

LESSOR (Name and Address)

MOLLYAY BUTCH/OLDS/DAIEMTSU
453 AUTO CENTER DRIVE
RICHMOND, CA 93551

This is an agreement to lease the vehicle described below. This is a lease only. This is not a purchase agreement. You do not own the vehicle.

"You" and "Your" refer to Lessee and any Co-Lessee. "We," "Us," and "Our" refer to Lessor named above and anyone to whom this Lease is assigned. "Assignee" refers to anyone to whom this Lease is assigned from time to time. "Lease" refers to this Lease Agreement.

By signing this Lease, you agree to all terms and conditions on the front and back of this Lease. Be sure to read the entire Lease before you sign.

ASSIGNMENT: If this box is checked, General Motors Acceptance Corporation ("GMAC") helped to arrange this Lease and Lessor will assign it toCentral Originating Lending Trust. If this box is checked, GMAC helped to arrange this Lease and Lessor will assign it to

Central Originating Lending Trust. If neither box is checked, Lessor will assign this Lease to GMAC.

The Assignee may designate Vehicle Asset Universal Lending Trust ("VAULT"), or the trustee for VAULT, as agent to hold title for the benefit of the Assignee on the vehicle's certificate of title and/or registration. Item 25 of this Lease has more information on Lessor's assignment of this Lease.

Make or Model	Year	Make & Model	Body Type	Vehicle Identification Number	Primary Use	Mileage on Odometer
	97	OLDSMOBILE SILHOUETTE	VAN	1G8ZG5220L187975	<input checked="" type="checkbox"/> Personal, Family or Household <input type="checkbox"/> Business or Agricultural	000087
Including: <input type="checkbox"/> Automatic Trans. <input type="checkbox"/> Air Cond. <input type="checkbox"/> Stereo Tape <input type="checkbox"/> Cruise Control <input type="checkbox"/> Power Windows <input type="checkbox"/> Power Seats <input type="checkbox"/> Sunroof Other Equipment:						
Describe Optional Service Contract or Extended Warranty: <u>NA</u>						
Mileage limit: _____; Term: _____. If you do not pay the price of any service contract or extended warranty at Lease signing, the price will be subject to Lease Charges.						

1 (a). CAPITALIZED COST	\$ 27901.00	10. TOTAL OF OTHER CHARGES PAYABLE TO LESSOR	\$ NA
minus Capitalized Cost Reduction	\$ 4220.28		
equals Net Capitalized Cost	\$ 23680.72	11. PRICE IF YOU PURCHASE at scheduled Lease end:	\$ 14254.40, plus any related official fees and taxes.
minus Residual	\$ 28754.40		
equals Amount to Be Amortized	\$ 5926.32	12. LATE CHARGE	If you do not pay a Monthly Payment in full within 30 days after it is due, you will pay a late charge of \$4.
plus Lease Charges	\$ 3233.33		
equals Total of Base Monthly Payments	\$ 1499.92		
(b). BASE MILEAGE ALLOWANCE	15,000 miles per year.		
(See Items 13 and 21 for more information.)			

2. PAYMENT DUE AT LEASE BEGINNING	\$ 5498.45	3. NUMBER OF MONTHLY PAYMENTS	24
These amounts make up the Payment Due at Lease Beginning:			
(a) Capitalized Cost Reduction	\$ 4220.28	13. EXCESS MILEAGE CHARGE	
Cash	\$ 4220.28	(a) Beginning Mileage on Odometer	87 miles
Net Trade-in Allowance	\$ 0	(b) Base Mileage Allowance	30,000 miles
Describe Trade-in	NA	(The Base Mileage Allowance is in addition to the beginning mileage on the odometer.)	
Other (describe)	\$ 0	(c) Total Allowed Mileage on Odometer ((a)+(b))	30087 miles
		(d) There is an excess mileage charge of 10¢ per mile for each mile on the odometer above the Total Allowed Mileage on Odometer.	
		See Item 21 of this Lease for more information on excess mileage.	

(b) First Monthly Payment in Advance	\$ 350.00	14. CHARGE FOR FINES	Each time we pay a fine imposed on the vehicle during this Lease, you will pay us a charge of \$200 plus the amount of the fine. (See Item 22.)
(c) Refundable Security Deposit	\$ 0		
(d) Title Fee	\$ 0	15. INSURANCE	
(e) Registration Fee	\$ 0	A. REQUIRED VEHICLE INSURANCE. You must buy and maintain Public Liability insurance and Physical Damage insurance. The policies must be acceptable to us. The policies must not exclude or restrict coverage when you are the driver. The policies must not exclude or restrict coverage when the driver is someone you will allow to drive the vehicle or someone who is likely to drive the vehicle. We require no other types of insurance.	
(f) License Fee	\$ 500.00		
(g) Sales Tax	\$ 348.17		
(h) Parts/Use Tax	\$ 0		
(i) Other (describe)	\$ 0		
(j) Other (describe)	\$ 0		

4. MONTHLY PAYMENT	\$ 150.00	5. TOTAL OF MONTHLY PAYMENTS	\$ 3600.00
These amounts make up the Monthly Payment:			
(a) Base Monthly Payment	\$ 323.33		
(b) Parts/Use Tax	\$ 26.67		
(c) Other (describe)	\$ 0		
(d) Other (describe)	\$ 0		

Lease Charges: The total of the Base Monthly Payments includes depreciation charges and Lease Charges. Total Lease Charges are

The Public Liability insurance must (a) cover up to \$50,000 for property damage, \$100,000 for bodily injuries to any one person, and \$300,000 for bodily injuries for any one accident, or (b) have a combined single limit of \$300,000 for bodily injuries and property damage for any one accident. The policy must show the name of the initial Assignee and VAULT, as their interests appear, as additional insureds.

The Physical Damage insurance must have deductibles of no more

Your first monthly payment is due on the _____ day of _____, beginning _____.

Your other _____ Monthly Payments are due on the _____ day of each month, beginning _____.

If the number of Monthly Payments is more than 1, this Lease is extended to end 1 month after the last payment is due. If the number of monthly payments is 1, this Lease is terminated in full.

(Mo.) (Day) (Yr.)

7. SPECIAL FEES AND TAXES

You agree to pay all fees and charges for title, registration, licensing, sales, and inspecting the vehicle that any government authority requires during the term of this Lease. You agree to pay all taxes related to the Lease or the vehicle that are levied on you, the vehicle, or an interest in the vehicle or on net income. We will include the taxes you must pay in the Payment Due at Lease Signing or in your Monthly Payment or we will bill you separately. We may change your Monthly Payment or we will bill you separately for increases or decreases in taxes, including increases or decreases that result from a change in the vehicle's location for tax purposes.

8. VEHICLE DEFENSES EXCEPT FROM AND OTHER PERMISSIBLE DEFENSES EXCEPT FROM THESE PERMISSIBLE DEFENSES

These amounts make up the total:

(a) License Fees \$ 111.00

(b) Sales Tax \$ 300.17

(c) Registration Fees \$ 100.00

(d) Other (specify) \$

9. VEHICLE DEFENSES FROM AND OTHER PERMISSIBLE DEFENSES EXCEPT FROM THESE PERMISSIBLE DEFENSES

These amounts make up the total:

(a) Title Fees \$

(b) Registration Fees \$

(c) License Fees \$ 111.00

(d) Sales Tax \$ 300.17

(e) Registration Fees \$ 100.00

(f) Other (specify) \$

10. OPTIONAL LIFE AND SICKLENESS INSURANCE. Lessor does not require life and sickness insurance covering your lease payment obligations. If you sign before Lessor will try to get the coverage described in the text of the Lease. The premium and a check amount will be included in the Same Monthly Payment shown above. The terms and conditions of the coverage will be described in the notice of insurance agreement given to you when you sign this Lease. The insurance may not cover death and other amounts due in addition to the Same Monthly Payment. Lessor cannot get the coverage for you, or if any coverage is obtained, Lessor will credit to your account any returned premiums or any amounts returned Lessor receives. This will reduce your Monthly Payment.

Driver Name _____
 Address _____
 Life Insurance (Lease) Co-Lease Both
 Premium \$ _____
 Disability, Accident and Health Insurance (Lease Only)
 Premium \$ _____
 Coverage under this policy is limited to \$ _____
 Lessor's Signature _____ Age _____
 Co-Lessor's Signature _____ Age _____

11. TERMINATION VALUE

The Termination Value is \$2750.00. We will use this value in Item 20 when we calculate the amount you owe at early termination.

12. MAINTENANCE AND REPAIRS OF THE VEHICLE EXCEPT FOR THE MAINTENANCE AND REPAIRS OF THE VEHICLE

You agree to pay for or cover all maintenance, repair, and covering expenses. You also agree to provide the vehicle as the owner's primary mode of transport in the County of Fresno and Washington State. You agree to follow the manufacturer's instructions in the user manual. If you do not maintain or repair the vehicle or pay all covering expenses at this Lease expense, we may bill you for the cost to your obligation under this Lease. We only require you to pay this cost upon demand.

13. MAINTENANCE AND REPAIRS OF THE VEHICLE EXCEPT FOR THE MAINTENANCE AND REPAIRS OF THE VEHICLE

You agree to pay for or cover all maintenance, repair, and covering expenses. You also agree to provide the vehicle as the owner's primary mode of transport in the County of Fresno and Washington State. You agree to follow the manufacturer's instructions in the user manual. If you do not maintain or repair the vehicle or pay all covering expenses at this Lease expense, we may bill you for the cost to your obligation under this Lease. We only require you to pay this cost upon demand.

14. MAINTENANCE AND REPAIRS OF THE VEHICLE EXCEPT FOR THE MAINTENANCE AND REPAIRS OF THE VEHICLE

You agree to pay for or cover all maintenance, repair, and covering expenses. You also agree to provide the vehicle as the owner's primary mode of transport in the County of Fresno and Washington State. You agree to follow the manufacturer's instructions in the user manual. If you do not maintain or repair the vehicle or pay all covering expenses at this Lease expense, we may bill you for the cost to your obligation under this Lease. We only require you to pay this cost upon demand.

15. MAINTENANCE AND REPAIRS OF THE VEHICLE EXCEPT FOR THE MAINTENANCE AND REPAIRS OF THE VEHICLE

You agree to pay for or cover all maintenance, repair, and covering expenses. You also agree to provide the vehicle as the owner's primary mode of transport in the County of Fresno and Washington State. You agree to follow the manufacturer's instructions in the user manual. If you do not maintain or repair the vehicle or pay all covering expenses at this Lease expense, we may bill you for the cost to your obligation under this Lease. We only require you to pay this cost upon demand.

16. MAINTENANCE AND REPAIRS OF THE VEHICLE EXCEPT FOR THE MAINTENANCE AND REPAIRS OF THE VEHICLE

You agree to pay for or cover all maintenance, repair, and covering expenses. You also agree to provide the vehicle as the owner's primary mode of transport in the County of Fresno and Washington State. You agree to follow the manufacturer's instructions in the user manual. If you do not maintain or repair the vehicle or pay all covering expenses at this Lease expense, we may bill you for the cost to your obligation under this Lease. We only require you to pay this cost upon demand.

17. MAINTENANCE AND REPAIRS OF THE VEHICLE EXCEPT FOR THE MAINTENANCE AND REPAIRS OF THE VEHICLE

You agree to pay for or cover all maintenance, repair, and covering expenses. You also agree to provide the vehicle as the owner's primary mode of transport in the County of Fresno and Washington State. You agree to follow the manufacturer's instructions in the user manual. If you do not maintain or repair the vehicle or pay all covering expenses at this Lease expense, we may bill you for the cost to your obligation under this Lease. We only require you to pay this cost upon demand.

18. MAINTENANCE AND REPAIRS OF THE VEHICLE EXCEPT FOR THE MAINTENANCE AND REPAIRS OF THE VEHICLE

You agree to pay for or cover all maintenance, repair, and covering expenses. You also agree to provide the vehicle as the owner's primary mode of transport in the County of Fresno and Washington State. You agree to follow the manufacturer's instructions in the user manual. If you do not maintain or repair the vehicle or pay all covering expenses at this Lease expense, we may bill you for the cost to your obligation under this Lease. We only require you to pay this cost upon demand.

WHAT YOU LEASE CAN END

28. SCHEDULED TERMINATIONS. This Lease is scheduled to end on the scheduled end date specified in Item 1.

29. EARLY TERMINATION. You may terminate this Lease at any time before its scheduled end, if you are in default, or if the vehicle is stolen (and not recovered) or destroyed, we also may terminate this Lease. Early termination may include you paying a substantial charge. (Section 29)

30. DEFAULT.

- (a) You will be in default if any of the following occurs:
 - (1) You do not make a payment when due.
 - (2) You do not keep in force the insurance coverage the Lease requires.
 - (3) A person who is an authorized or restricted driver under the insurance policy drives the vehicle.
 - (4) You do not repair or maintain the vehicle as the Lease requires.
 - (5) You have made a material misrepresentation on your Lease Agreement.
- (b) The vehicle is the subject of this Lease shall constitute the lease for all purposes.
- (c) This lease, and all your other agreements in this Lease and such amendments, supplements, or modifications to this Lease, are subject to the terms, conditions, and restrictions of our interest in the vehicle.

AT THE END OF THE LEASE

31. RETURN OF VEHICLE. You agree to return the vehicle at Lease end to the Lessor or to any reasonable address we give you within five days of the scheduled end of the Lease.

32. OPTION TO PURCHASE. You have an option to purchase the vehicle only at the scheduled end of the Lease. This item 32 for your purchase price. This price is equal to or greater than an estimate of the fair market value of the vehicle at the end of the Lease.

WHAT YOU OWE AT LEASE END

- 33. WHAT YOU OWE AT SCHEDULED TERMINATION.**
 - (a) IF YOU BUY THE VEHICLE: If you have paid the vehicle purchase price and all required fees and taxes, and you have kept all of your agreements in this Lease, you will own the vehicle when you buy it.
 - (b) IF YOU DO NOT BUY THE VEHICLE: If you have paid all required fees and taxes and have kept all of your agreements in this Lease, you will owe us only (1) any excess usage charge (Item 10B) and (2) our scheduled or actual cost of any repairs needed because of excess wear. (Item 10B or Item 10C) (We are not obligated to make any repairs.)

34. WHAT YOU OWE AT EARLY TERMINATION. If this Lease terminates early, you will owe us the total of the amounts listed in A and B. In general, you will owe us any unpaid Monthly Payments. We will give you a credit for any unearned Lease Charges and a credit if we use the Actual Method to figure unearned Lease Charges. We will total the Lease Charge for each month just as they accrued on the last day of the period. We will assume that all Monthly Payments you made were received on their scheduled due dates. This general rule is subject to exceptions described in this Item 34.

- A. You owe us the amount of:
 - (1) The number of Monthly Payments (Item 6) in excess of 1, you will owe us:
 - (i) The first Monthly Payment (Item 4a) times the number of payments not yet due, minus
 - (ii) Any unearned Lease Charge (see Item 4), figured by the Actual Method, minus
 - (iii) Any Surplus (see definition in this Item 22) on the side of the vehicle, plus
 - (iv) If there is no Surplus, any Early Excess Mileage and Wear Charge (see definition in this Item 10C).

The credit is the Total, if the Total is greater than 0, you will owe us the Total. If the Total is less than 0, we will not give you a refund or credit.

HOWEVER, if the vehicle is stolen (and not recovered) or destroyed and we receive an insurance settlement, then we will use the Early Excess Mileage and Wear Charge. The amount you owe will not exceed the insurance settlement, plus any amount from Part A of this Item 34. If the Total is less than 0, we will give you a credit for the Total.

- (b) If the number of Monthly Payments (Item 6) is 1, we will figure a Total as follows:
 - (1) Any unearned Lease Charge (see Item 4), figured by the Actual Method, plus
 - (2) Any Surplus (see definition in this Item 22) on the side of the vehicle, minus

ADDITIONAL TERMS

35. RIGHT OF LOGS. You will have the right of logs of the vehicle once you take possession of it.

36. PROVISIONS FOR VEHICLE DAMAGE. If the vehicle is damaged, stolen, or destroyed and funds become available from insurance, a payment of a judgment, or settlement, or the like, we will limit the total of amounts payable. We reserve the right not to be limited to those proceeds under Item 10(A). "Repaired Vehicle Insurance"

(b) You do any other act that is a default under a Lease contract and applicable law.

- (c) If you are in default, we may terminate the Lease. The amount you owe upon termination will be determined under Item 34.
- (d) If you are in default, we will have the right to take the vehicle back any other reasonable address we give us except on a Saturday or Sunday in this Lease. Our right gives us the right to use your driveway and to enter the vehicle and the right to take the vehicle from your vehicle without consent. We will assume our rights end once the vehicle is out of the house, at reasonable hours, for peace, or reasonable expense, and in accordance with applicable law. If you are in default and if the law permits, you agree that we or our agents or our property may enter the property where the vehicle is stored in the vehicle if we or they do not know the house or break the law. Any personal property in the vehicle when taken, we will take a property and store it for you. Any property attached to the vehicle stays with the vehicle. You agree to pay the reasonable expenses taking and storing the vehicle. You also agree to pay our attorney through's fees to the extent permitted by law.

If you do not meet your Lease obligations, you stay responsible for the vehicle.

market wholesale value of the vehicle at the scheduled end of the Lease ends when the Lease is signed.

37. CREDITER UNPLEASANT SURPRISE. Federal law requires you to disclose the vehicle's mileage to us in connection with a transfer of ownership of the vehicle. You may be fined under 18 U.S.C. 1014 if you fail to disclose the odometer or if you state a false statement.

WHAT YOU OWE AT LEASE END

- (a) If there is no Surplus, any Early Excess Mileage and Wear Charge (see definition in this Item 10C).
- If the Total is greater than 0, we will give you a credit for the Total up to the amount of (1) any unearned lease reduction described Item 10B plus (2) the first Monthly Payment described in Item 4. If the Total is less than 0, you will owe us the Total.

HOWEVER, if the vehicle is stolen (and not recovered) or destroyed and we receive an insurance settlement, then we will use Early Excess Mileage and Wear Charge. We will give you a credit for the Total.

DEFINITION OF MILEAGE: Any amount of the vehicle mile per hour above the Termination Value shown in Item 10. To determine if vehicle mile per hour, we will use the vehicle's odometer if it is commercially reasonable. **HOWEVER,** if the vehicle is stolen (and not recovered) or destroyed and we receive an insurance settlement, the Mileage will be any amount of the insurance settlement (not including the deductible) above the Termination Value (Item 10).

APPRAISAL: You may obtain from an independent third party a professional appraisal of the vehicle's value at the time that could be used in lieu of ours. You must pay for the appraisal. Either you or we may use the appraiser, but you and we must agree on the appraiser. The appraised value will be binding and used as the sole price we figure whether or not there is a Surplus.

DEFINITION OF EARLY EXCESS MILEAGE AND WEAR CHARGE: C (unlimited or some part of any excess mileage because of excess wear (we are not obligated to make any repairs), plus any excess wear charge (Item 10C). The Early Excess Mileage and Wear Charge will be based on the Termination Value (Item 10) minus the vehicle mile per hour.

We will give you a credit for any amount we obtain because of settlements of optional insurance or an optional carline contract.

- B. You will also owe us any unpaid fees and charges and any amounts a. because you have broken agreements in this Lease. These amounts include: (1) any paid due Monthly Payments; (2) any unpaid fees; (3) any amount needed to finance lease or communications; (4) any insurance, agent, or consulting expenses we have paid (see Item 10); (5) any transportation and storage expenses and attorney's fees described in Item 10(A).

38. SECURITY DEPOSIT. A refundable security deposit may be part of the payment you make when you sign this Lease. We will debit from the security deposit any amounts you owe under this Lease and do not pay. We will not pay you interest on the security deposit. After the end of the Lease, we will refund to you any part of the security deposit that is left.

ATTEMPT TO TRANSFER ANY OTHER RIGHT OR INTEREST UNDER THIS LEASE OR IN THE VEHICLE IF YOU ARE THE LESSOR DO NOT HAVE TO GIVE PRIOR WRITTEN CONSENT TO A TRANSFER.

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

11. **ASSIGNMENT OF INTEREST.** You agree to allow us to inspect the vehicle in any reasonable time and place. If we fail to inspect the vehicle, you will not be liable for the condition of the vehicle.

12. **ASSIGNMENT OF INTEREST.** When this Lease is made, Lessee will assign the Lease and all the vehicle to the Assignee identified on the other side. The Assignee may designate VOLLAT or the trustee for VOLLAT as agent to hold title to the vehicle of the Assignee on the vehicle's certificate of title and/or registration. You agree to the assignment of this Lease, in the state of the vehicle, to the Assignee's designation if any of VOLLAT or the trustee as agent to hold title to the vehicle of the Assignee, and to further assignments if any. You also agree that the title and assignment shall not be considered to change materially your duties under this Lease or to increase materially the burden or risk this Lease imposes on you.

After assignment, GMAC will serve this Lease. You must make all payments under this Lease to GMAC (or its own account or to the account of the Assignee if the Assignee is not GMAC) or as otherwise directed. You will not receive any notice of assignment.

13. **CONVICTION OR TRAFFIC STOP.** If you are convicted of a crime involving the vehicle or if you are stopped for a traffic violation while you are in possession of the vehicle or if you are stopped for a traffic violation while you are in possession of the vehicle or if you are stopped for a traffic violation while you are in possession of the vehicle or if you are stopped for a traffic violation while you are in possession of the vehicle, you will not be liable for the condition of the vehicle.

14. **CHASSIS BUYBACK PROVISION.** If the vehicle is a chassis buyback, "chassis buyback" includes: (a) any time the vehicle has less than 30% of tread remaining on the drive wheels; (b) any time the vehicle has less than 30% of tread remaining on the front wheels; (c) any time the vehicle has less than 30% of tread remaining on the rear wheels; (d) any time the vehicle has less than 30% of tread remaining on the rear wheels; (e) any time the vehicle has less than 30% of tread remaining on the front wheels; (f) any time the vehicle has less than 30% of tread remaining on the drive wheels; (g) any time the vehicle has less than 30% of tread remaining on the front wheels; (h) any time the vehicle has less than 30% of tread remaining on the rear wheels; (i) any time the vehicle has less than 30% of tread remaining on the drive wheels; (j) any time the vehicle has less than 30% of tread remaining on the front wheels; (k) any time the vehicle has less than 30% of tread remaining on the rear wheels; (l) any time the vehicle has less than 30% of tread remaining on the drive wheels; (m) any time the vehicle has less than 30% of tread remaining on the front wheels; (n) any time the vehicle has less than 30% of tread remaining on the rear wheels; (o) any time the vehicle has less than 30% of tread remaining on the drive wheels; (p) any time the vehicle has less than 30% of tread remaining on the front wheels; (q) any time the vehicle has less than 30% of tread remaining on the rear wheels; (r) any time the vehicle has less than 30% of tread remaining on the drive wheels; (s) any time the vehicle has less than 30% of tread remaining on the front wheels; (t) any time the vehicle has less than 30% of tread remaining on the rear wheels; (u) any time the vehicle has less than 30% of tread remaining on the drive wheels; (v) any time the vehicle has less than 30% of tread remaining on the front wheels; (w) any time the vehicle has less than 30% of tread remaining on the rear wheels; (x) any time the vehicle has less than 30% of tread remaining on the drive wheels; (y) any time the vehicle has less than 30% of tread remaining on the front wheels; (z) any time the vehicle has less than 30% of tread remaining on the rear wheels.

15. **NOTICE OF ASSIGNMENT OF INTEREST.** By signing this Lease, you agree that you have read and examined the vehicle described in this Lease, and that the vehicle is in good working condition and condition. You agree to assign the Lease and all the vehicle to the Assignee identified on the other side. The Assignee may designate VOLLAT or the trustee for VOLLAT as agent to hold title to the vehicle of the Assignee on the vehicle's certificate of title and/or registration. You agree to the assignment of this Lease, in the state of the vehicle, to the Assignee's designation if any of VOLLAT or the trustee as agent to hold title to the vehicle of the Assignee, and to further assignments if any. You also agree that the title and assignment shall not be considered to change materially your duties under this Lease or to increase materially the burden or risk this Lease imposes on you. You agree to allow us to inspect the vehicle in any reasonable time and place. If we fail to inspect the vehicle, you will not be liable for the condition of the vehicle.

RELIABLE FILING SERVICE	[REDACTED]	I am the person named in this lease and I agree to the terms and conditions of this lease.
	[REDACTED]	I understand that this lease is a lease and not a sale.
	[REDACTED]	I understand that this lease is a lease and not a sale.
	[REDACTED]	I understand that this lease is a lease and not a sale.
	[REDACTED]	I understand that this lease is a lease and not a sale.
	[REDACTED]	I understand that this lease is a lease and not a sale.
	[REDACTED]	I understand that this lease is a lease and not a sale.
	[REDACTED]	I understand that this lease is a lease and not a sale.
	[REDACTED]	I understand that this lease is a lease and not a sale.
	[REDACTED]	I understand that this lease is a lease and not a sale.



**ACKNOWLEDGMENT OF RECEIPT OF REACQUIRED
VEHICLE DISCLOSURE DOCUMENTS**

PLEASE BE ADVISED THAT GM REQUIRES 100% COMPLIANCE WITH ALL DISCLOSURE REGULATIONS.

Any GM Dealer obtaining a reacquired customer dissatisfaction vehicle is required by the GM Policies and Procedures Manual to properly disclose to the next retail purchaser. Your signature on this form verifies that you, the purchasing Dealer, have received the following materials in your auction package and agree to return all the necessary forms to the Reacquired Vehicle Disclosure Center upon resale of this vehicle. The Reacquired Vehicle Disclosure Center will contact any Dealership that does not comply with the stated requirements.

YOU ARE TO RETURN THE FOLLOWING FORMS, SIGNED BY THE NEXT RETAIL PURCHASER, IN THE ENCLOSED POSTAGE-PAID ENVELOPE:

- GM Disclosure of Vehicle Repurchase/Reacquisition Notice
- Limited Warranty for Repurchased Vehicles
- Any Required State Disclosure Documents

GM Policies and Procedures prohibit you from wholesaling any reacquired customer dissatisfaction vehicle. Please contact the nearest GM-sponsored auction facility for vehicle disposal.

I HEREBY ACKNOWLEDGE AND AGREE TO THE ABOVE TERMS AND CONDITIONS.

Jute M Magyar
GM Representative (please print)

[Signature]
Signature

02-11-98
Date

[Signature]
Purchasing Dealer (please print) Signature Date

VIN 1GHDK06E2VD07975 Make/Year 97 Olds Silhouette

KVDC 957 85

White - Auction Copy Yellow - Dealer Copy Pink - GM Copy
KVDC, P.O. Box 7049, Troy, MI 48067-7049
1-888-587-3134

12-Month/12,000-Mile* Limited Warranty For Repurchased Vehicles
WARRANTY REGISTRATION FORM

Identification Number (To Be Completed By GM Representative) 11GHL15X10161F121VJ11517191715
 County is authorized by: J. W. M. Meyer (Signature) 02-11-98 (Date)
 GM Representative (Type or Print Name)

Identification (To Be Completed By Selling Dealer)
 Dealer Code _____
 Dealership Name _____
 City _____ State _____
 State _____ Zip Code _____
 We hereby acknowledge that the provisions of the Limited
 For Repurchased Vehicles are understood and accepted.
 and Warranty expires 12 months or 12,000 miles* from the date and
 limited on this form, whichever occurs first.
 (Customer Signature) _____ (Date) _____
 Date of Warranty (Selling Date) _____
 (Check Transfer) _____

Dealer Identification (To Be Completed By Selling Dealer)
 Dealer Code _____
 Dealership Name _____
 City _____ State _____
 The dealer certifies that the vehicle identified herein has been inspected and any services or repairs that
 may have been necessary were performed, and further certifies that he did sell or lease and deliver the
 subject vehicle to the retail customer recorded on this form.
 The dealer also certifies that he has communicated to the retail customer material facts relating to the
 history of this vehicle, such as the fact that the vehicle was repurchased from a prior owner classified
 with B, or that it was repurchased under a State's Lemon Law.
 _____ (Authorized Dealer Signature) _____ (Date) _____

**GM DISCLOSURE OF VEHICLE REPURCHASE/
REACQUISITION NOTICE** 82918

THIS [REDACTED] YEAR/MODEL 1974 Silhouette
 [REDACTED] 4/16/74 AND WITH PRIOR
 [REDACTED] REPURCHASED OR REACQUIRED BY GENERAL MOTORS OR
 AN AUTHORIZED DEALER FROM A PREVIOUS OWNER OR LESSEE IN THE STATE OF A
 WHO WAS NOT SATISFIED WITH IT FOR ONE OF THE FOLLOWING REASONS:

- DECISION OF THE COURT PROCEEDING OR STATE RUN ARBITRATION (EXCLUDING BBB ARBITRATION)
 THE PREVIOUS OWNER OR LESSEE PREVAILLED IN A COURT PROCEEDING OR IN AN ARBITRATION ADMINISTERED BY A COURT OR BY AN AGENCY OF THE STATE. THE JUDGE OR ARBITRATOR(S) ORDERED GENERAL MOTORS TO REPURCHASE OR REACQUIRE THE VEHICLE UNDER THE LAW OF _____, SUCH AS THE "LEMON LAW".
- SETTLEMENT OF COURT PROCEEDING OR STATE RUN ARBITRATION (EXCLUDING BBB ARBITRATION)
 THE PREVIOUS OWNER OR LESSEE FILED A COURT CASE OR FILED FOR ARBITRATION ADMINISTERED BY A COURT OR BY AN AGENCY OF THE STATE. THIS CASE INVOLVED CLAIMS UNDER THE "LEMON LAW". BEFORE THE CASE WAS DECIDED, A COMPROMISE SETTLEMENT WAS REACHED, UNDER THE TERMS OF THIS SETTLEMENT, GENERAL MOTORS OR A DEALER REPURCHASED OR REACQUIRED THIS VEHICLE.
- DECISION OF BBB ARBITRATION (BOTH CERTIFIED AND NON-CERTIFIED)
 THE PREVIOUS OWNER PREVAILLED IN AN ARBITRATION IN THE BETTER BUSINESS BUREAU PROGRAM IN WHICH GENERAL MOTORS PARTICIPATES. THE ARBITRATOR ORDERED GENERAL MOTORS TO REPURCHASE OR REACQUIRE THE VEHICLE. IN THIS ARBITRATION PROCEEDING, THE PREVIOUS OWNER MAY HAVE BASED HIS OR HER CLAIM, IN WHOLE OR IN PART, ON THE PROVISIONS OF STATE LAW, SUCH AS THE "LEMON LAW", AND THE VOLUNTARY ARBITRATOR WAS FREE TO CONSIDER AND APPLY THE LAW IN RENDERING A DECISION.
- MEDIATED OR CUSTOMER SATISFACTION REPURCHASE
 GENERAL MOTORS OR THE DEALER VOLUNTARILY REPURCHASED OR REACQUIRED THIS VEHICLE AS A CUSTOMER SATISFACTION MEASURE. INCLUDED IN THIS CATEGORY ARE VEHICLES REPURCHASED UNDER A GUARANTEED SATISFACTION PROGRAM OR REACQUIRED TO SETTLE (MEDATE) A DISPUTE IN THE BBB AUTO LINE PROGRAM IN WHICH GENERAL MOTORS PARTICIPATES. THESE DISPUTES COULD INCLUDE CLAIMS THAT COULD FALL UNDER A STATE "LEMON LAW".

STATE DISCLOSURE NOTICE ALSO REQUIRED. FORWARD COMPLETED DOCUMENT OR NOTICE TO RVDC.

TITLE HANDLING PROCEDURES APPLY TO THE VEHICLE IN THE STATE WHERE REPURCHASED OR REACQUIRED
 IMPORTANT NOTICE TO REPURCHASING DEALERS: STATE LAW MAY REQUIRE DEALERS TO PROVIDE CERTAIN DISCLOSURES TO THE NEXT PURCHASER OF SOME REPURCHASED VEHICLES. SUCH DISCLOSURES MAY INCLUDE TITLE HANDLING. DEALERS SHOULD SEEK LEGAL COUNSEL TO ENSURE COMPLIANCE.

<p>THE PREVIOUS OWNER OR LESSEE DISSATISFACTION WAS BASED ON THE FOLLOWING CONDITION(S) OR CHARACTERISTIC(S). IF APPLICABLE, THE VEHICLE WAS REPAIRED AS INDICATED BELOW. (THE ZONE OFFICE OR DEALER SHOULD LIST ALL RELEVANT INFORMATION AND PRINCIPAL CONCERNS.)</p> <p>Condition(s)/Characteristic(s): <u>1. Wheel came off / battery case</u> <u>- a bucket on the 272</u> <u>Per Olds cost \$124.00 and at lower</u> <u>of value than the \$100.00 which all doing</u> <u>at the moment to fix it. Print below</u></p>

REPURCHASING DEALER (Type or Print) _____ SIGNATURE _____ Date 7-11-78

PURCHASING DEALER (Type or Print) _____ SIGNATURE _____ Date _____

RECAL PURCHASER (Type or Print) _____ SIGNATURE _____ Date _____

GENERAL MOTORS INCLUDES GENERAL MOTORS CORPORATION, ITS SUBSIDIARIES, AND OR ANY OF ITS MARKETING DIVISIONS.

SUBSTITUTION AGREEMENT

Re: GMAC Account Number 069-6090-79074

This agreement relates to your Lease Agreement dated May 21, 1997, and assigned to General Motors Acceptance Corporation ("GMAC") for the vehicle with Vehicle Identification Number 1GHDX06F2VD157975.

In this Agreement, the words "you" and "your" refer to the Lessee and any Co-Lessee signing below.

The terms "Original Vehicle" refers to the vehicle described in your Lease Agreement.

The term "Substitute Vehicle" refers to the vehicle described below:

<u>NEW</u>	<u>1997</u>	<u>VAN</u>	<u>1GHDX06E1VD153500</u>	<u>142</u>
New or Used	Year	Model	Vehicle Identification #	Odometer Reading

You and GMAC agree that the Substitute Vehicle will be substituted for the Original Vehicle in your Lease Agreement.

You agree to pay an excess mileage charge of \$.10 cents per mile for each mile you drive the Substitute Vehicle over 30087 miles, if you do not buy the Substitute Vehicle at the scheduled end of the Lease.

If you purchase the Substitute Vehicle at the scheduled end of the Lease, the price will be \$18754.40, plus any related official fees, taxes, and any other amounts owing.

All other provisions of your Lease Agreement will apply to the Substitute Vehicle as though you had originally leased the Substitute Vehicle.

General Motors Acceptance Corporation

By: _____ Lessee: AU THERAPIES INC.
 Name: _____ Name: JACK SCHNEIDER
 Date: _____ Date: [Signature]
 Co-Lessee: _____
 Name: _____
 Date: _____

1997 SILHOUETTE GLS 3 DOOR
130 BRIGHT SILVER METALLIC
42 GRAY LEATHER
DOOR NO. NEWS68/A STOCK NO.
IN 101 DX06 E2 VC157975

V48

OLDSMOBILE DIVISION
GENERAL MOTORS CORPORATION
920 TOWNSEND STREET
LANSING MI 48221-0001
VEHICLE INVOICE 3A210489372

MODEL & FACTORY OPTIONS
3LM06 SILHOUETTE GLS 3 DOOR
LA1 3100 V6 ENGINE
R7E *** OTHER CONTENT INCLUDED ***
AUXILIARY REAR AIR CONDITIONING
WITH HEATER

MSRP	INV AMT
23685.00	23244.93
0.00	0.00
0.00	0.00

RETAIL - STOCK
INVOICE 02/10/97
SHIPPED 02/10/97
EXP I/T 03/02/97
INT COM 03/03/97
PRG EFF 02/10/97
KEYS 0X47 0X47
WEP-F STR OPT-1
BANK: GMAC - 069
CHG-TO 24-130



SHIP WT: 3867
HP: 31.5
GVW: 5957
GVWF: 2755
GVWR: 2755
DPT 1: 23488.75
MEMO 1350.50

37193

BATTERY RUNDOWN PROTECTION
CONVENIENCE NET
CUP HOLDERS FOR EACH SEAT
DEEP TINT GLASS ON ALL WINDOWS
BEHIND THE FRONT DOORS
FRONT/REAR CARPETED FLOOR MATS
INSTRUMENT CLUSTER INCLUDES
SPEEDOMETER, TACH, TEMPERATURE,
FUEL AND TRIP ODOMETER
LIGHTED VISOR VANITY MIRRORS
REAR CARGO AREA POWER OUTLET
TUNING CONTROL WHEEL FOR RADIO
SECURITY SYSTEM (PASS KEY)
TOURING SUSPENSION W/ AUTOMATIC
LEVELING & AIR INFLATION
TRACTION CONTROL SYSTEM
WARNING CHIMES FOR SEAT BELTS,
TURN-SIGNAL-ON, HEADLAMPS-ON
AND KEY-IN-IGNITION
CONSUMER MARKETING INITIATIVE
AM/FM STEREO RADIO WITH SEEK/
SCAN, AUTO REVERSE CASSETTE,
COMPACT DISC, ETR AND CLOCK
TOWING PACKAGE
3,500 POUND CAPACITY,
INCLUDING ENGINE OIL COOLER,
HEAVY-DUTY ENGINE COOLING
5 WIRE ELECTRICAL HARNESS
LEATHER SEATING AREAS
CALIFORNIA EMISSION EQUIPMENT
BRIGHT SILVER METALLIC
GRAY LEATHER

0.00	0.00
200.00	172.00
85.00	73.10
970.00	749.20
170.00	146.20
N/C	N/C
0.00	0.00

CONTINUED ON PAGE 2 **

49/L7

32/L4

1997 BILHETTE GLS 3 DOOR
150 BRIGHT SILVER METALLIC
172 GRAY LEATHER
ORDER NO. KEM338/A
VIN 1GHDY06E2V0157975

STOCK NO.

/V39

OLDSMOBILE DIVISION
GENERAL MOTORS CORPORATION
920 TOWNSEND STREET
LANSING MI 48921-0001
VEHICLE INVOICE 3AD1C4G9372

MSRP

INV AMT RETAIL - STOCK

MODEL & FACTORY OPTIONS
** CONTINUED FROM PAGE 1 **

37193

ORIGINAL
VEHICAL

ENTERED FEB 8 1997

28100 24464.23
28103 _____
28100 8.00 30
90010 50.00
91000 86224.53

TOTAL MODEL & OPTIONS 27010.00 24364.43 ACT 237 24144.13
DESTINATION CHARGE 570.00 570.00 H/B 261 810.90
DEALER ADVERTISING 270.10 ADV 65A 270.10

TOTAL 27580.00 25224.52 PAY 210 25224.53
SEND: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 24028.95

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.

CENTURY OLDSMOBILE COMPANY

PERMIT TO GMAC NO. 069
VIN 1GHDY06E2V0157975
\$ 25224.53 INV 3AD1C4G9372

alaska

1997 BLENHEITE BL3 3 DOOR
 470 MEDIUM WHEEL GRAY METALLIC /760
 408 BERRY CLOTH
 ORDER NO. 120025/ 8 STOCK NO.
 WITH 1000 21 2151500

OLDSMOBILE DIVISION
 GENERAL FINANCIAL CORPORATION
 320 TOWNSEND AVENUE
 LANSING MI 48221-4101
 VEHICLE NUMBER: 30000070002

MODEL & FACTORY OPTIONS	MSRP	100% MSRP	RETAIL - STOCK
1997 BLENHEITE BL3 3 DOOR	25465.00	20214.00	INVOICE 12/13/97
OFF ELECTRIC SLIDING GLASS SUNROOF	695.00	537.70	SHIPPED 12/13/97
162 3.90L V6 ENGINE	1.00	0.00	EXP LT 02/23/97
272 400 50000 MILEAGE INCLUDED	1.00	0.00	MY COB 03/24/97
REAR AIR CONDITIONING			PRE EFF 02/13/97
NEW ENGINE			MSRP 3400 0600
BATTERY CHARGER PROTECTION			100-0 000 001-1
COMMERCIAL KEY			0000: 00000 0070
TOP BOLTS FOR EACH SEAT			000-10 24-000
KEEP TIGHT BUCKLE UP ALL MEMBERS			
BRINDING THE FRONT SEATS			
FRONT/REAR CENTER FLOOR BRACE			
INSTUMENT CLUSTER INCLUDES			
SPEEDOMETER, OIL TEMPERATURE,			
FUEL AND TIRE MONITORS			
LEATHER LEARN QUALITY SEATBELTS			
REAR CIGARETTE ASH TRAY OUTLET			
TOUCH CONTROL WHEEL FOR RADIO			
SECURITY SYSTEM (PASS KEY)			
TURBO CHARGER & AUTOMATIC			
LEVELING & OIL INJECTION			
TRUCKER CONTROL SYSTEM			
AMBIENT LIGHTS FOR NIGHT DRIVING			
TUNE-DETECT-ON-RECALL-ON-ON			
AND KEY-IN-IGNITION			
ATC CATALYTIC CONVERTER 2000000000	0.00	0.00	
000 0000 0000 0000 0000 0000/	200.00	172.00	
0000 0000 0000 0000 0000 0000/			
COMPACT DISC: 000 000 0000			
VTC FRONT PACKAGE	15.00	73.70	
3.500 TONN CAPACITY,			
SHOCKING ENGINE OIL COOLER,			
HEAVY-DUTY ENGINE COOLING			
5 WIRE ELECTRICAL WIRING			
WFS CALIFORNIA EMISSION EQUIPMENT	170.00	146.20	
100 BERRY CLOTH	0.00	0.00	
470 MEDIUM WHEEL GRAY METALLIC	N/C	N/C	

REPAIR - STOCK
 INVOICE 12/13/97
 SHIPPED 12/13/97
 EXP LT 02/23/97
 MY COB 03/24/97
 PRE EFF 02/13/97
 MSRP 3400 0600
 100-0 000 001-1
 0000: 00000 0070
 000-10 24-000
 MSRP MY: 3079
 MSRP 31.5
 MSRP 5957
 MSRP 2705
 MSRP 2755
 MSRP 1: 2300.25
 MSRP 1001.75

2

Labels

CONTINUED ON PAGE 2

1997 SILVERADO 2500
 470 MEDIUM GRADE METALLIC / 765
 148 GRAY CLATS
 ORDER NO. C00157 A STOCK NO.
 VIN 1G4 2536 EJ 005250

BLONDSVILLE DIVISION
 GENERAL FINANCIAL CORPORATION
 928 TOWNSEND STREET
 LAWRENCE, OH 44721-0001
 VEHICLE NUMBER 30912670502

MODEL & FACTORY OPTIONS
 ** CONTINUED FROM PAGE 1 **

REPLACEMENT
 VEHICLE

77190T
 7-25-97

ENTERED FEB - 4 1997

LOLWAFS

INV : 24207.23
 H.B. 805.05
 Flooring 26072.28

TOTAL MODEL & OPTIONS	2425.00	21220.90	ACT 257 23996.00
DESTINATION CHARGE	570.00	570.00	1470 300 895.05
DEALER ADVERTISING		200.25	1000 000 000.00

TOTAL 27405.00 25772.28 PAY 300 25772.28
 NEW: TOTAL LESS HOLDBACK AND
 APPROX AVAILABLE FINANCE CREDIT 23001.95

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

Flow Chart
 Automobile Division

Submitted by: Kerry West

VME: _____

1
 Is this a Case?

2A
 Yes

Number: 970121995
 On the name of the dealer and
 his state where they live

Name: Schneider

State: _____

2B
 No

Owner Name: _____

Address: _____

City: _____ State: _____ Zip: _____

VME: _____

Current Mileage: _____ Please Print

3
 Provide More Information

Vehicle Code: 24242 Please Print

Retailer Contact Person: Jim Erdman

Repair/Reason: wheel fell off, still being repaired

Does the Vehicle Meet Lemon Law? Yes: _____ No: X

E30

4A
 Is this a Trade Out?

4B
 Is this a Straight Repurchase?
 You MUST Call the OTA Help Desk

sub of
coll lease

Trade Out Customer Charges

Difference in MSRP: _____

Usage: _____

Damage: _____

Sub Total: _____

Taxes: _____

Fees: _____

Total: _____

Retailer Repurchase Subtotal
 (Turn Over and Fill out Back)

Purchase Price or Repurchase Vehicle: _____

Tax, Title, License: _____

Sub Total: _____

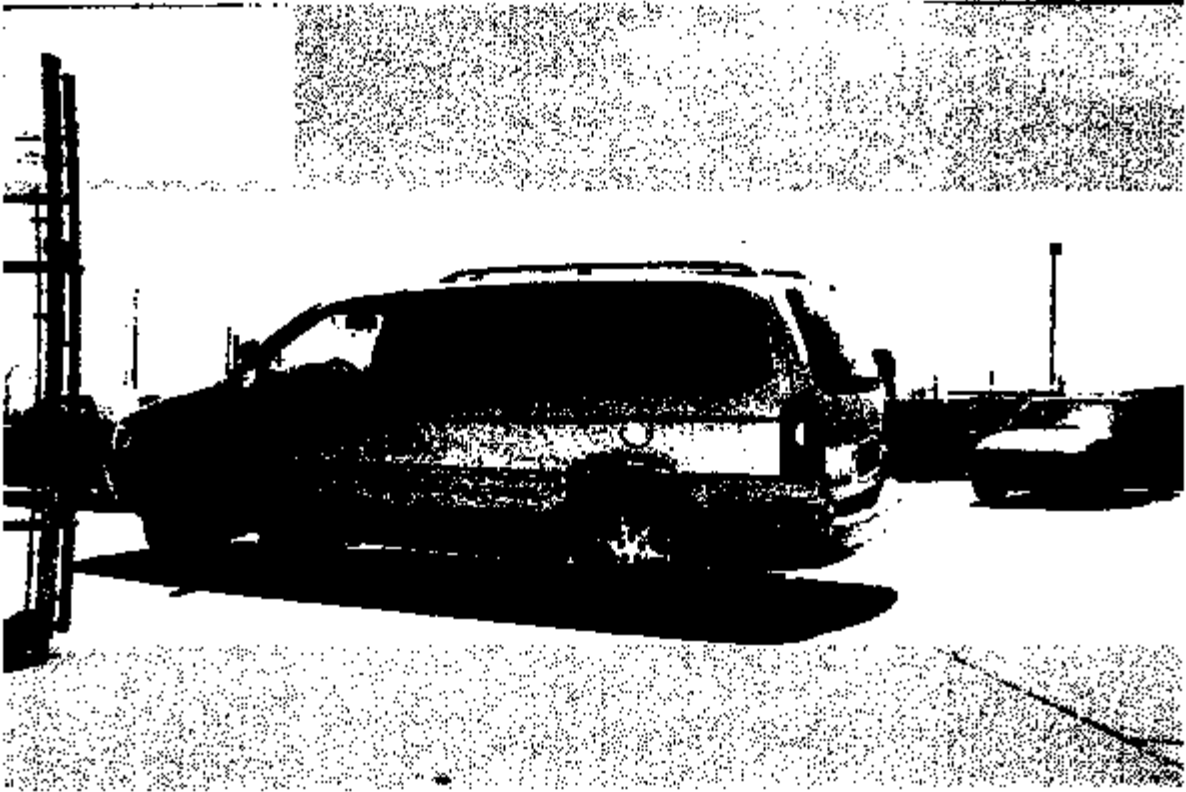
Usage Deduction: _____

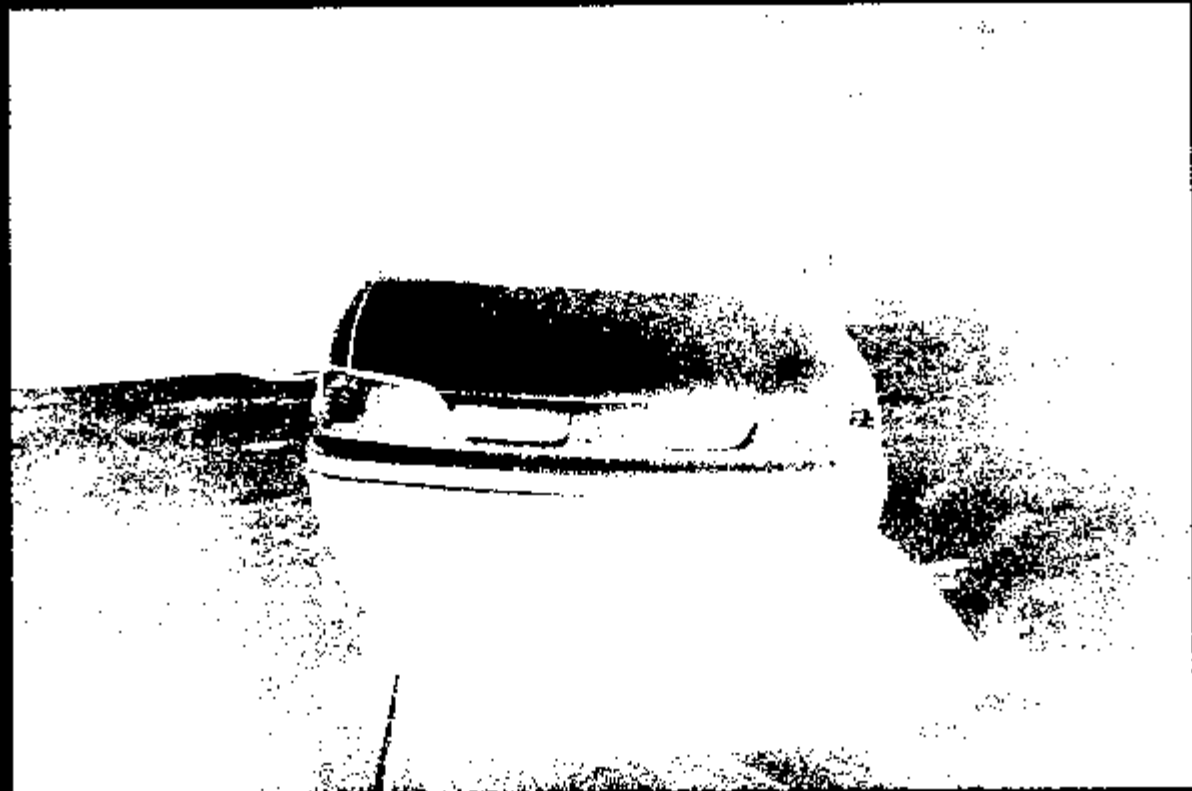
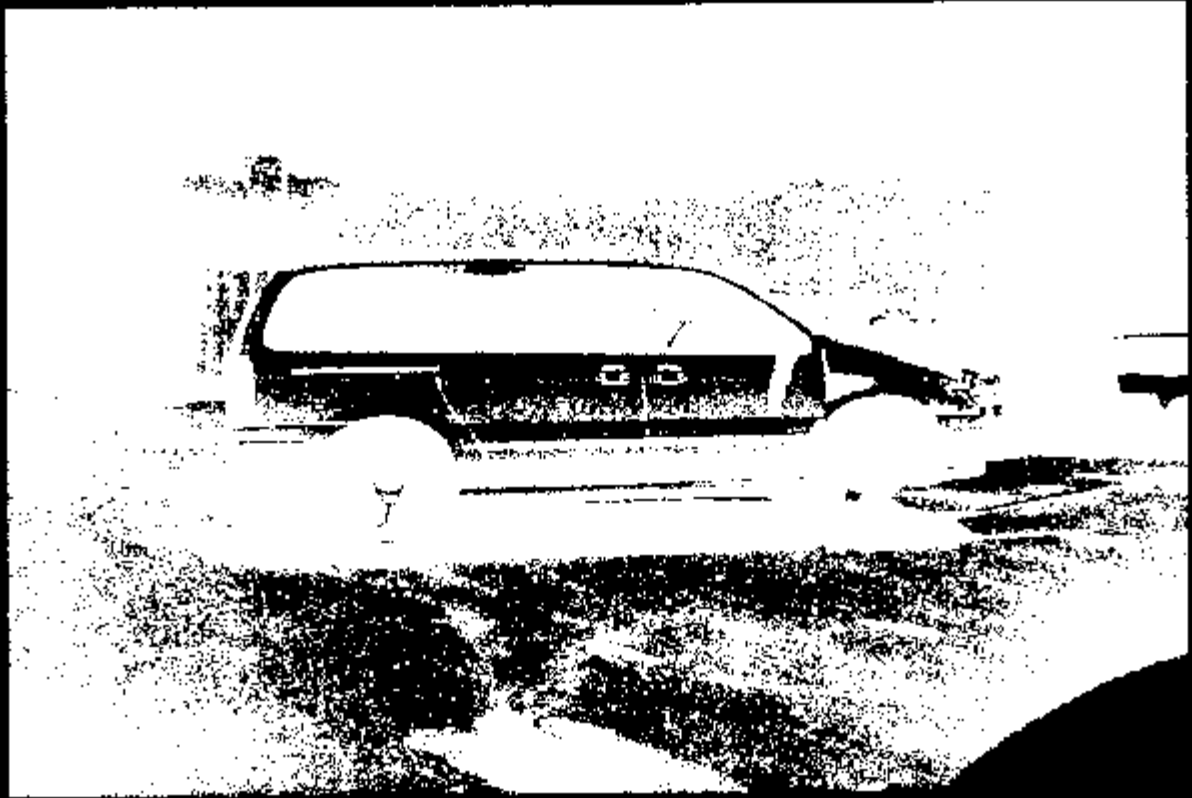
Other Deductions: _____

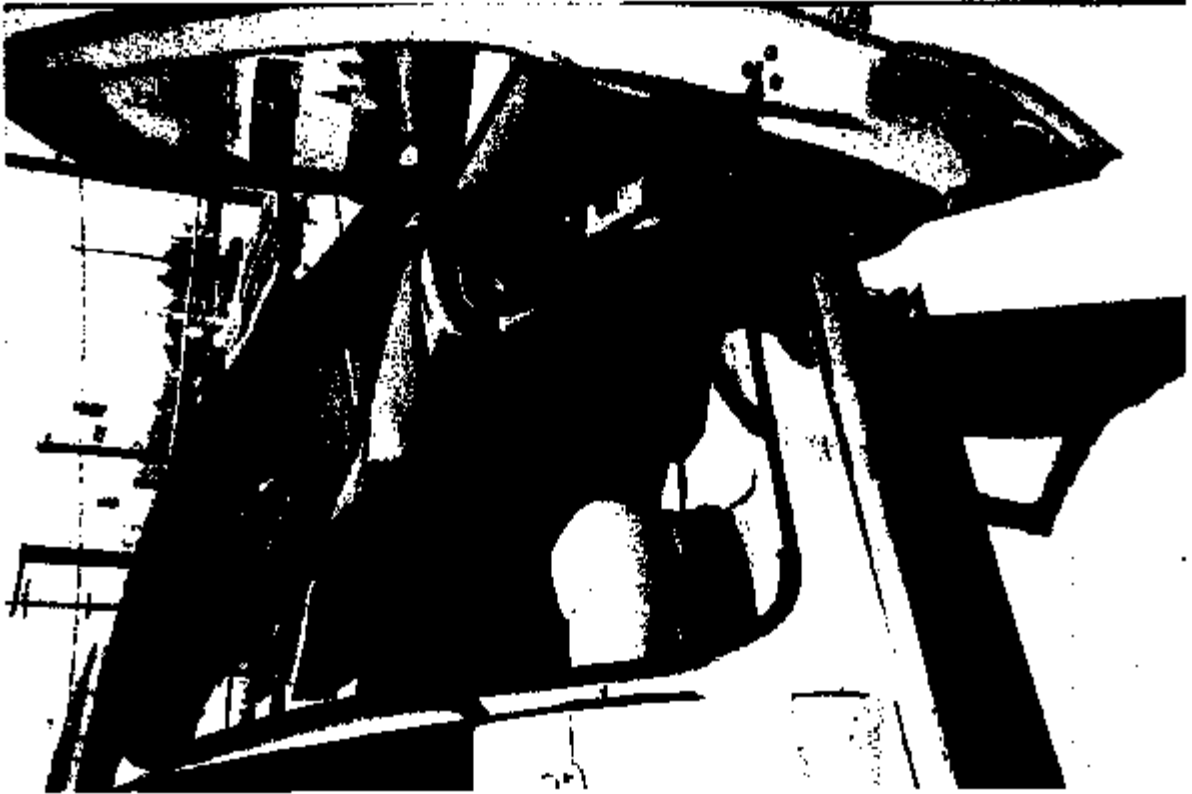
Total Due Customer: _____

Other: _____

OPTIONAL... Does the retailer want a price to purchase the returned vehicle? Yes 2 No _____
 If you have any questions, please call the OTA/GOP Help Desk at 1-800-848-3983, ext. 2-2 FAX 817-881-7448 70 71 5

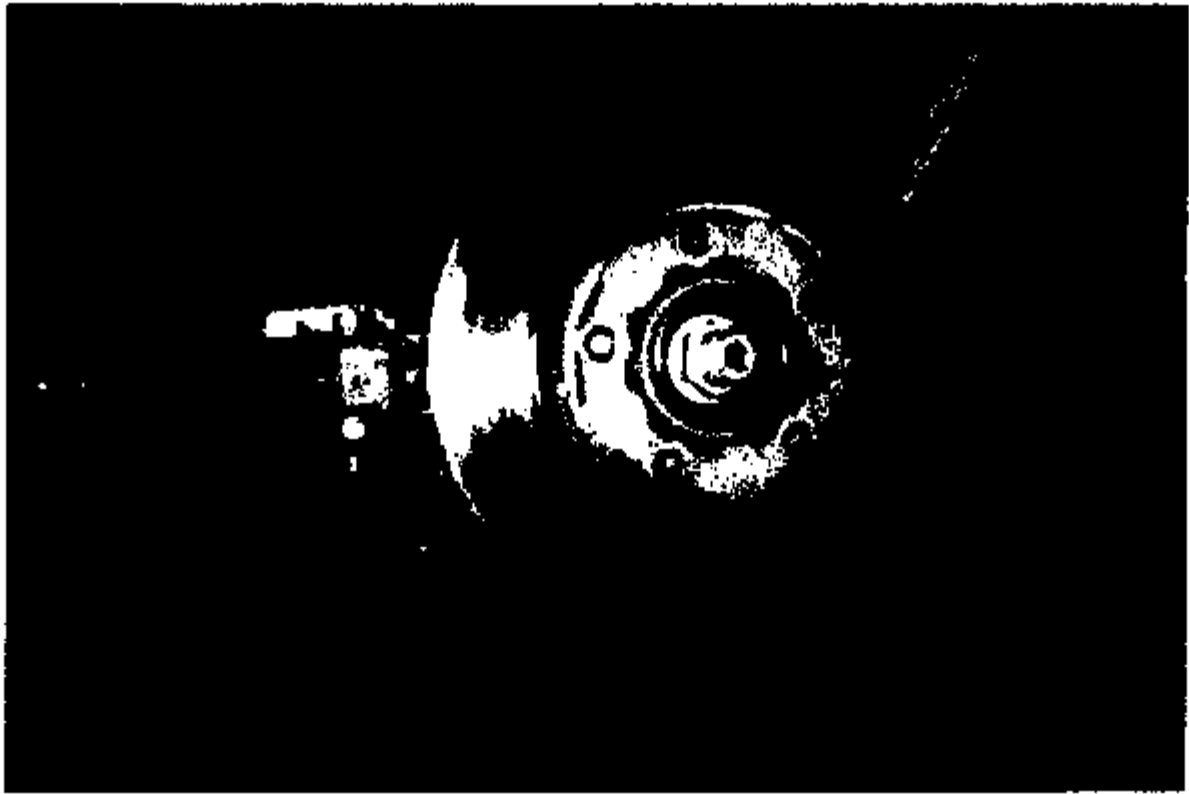






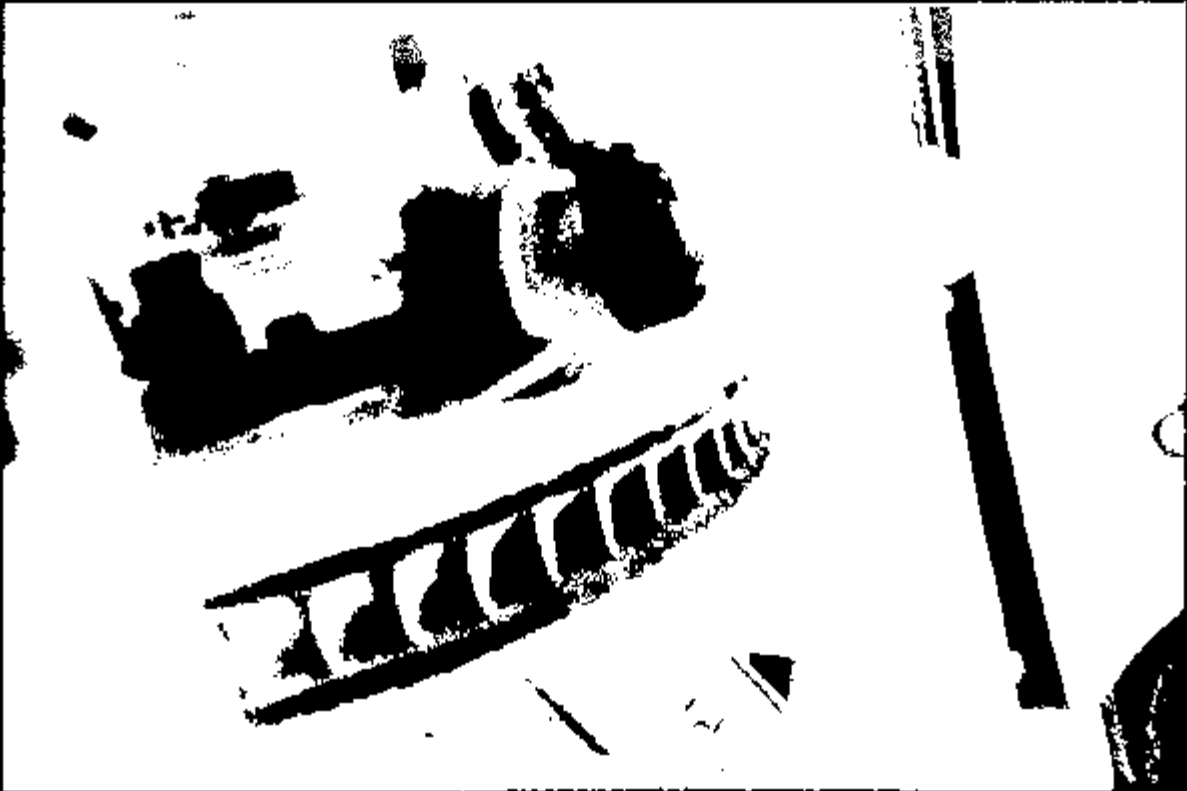


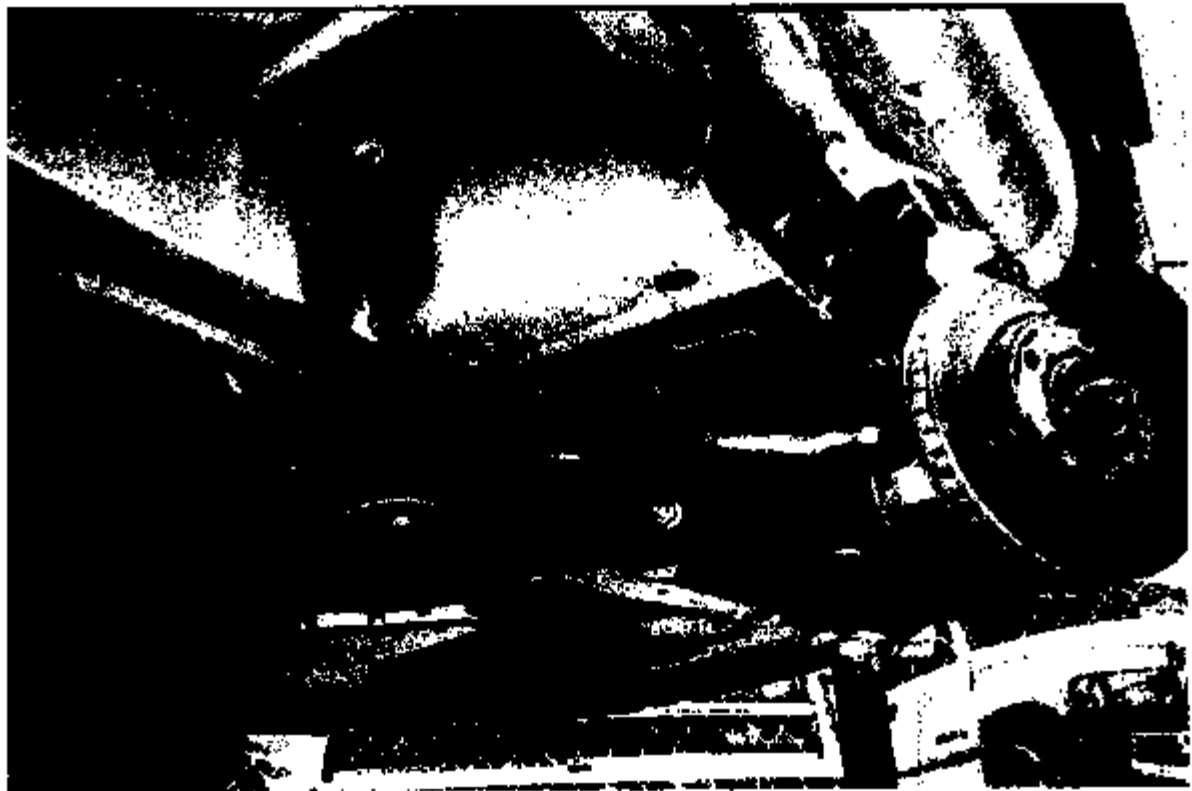












GM RESTRICTED

376048

CASE NUMBER: 05292606 VIN: 1GMDX03E41D112181
 DATE OPENED: 08/13/01 MODEL YEAR: 01
 DATE CLOSED: 08/17/01 SERIES: MONTANA-EXTENDED/4 D
 SOURCE: YES MILEAGE: 11000
 CUSTOMER:
 ADDRESS:
 HOME PHONE: STATE: NJ
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 PONTIAC DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS:
 HOME PHONE:

CASE NUMBER: 05292606 VIN: 1GMDX03E41D112181
 MODEL YEAR: 2001
 DATE OPENED: 2001-08-13 SERIES: MONTANA-EXTENDED/4 D
 DATE CLOSED: 2001-08-17 MILEAGE: 11000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: MILLER BUICK PONTIAC GMC CORPORATION
 SRC PARENT: DEALER ADDRESS: 920 ROUTE 1 NORTH, WOODBRIDGE, NJ, 07095, USA

*****GENERAL CASE INFORMATION*****

H30 Wheels Other
 0 REPAIR ATTEMPT(S) came off

wheel came off

*****WORK HISTORY*****

cust states he heard a loud noise and called miller for appt, but that night, wheel came off vehicle. cust states his last service was 7/12 at miller. cust states roadside would only tow him to nearest dlr, and not miller. cust states damage was caused to vehicle body, due to wheel coming off. crm advised cust to have vehicle towed back to miller for inspection before anyone works on it. cust states he cannot pay for tow and he is without a vehicle to drive. crm advised cust need for research and will call back this pm. tam engelbert/cars/tampa; 0; 99999
 2001-08-13

CRM PER TM KUSLANSKY INSTRUCTION CALLING CUST FOR PREVIOUS CRM WHO HAD TO LEAVE TO GO TO THE DOCTOR. CRM WAS ADVISED TO DO PAR....CRM CALLED CUST BACK TO INITIATE PAR.. CUST NOT HOME...CRM WILL CALL BACK AT 330PM.....MARY LOWE-MURPHY/TAMP; 0; 366583908
 2001-08-13

CRM DID PAR AND SENT ON....MARY LOWE-MURPHY/TAMPA; 0; 366592498
 2001-08-14

G M R E S T R I C T E D

376048

is not a PAR case. No collision, injuries, property damage and no thermal event.
Please handle case in CAC. Thanks. Tampa/PAR; 0; 366652987
2001-08-14

CRM SENT ALARM FOR CLARIFICATION AND WILL SEND BACK TO ENGELBET IF NECESSARY...MARY LOWE-
MURPHY/TAMPA; 0; 366655034
2001-08-14

CRM SPOKE TO JSAND WHO STATES NOT A PAR UNLESS CUST DAMAGE TO VEHICLE WAS FROM HITTING
SOMETHING NOT JUST WHEEL COMING OFF...CRM CALLED CUST AND HE DID NOT HIT ANYTHING AND THE
DAMAGE DONE TO VEHICLE IS FROM THE WHEEL COMING OFF..NOT A PAR.. CRM ALSO CONFIRMED THIS
WITH DEALER....CRM SENDING BACK TO ENGELBET TO HANDLE THROUGH CAC...MARY LOWE-
MURPHY/TAMPA; 0; 366658165
2001-08-15

CUST CALLED AND STATED HE MISSED THE ORIOI CRM'S CALL ANDCRM ADVISED CUST THAT THERE IS A
12 PM CALL BACK SET. CUST ADVISED THE CALL BACK TIME IS FINE AND HE WILL BE THERE. CRM
FORWARDING FILE BACK TO PRIOR CRM. CRM KAY DEBERNARD/CARS/TAMPA.; 0; 366742539
2001-08-15

CRM WORKING FILE FOR CRM OUT SICK.....CRM TRIED TO DISCUSS WITH CUST AND ADVISED THIS IS
AN INSURANCE CLAIM OR THAT HE NEEDS TO GO THROUGH THE DEALER TO HAVE THIS REPAIRED AND
LOOKED AT SINCE HE CLAIMS HE HAD AN APP ON 8/14 FOR A REPAIR DUE TO NOISE INWHEEL.. CRM
SPOKE TO TOM THE SVC MGR AND ADVISED THIS IS NOT A PAR AND THAT CUST FEELS THIS WAS A
VEHICLE DEFECT CAUSING HIS REPAIR. HE WILL WORK WITH CUST AND DECIDE AFTER INSPECTION OF
VEHICLE. CRM SENDING TO PREVIOUS CRM TO DO FOLLOWUP WITH DEALER AND CUST...MARY LOWE-
MURPHY/TAMPA; 0; 366749880
2001-08-16

CRM CALLED TOM, SVC MGR, WHO STATED CUST NEVER BROUGHT VEHICLE IN. CRM CALLED CUST TO
FOLLOW UP AND LEFT MESSAGE CRM WILL CALL AGAIN 8/17 4-5 PM, OR CUST CAN CALL CAC.
-----IF CUST CALLS IN, PLS FIND OUT WHY CUST DID NOT TAKE VEHICLE INTO DLR, AND THATHE
STILL NEEDS TO TAKE VEHICLE INTO DLR FOR INSPECTION BY INS COMPANY FOR REPAIR. THIS IS
NOT A DEFECT! TAM ENGELBERT/CARS/TAMPA; 0; 366848303
2001-08-17

CRM CALLED CUST TO FOLLOW UP ON WHY CUST DID NOT TAKE VEHICLE TO DLR FOR INSPECTION BY
INSURANCE CO. CUST STATES VEHICLE IS AT BODY SHOP AND HIS INSURANCE DID INSPECT IT AND
IS COVERING IT. CUST IS SATISFIED. TAM ENGELBERT/CARS/TAMPA; 0; 366938230

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

G M R E S T R I C T E D

376048

NUMBER OF PEOPLE: 0
INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:

NAME:

ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:
LEGAL TYPE:

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376048

DEALER ADMINISTRATION:
RELEASE:

LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS:
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
LEASE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:
% BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****ERC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

380099

CASE NUMBER: 02297120 VIN: 1GNDU03E0YD342282
 DATE OPENED: 11/20/00 MODEL YEAR: 00
 DATE CLOSED: 10/15/01 SERIES: VENTURE 4DR
 SOURCE: PAR NO MILEAGE: 8172
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: CA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 02297120 VIN: 1GNDU03E0YD342282
 MODEL YEAR: 2000
 DATE OPENED: 2000-11-20 SERIES: VENTURE 4DR
 DATE CLOSED: 2001-10-15 MILEAGE: 8172
 SOURCE: DELIVERY DATE:
 SRC TYPE: PAR No DEALER NAME: MULLAHEY CHEVROLET
 SRC PARENT: 02297119 DEALER ADDRESS: 600 W COMMONWEALTH
 AVE, FULLERTON, CA, 92832, USA

*****GENERAL CASE INFORMATION*****

T01 Product Allegation GM 1241 Other
 0 REPAIR ATTEMPT(S) AXLE/WHEEL FELL OFF
 G01 Axle/Differential/Driveline Other
 0 REPAIR ATTEMPT(S) WHEEL FELL OFF
 A04 Possible Safety Concern Other
 0 REPAIR ATTEMPT(S) PAR

AXLE--WHEEL CAME OFF WHILE DRIVING

*****WORK HISTORY*****

CUST CALLED IN BECAUSE SHE HAD NOT REC'D A CALL BACK WITHIN 48 HOURS. CRM NOTED IN FILE THAT REQUEST HAD BEEN ELEVATED TO ERC. CRM ADVISED CUST THAT IT HAD BEEN ELEVATED AND IT USUALLY TAKES A WEEK TO REVIEW, BUT CRM ADVISED OF NUMBER TO ERC. JFRANCO/PDX; 0, 343765522
 2000-11-22

CONTACTED CUSTOMER WHO STATES THAT VEHICLE IS AT TOWN AND COUNTRY TOWING CUSTOMER STATES THAT SHE HAS CONTACTED HER INSURANCE CARRIER, CUSTOMER STATES THAT SHE HEARD A SCRUBBING NOISE AND FRONT DRIVER SIDE TIRE CAME OFF, CUSTOMER STATES THAT VEHICLE IS AT

G M R E S T R I C T E D

380099

IN AND COUNTRY TOWING, CRM DISCUSSED INDEPENDENT INSPECTION, CUSTOMER AGREED TO INSPECTION. TIMIKI JACOBS/PAR 58342; 0; 343779809
2000-12-11

CUST CALLED BACK, SHE HAS STILL NOT RECEIVED A CALLBACK FROM MS. JACOBS, HAS ATTEMPTED TO CALL 3 TIMES TODAY; WOULD LIKE A CALL BACK ASAP, NEEDS TO KNOW WHAT IS GOING ON. ADVISED CUSTOMER THAT I WOULD ASK MS. JACOBS TO CALL HER BACK ASAP. AS COURTESY TO THE CUSTOMER, I WILL SEND JACOBS AN ALARM AND ASK HER TO CALL THE CUSTOMER. RICK HERNDON-PDX, CAC.; 0; 345433903
2000-12-12

CRM RECEIVED A CALL FROM SERVICE MANAGER AT DEALERSHIP (SHORTY) WHO STATES THAT REPAIRS ON VEHICLE WERE STARTED BUT STOPPED IMMEDIATELY, CRM REVIEWED CASE WITH TECHNICAL ADVISOR, CRM WAS ADVISED TO OFFER REPAIRS, CUSTOMER SEEKS TO KNOW WHAT GM IS GOING TO DO ABOUT HER MEDICAL EXPENSES, CRM ADVISED CUSTOMER THAT CASE WOULD BE FORWARDED TO ESIS DUE TO MEDICAL CLAIM, CRM CLOSED FILE, CRM FORWARDED TO ESIS. TIMIKI JACOBS/PAR 58342; 0; 345495859
2000-12-12

BUSINESS SUMMARY1: CRM REVIEWED FILE, CRM CONTACTED CUSTOMER, CRM SET UP INSPECTION, CRM RECEIVED INSPECTION REPORT, CRM OFFERED REPAIRS, CUSTOMER MAKING MEDICAL CLAIM, CRM FORWARDED FILE TO ESIS FOR REVIEW. TIMIKI JACOB/PAR 58342; 0; 345503270
2001-08-13

08/13/01 CRM rec'd incoming call from AVM AL GALLEGER 866 964-4723. He request info on who authorized rental veh. for this customer. CRM could not locate any comment in work history regarding rental authorization regarding all existing files under this ID: 1GNDU03E0YD342282. CRM transferred caller to PAR CRM Timiki Jacobs x58342. BRC D.Kuligowski.; 0; 365586794
MULCAHY, CYNTHIA

*****PAR INFORMATION*****

INCIDENT DATE: 2000-11-17 INCIDENT TIME: 23:55:00
INCIDENT LOCATION: HWY 215

DRIVER NAME: CYNTHIA MULCAHY DRIVER AGE: 29
DRIVER DISABILITY: N/A

OWNER DESCRIPTION: WHILE GOING TO DOWN HWY 215 WHEEL CAME OFF THE AXLE...CUST RETAINED BACK INJ. VEH IS AT INBOUND YARD

ALLEGED DEFECTIVE COMPONENT: AXLE/WHEEL

INCIDENT RESULT: 12-12-00 CRM FORWARDED FILE TO ESIS
POLICE REPORT: N ROAD CONDITION: Dry ROAD SURFACE:
NUMBER OF PEOPLE: 3 BODY INJURY: Y
INJURIES: Y

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: USAA

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380099

INSURANCE COMPANY ADDRESS: 9800 FREDERICKSBURG SAN ANTONIO, TX 78288

AGENT NAME: TOM TOYOOKA EXT 46767
AGENT PHONE NUMBER: 18005318222

MORE INFORMATION:
MAINTENANCE LOCATION: NO MAINT PERFORMED ON VEH
CURRENT LOCATION OF VEHICLE: TOWN AND COUNTRY TOWING
NOTIFY NAME: CUSTOMER

WAS VEHICLE INSPECTED: Y INSPECTORS NAME: EAAINSPECTION DATE: 2000-11-28
MILEAGE AT INSPECTION: 8172
WHERE WAS INSPECTION DONE: INSPECTION

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY: EAA INSPECTION PERFORMED
PAR STATUS: Accepted

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
ENGINE TYPE: TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 ERC WARRANTY DATE:
MERP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER: INTEREST PAID:
INTEREST RATE: DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:
*****BODILY INJURY*****

NUMBER OF INJURIES: 0

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380099

REMARKS:

NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY/STATE: [REDACTED]
PHONE NUMBER: [REDACTED]

LOCATION:

SEATING POSITION: UPRIGHT
TYPE OF INJURY: BACK STRAIN
TREATED: Y

RESTRAINT: SEAT BELT
IF SO, WHERE: MENIEFFE VALLEY EMERGENCY

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: & BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: [REDACTED]
COMPANY: [REDACTED]
ADDRESS: [REDACTED]

CONTACT NUMBER: 1
CONTACT TYPE: Claimant
CONTACT PHONE: [REDACTED]

GENERAL MOTORS CORPORATION

BRAND: CHEVROLET *1/12/00*

DATE: 12/12/00

ESIS/GM Central Claims

RE: Claimant: [REDACTED]

Mail Code 482 C20 D71
Detroit, MI 48265-3000

Date of Incident: 11-17-00

File Number: 02297120

Gentlemen:

Attached is a PAR report with information on the above captioned incident. This Report of Preliminary Investigation is submitted to you for the reason(s) indicated below:

- 1. (X) The attached report is for your information and record.
- 2. (X) We believe this claim may deserve further investigation by you.
- 3. (X) Other: [REDACTED]

We have checked the above items based upon the information we have at this time. If you do not agree, or if subsequent facts come to your attention indicating the advisability of a different approach, we would appreciate being advised promptly.

Please Contact:

Customer Relationship Manager
General Motors Corporation
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

Further inquiries regarding this claim should be directed to the undersigned.

Sincerely,

Trudi Jacobs
Customer Relationship Manager
General Motors Corporation
Product Allegation Resolution Team

Enclosures:

- Customer File
- VIN Profile
- Inspection Report
- Pictures
- Estimates
- Police or Fire Report
- Repair Orders
- Dera Tape
- Other

GM**PAR CASE INFORMATION**

Problem ID: 02297120

CONTACT INFORMATION		VEHICLE INFORMATION	
Name:	[REDACTED]	VIN:	1GNEDU03E0YD342282
Address:		MAKE:	CHEVROLET
Phone:		MODEL:	VENTURE 4DR
		YEAR:	2009
		ODOMETER:	8,172

CONTACT INFORMATION		ACCOUNT/POLICY:	
[REDACTED]		SERVICE DEALER:	MULLAHEY CHEVROLET
		CONTRACT:	SHORTY
		SELLING DEALER:	MULLAHEY CHEVROLET
		CONTRACT:	SHORTY
		PAYEE:	No

PART DETAILS		VEHICLE INFORMATION	
CONTACT ID:	C06000301801857	BODY INJURY:	Yes
DRIVER NAME:	[REDACTED]	COLLISION:	Yes
DRIVER AGE:	29	PROPERTY DMG:	No
DISABILITIES:	N/A	NON COLL:	No
ROAD SURFACE:	Asphalt	DMB ABV K:	No
ROAD CONDITION:	Dry	NOTIFY NAME:	CUSTOMER
# PEOPLE IN VEHICLE:	3	AGENT NAME:	TOM TOYOOKA EXT 46787
INJURIES:	Yes	STATUS:	Accepted
OTHER VEHICLES INVOLVED:	No	REJECT REASON:	
NUMBER INVOLVED:		ROAD TEST:	No
DEFECTIVE COMPONENT:	AXLE/WHEEL	ROAD TEST DESC:	
POLICE REPORT:	No	ROAD TEST RESULT:	
INSURANCE:	Yes	COMP INSPECTED:	
INSURANCE COMPANY:	USAA	INVEST SUMMARY:	EAA INSPECTION PERFORMED
INSURANCE COMPANY ADDR:	8800 FREDERICKSBURG SA	AGENT PHONE:	18008918222
INSPECTION:	Yes	INCIDENT DATE & TIME:	11/17/2009 11:53:00 AM
INSP NAME:	EAA		
INSP DATE:	11/22/09		
INSP MILES:	8,172		
INSP DONE:	INSPECTION		
PROPERTY DAMAGE:			
INCIDENT LOCATION:	HWY 215		
INCIDENT RESULT:	12-12-09 CRM FORWARDED FILE TO ESN		
VEHICLE LOCATION:	TOWN AND COUNTRY TOWING		
MAINTENANCE LOCATION:	NO MAINT PERFORMED ON VEH		
OWNER DESC:	WHILE GOING TO DOWN HWY 215 WHEEL CAME OFF THE AXLE...CUST RETAINED BACK INJ. VEH IS AT INBOUND YARD		

REIMBURSEMENT INFORMATION	
ID:	
PAYEE:	
ADDRESS:	
COMPANY:	
AMOUNT:	
ACCT_TYPE:	
ACCT_NUM:	
TAX_ID:	
ISSUE_1099:	
POLICY_NUM:	



PAR CASE INFORMATION

Problem ID: 02297120

DESCRIPTION:
SOLUTION:

COMPONENT CODE 1: T01
COMPONENT DESCRIPTION 1: AXLE/WHEEL FELL OFF
COMPLAINT CODE 1: Other
COMPLAINT DESCRIPTION 1: Product Allegation GM 1241
REPAIR ATTEMPTS 1: 0

COMPONENT CODE 2: G01
COMPONENT DESCRIPTION 2: WHEEL FELL OFF
COMPLAINT CODE 2: Other
COMPLAINT DESCRIPTION 2: Axle/Differential/Driveline
REPAIR ATTEMPTS 2: 0

COMPONENT CODE 3: A04
COMPONENT DESCRIPTION 3: PAR
COMPLAINT CODE 3: Other
COMPLAINT DESCRIPTION 3: Possible Safety Concern
REPAIR ATTEMPTS 3: 0

COMPONENT CODE 4:
COMPONENT DESCRIPTION 4:
COMPLAINT CODE 4:
COMPLAINT DESCRIPTION 4:
REPAIR ATTEMPTS 4:

COMPONENT CODE 5:
COMPONENT DESCRIPTION 5:
COMPLAINT CODE 5:
COMPLAINT DESCRIPTION 5:
REPAIR ATTEMPTS 5:

COMPONENT CODE 6:
COMPONENT DESCRIPTION 6:
COMPLAINT CODE 6:
COMPLAINT DESCRIPTION 6:
REPAIR ATTEMPTS 6:

**GM**

PAR CASE INFORMATION

Problem ID: 02297120

11/22/2009 - 09:16:38 AM

CUST CALLED IN BECAUSE SHE HAD NOT RECD A CALL BACK WITHIN 48 HOURS. CRM NOTED IN FILE THAT REQUEST HAD BEEN ELEVATED TO BRC. CRM ADVISED CUST THAT IT HAD BEEN ELEVATED AND IT USUALLY TAKES A WEEK TO REVIEW, BUT CRM ADVISED OF NUMBER TO BRC. JFRANCO/PDX

11/23/2009 - 04:13:06 AM

CRM CONTACTED CUSTOMER WHO STATES THAT VEHICLE IS AT TOWN AND COUNTRY TOWING. CUSTOMER STATES THAT SHE HAS CONTACTED HER INSURANCE CARRIER, CUSTOMER STATES THATR SHE HEARD A SCRUBBING NOISE AND FRONT DRIVER SIDE TIRE CAME OFF. CUSTOMER STATES THAT VEHICLE IS AT TOWN AND COUNTRY TOWING. CRM DISCUSSED INDEPENDENT INSPECTION, CUSTOMER AGREED TO INSPECTION. TIMIKI JACOBS/PAR 58342

12/11/2009 - 04:51:52 AM

CUST CALLED BACK, SHE HAS STILL NOT RECEIVED A CALLBACK FROM MS. JACOBS, HAS ATTEMPTED TO CALL 3 TIMES TODAY; WOULD LIKE A CALL BACK ASAP, NEEDS TO KNOW WHAT IS GOING ON. ADVISED CUSTOMER THAT I WOULD ASK MS. JACOBS TO CALL HER BACK ASAP. AS COURTEST TO THE CUSTOMER, I WILL SEND JACOBS AN ALARM AND ASK HER TO CALL THE CUSTOMER. RICK HERNDON-PDX, CAC.

12/12/2009 - 13:36:31 AM

CRM RECEIVED A CALL FROM SERVICE MANAGER AT DEALERSHIP (SHORTY) WHO STATES THAT REPAIRS ON VEHICLE WERE STARTED BUT STOPPED IMMEDIATELY, CRM REVIEWED CASE WITH TECHNICAL ADVISOR, CRM WAS ADVISED TO OFFER REPAIRS, CUSTOMER SEEKS TO KNOW WHAT GM IS GOING TO DO ABOUT HER MEDICAL EXPENSES, CRM ADVISED CUSTOMER THAT CASE WOULD BE FORWARDED TO ESHS DUE TO MEDICAL CLAIM, CRM CLOSED FILE, CRM FORWARDED TO ESHS. TIMIKI JACOBS/PAR 58342

12/12/2009 - 03:09:04 AM

BUSINESS SUMMARY: CRM REVIEWED FILE, CRM CONTACTED CUSTOMER, CRM SET UP INSPECTION, CRM RECEIVED INSPECTION REPORT, CRM OFFERED REPAIRS, CUSTOMER MAKING MEDICAL CLAIM, CRM FORWARDED FILE TO ESHS FOR REVIEW. TIMIKI JACOB/PAR 58342

Customer Name	[REDACTED]	Make	CHEVROLET	Model	BLAZER
Customer Address	[REDACTED]	Year	1995	Color	GRAY
Phone No.	[REDACTED]	Property Garage	Van-Culver / Colson / 1000 Hwy	Workshop	1000 Hwy
Color	[REDACTED]	Type of Vehicle	4WD	Year of Purchase	1995
Year of Purchase	1995	Vehicle Condition	LEFT FRONT 3.5LITER ENGINE OIL CHANGE	Vehicle Used for	PERSONAL
Vehicle Condition	GOOD	Reason for Vehicle	NO MAINTENANCE PERFORMED ON VEHICLE	Vehicle Used for	PERSONAL
Year of Purchase	1995	Comments	[REDACTED]		
<input type="button" value="Print"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>					

[REDACTED]	CHARGE LIST	CHARGE CODE
	RENTAL CODE	RENTAL CODE
	DATE	DATE
	TIME	TIME
[REDACTED]		Clear Update Delete
[REDACTED]		Save Print New Transaction Exit
Vendor's Description	[REDACTED]	
Comments	[REDACTED]	
Number of Transactions	[REDACTED]	
[REDACTED]		

NEXT: GM WARRANTY HISTORY INQUIRY PAGE 01 OF 02
(UPDATED THRU 20001121) DIV: CHEVROLET

VEHICLE-ID-NUMBER	DESCRIPTION	ODM	DEL-DLR	DEL-DATE	DEL-ODOM	PDI-ELIG	CLM
NDU03E0YD342282	VENTURE 4DR	M	0000000	20000729	7	PAID	1

PROD-DTE: 20000519 DELWAR-DATE: WARBLK-DTE:
INV-DTE : N/A DELWAR-ODOM: WARBLK-TYP:
INV-DLR : 1320128 SHIP-TO-DLR: 1320128

C	CYCLE								AUTH	AUTH	
T	RODLR	NO.	RODATE	RO-NO.	DOC-NO	LN	LBROP	LN-TOTAL	ODOMETER	ID	CODE
001	I	1320128	067	20000519	A42282	342282	01	Z7000	87.14	0	

PASSENGER CAR AND TRUCK NVI
----- NO MORE CLAIMS FOR THIS VIN -----

PF1:HELP PF2:OPT PF3:CHG-DIV PF4:MAIN MENU PF5:DESC PF6:PRINT
PF7:BACK PF8:FWRD PF9:GOTO PF10:LOGOFF
RECORD FOUND

WARRANTY-RELATED OPTIONS/VEHICLE INFORMATION DIV: CHEVROLET

VIN: 1GNDU03E0YD342282 ORD-TYPE: 070 SERV-TYPE: 000 DEL-TYPE: 000

RPO DESCRIPTION	RPO DESCRIPTION
U BODY	35 SERIES HD MODEL
5 DOOR	ALL PURPOSE VEHICLE
CHEVROLET	V6 ENGINE
LA1 3.4 LITRE V6	CALIFORNIA EMISSION
MX0 AUTO TRANS W/OVERDRIVE	AUTO TRANS
M15 4 SPD AUTO TRANS 4T65-E	02E INSTRUMENT CLST/TRIP
AJ7 INFLT RES DR/PAS-FRT/SD	E58 ELEC SLIDING DOOR
ANTILOCK BRAKE	C60 STAND AIR CONDITIONING
DR5 MIRROR O/S REMOTE ELEC	U76 WINDSHIELD ANTENNA
UP0 RADIO AM/FM CASS,CD	FLOOR CONSOLE
POWER WINDOW	C49 REAR WINDOW DEFOGGER
KEYLESS ENTRY SYSTEM	CRUISE CONTROL
LOGGAGE CARRIER	C25 T/GATE WINDOW WIPER
UA6 THEFT DETERRENT	Y91 LUXURY PKG/DENALI
----- END OF OPTIONS -----	

PF1:HELP PF2:OPT PF3:CHG-DIV PF4:MAIN MENU PF5:DESC PF6:PRINT
 PF7:BACK PF8:FWRD PF9:GOTO PF10:LOGOFF

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE & WHEEL SYSTEMS**

Division:CHEVROLET	02797120	1GNDU03E0YD342282
		E.A. ASSOCIATES
	11-28-2000	8172

I INSPECTION SUMMARY

Following the inspection, summarize the tests and observations: THE INSPECTION REVEALED THAT THE LEFT FRONT TIRE AND WHEEL WERE IN THE LEFT REAR SEAT OF THE VEHICLE. IDENTIFIED BY THE PERSONEL AT TOWING COMPANY. INSPECTION OF THE TIRE AND WHEEL AND THE BRAKE PARTS AND SUSPENSION PARTS INDICATED THAT THE LEFT FRONT WHEEL CAME OFF OF THE HUB. THE LOWER CONTROL ARM AND ROTOR(DISC) SUPPORTED THE VEHICLE ON THE LEFT FRONT, AFTER THE WHEEL CAME OFF. THE LUG NUTS AND LUG NUT BOLTS BROKEN ENDS WERE MISSING FROM THE VEHICLE. THE LUG NUT BOLTS IN THE HUB WERE SECURELY IN PLACE. THE LUG NUT BOLT ENDS SHOWED VERY RECENT BREAKAGE INDICATING THEY HAD NOT BEEN BROKEN VERY LONG. THE ROTOR HAS EVIDENCE OF MOVING WHILE IN PLACE, INDICATING LOOSENESS. THE TIRE HAS NO EVIDENCE OF HAVING BEEN OFF OF THE VEHICLE PRIOR TO THIS INCIDENT. THERE WERE NO TIRE REPAIRS EVIDENT WHICH MIGHT INDICATE THE TIRE AND WHEEL HAD BEEN OFF. THE ELONGATION OF THE HOLES IN THE WHEEL AND THE THREAD MARKS IN THE ROTOR HOLES INDICATES THE LUG NUTS WERE LOOSE CAUSING THIS FAILURE. THERE WAS NO EVIDENCE TO INDICATE THAT THIS TIRE AND WHEEL HAD BEEN OFF OF THIS VEHICLE BEFORE THIS INCIDENT.

II INTERVIEW - VEHICLE HISTORY

Note to the inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

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

OWNER STATED SHE HAD NO PRIOR NOISES OR INDICATION OF A PROBLEM SHE ALSO STATED THAT THE LEFT FRONT TIRE AND WHEEL HAD NEVER BEEN OFF OF THE VEHICLE. SHE IS THE ONLY DRIVER OF THE VEHICLE. WHILE LEAVING A PARKING AREA TO GO TO THE FREEWAY SHE HEARD NOISES COMING FROM THE BRAKES. SHE INTENDED TO GO TO LAKE CHEVROLET TO HAVE IT INSPECTED. AS SHE WAS GOING N/S ON IS 215 THE LEFT FRONT WHEEL CAME OFF OF THE VEHICLE. HER EX-HUSBAND WAS IN THE RIGHT SEAT AND A THREE YEAR OLD CHILD WAS IN THE PASSENGER SEAT ON THE RIGHT SIDE BEHIND THE FRONT PASS. SEAT. CHILD WAS IN THE BUILT IN CHILD SEAT. NEITHER OF THEM HAS REPORTED ANY INJURIES.

2. Prior collision damage (date, description, etc.) NONE

Repaired by: NA

3. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", tires worn, etc.):
OWNER/DRIVER HEARD SOME NOISES JUST MINUTES BEFORE THIS INCIDENT WHILE LEAVING A PARKING AREA. SHE HAD INTENDED GOING TO LAKE CHEVROLET THIS DAY.

4. Repairs outside of warranty (what, when, by whom?): NONE

5. Other vehicle history information (from person being interviewed or GM Warranty History)? NONE

6. Last maintenance (date, description, by whom?): UNKNOWN

III INTERVIEW - INCIDENT DETAILS

If vehicle is a truck, or a car trailing cargo at the time of the incident, estimated total weight of cargo and trailer _____ lbs, Load description: NA
 Load location: NA

Describe the following:	Before the Incident	At the Beginning* and During the Incident
Steering (normal, other)	<u>NORMAL</u>	<u>CAME TO A STOP</u>
Suspension (normal, other)	<u>NORMAL</u>	<u>SAME AS ABOVE</u>
Engine (normal, other)	<u>NORMAL</u>	<u>NORMAL</u>
Transmission (normal, other)	<u>NORMAL</u>	<u>NORMAL</u>
Electrical (normal, other)	<u>NORMAL</u>	<u>NORMAL</u>
Warning lights/messages	<u>NONE</u>	<u>NONE</u>
Unusual noises (from where?)	<u>WHILE BRAKING</u>	<u>NA</u>
Smoke/steam (from where?)	<u>NONE</u>	<u>NONE</u>
Other	_____	_____
	_____	_____
	_____	_____

*The beginning of the incident is the start of the sequence which resulted in the incident.

Exact incident location: NB IS 215 BETWEEN MURRIETA HOT SPRINGS RD AND ALAMOS ST.

Surface where incident occurred:

Type: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? A_ Describe: FREEWAY LANES

Condition: Wet, Dry, Icy, or Other? D_ If other, specify: _____

Estimated vehicle speed 40 MPH Source of estimate: DRIVERS STATEMENT

Incident occurred while: Accelerating, Turning, Braking, Coasting, Driving normally: DRIVING NORMALLY

What did you do after you realized something was wrong? Describe: CAME TO A STOP

Any other comments or observations that have not been covered?

NONE

Left side

Comments: PHOTOS TAKEN IN STORAGE LOT AT TOWN & COUNTRY TOWING.**B. Corner assemblies, if applicable:**

Struts/shocks
Springs
Control arms
Ball joints
Steering knuckles
Axle assemblies

Comments: THE DAMAGE IS CONCENTRATED IN THE AREA OF THE LEFT FRONT WHEEL.**G. Interior:**

Instrument panel & odometer

Comments: NO INTERIOR DAMAGE**D. Underhood:**

Engine compartment
Steering linkage
Steering
Power steering lines/hoses, connections/clamps

Comments: LEFT STEERING LINKAGE IS UNDAMAGED. THE LEFT LOWER CONTROL ARM MAY BE BENT BUT NO DAMAGE WAS EVIDENT EXCEPT ON THE BOTTOM WHERE IT HAD BEEN DRAGGING.**Underbody:**

Steering linkage
Scrapes or impact damage on the following:
Fuel tank
Tires/Wheels
Etc.

Comments: NONE**F. General Observations (Take photographs if applicable):**Anything on vehicle which is after-market: NOAnything on vehicle which is a modification: NOAnything on vehicle which is unusual, out-of-place, etc.: NOOther relevant information: NONE

V CHASSIS INSPECTION

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

A. STEERING, SUSPENSION, WHEELS, AXLES:

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non-production part. Take appropriate photographs, and indicate whether or not a photograph was taken.

	OBSERVATIONS/TEST RESULTS
Describe evidence of axle/suspension/frame contact with frame, body or components	NA
Describe contact of the undercarriage with the road surface (road, shoulder, curb, or grass)	LOWER CONTROL ARM AND LEFT FRONT ROTOR GRASS AND DIRT EVIDENT
Electronic level control system/components	NA
Engine (normal, other)	NA
Electrical (normal, other)	NA
Warning lights/messages	NA
Wheels (damage/impact marks)	LEFT FRONT WHEEL BOLT HOLES ELONGATED, WHEEL DAMAGED AS RESULT OF COMING OFF OF VEHICLE.
Codes/numbers for failed components. Describe	
Other	NA

B. ECM/PCM

Stored codes? (Y/N) ___ If yes, list code number and description.

CODE	COUNTS	DESCRIPTION
		NA

Other comments: _____

C. ROAD-SENSING SUSPENSION/SPEED-SENSITIVE SUSPENSION (Fill out this section for suspension allegations on vehicles equipped with road-sensing suspension/speed-sensitive suspensions)

1. Enter Diagnostics per the service manual and record any current or history codes. (Enter "none" if no codes are present)

CURRENT CODE	DESCRIPTION
	NA

HISTORY CODE	DESCRIPTION
	NA

Follow the procedures in the service manual to determine the cause of the stored codes which relate to the allegation. State which procedures were followed, record the results of each test, and state the root cause of the code. Do not conduct tests which require disassembly of components. Follow the procedure in the General Guidelines for parts which need to be disassembled for evaluation.

2. Inspect the system wiring, connections, and components for damage. Indicate whether the damage was the result of the incident. Comments:

NA

3. Other comments:

NA

D. TIRE INSPECTION

1. IDENTIFICATION:

	TIRE BRAND (Goodman)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch
LF	FIRESTONE	FR80 975 M+S	P215/70R15	35	
RF	FIRESTONE	SAME	SAME	35	
LR	FIRESTONE	SAME	SAME	35	
RR	FIRESTONE	SAME	SAME	35	

Describe any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

LF TIRE HAS BRUISES BUT NO CUTS. NO EVIDENCE OF PRIOR REPAIRS

RF NORMAL

LR NORMAL

RR NORMAL

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD (psi)
TIRES	P215/70R15	35	NA
SPARE TIRE	T125 70 R 15		

VI SITE INSPECTION

607L
(page 2287)

Make a diagram of the incident scene showing where the vehicle started, the path of the vehicle, and all points of impact. Make measurements and record on the diagram. Inspect the scene for tire marks. Take color pictures and enter comments below. If significant other vehicle or property damage occurred, take pictures of the damage, if possible, and make notes as necessary.

Comments: _____

_____ N A _____

**PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Division: CHEVROLET	02297120	1GNDU03E0YD842282

TRUEMAN W. ALLEY

E.A. ASSOCIATES

909-244-2480

11-28-2000

8172

Roll Number ONE _____

- | <u>Neg.#</u> | <u>Description</u> |
|--------------|--|
| 00 | MFG. IDENTIFICATION AND TIRE PLACARD LABEL ON DRIVERS DOOR. |
| 1. | EXTERIOR—FRONT |
| 2. | EXTERIOR—LEFT FRONT |
| 3. | EXTERIOR—LEFT SIDE |
| 4. | EXTERIOR—LEFT REAR |
| 5. | EXTERIOR—RIGHT FRONT & SIDE |
| 6. | EXTERIOR—LEFT FRONT FENDER AND BRAKE ASSEMBLY AREA |
| 7. | EXTERIOR—SPARE TIRE IN PLACE |
| 8. | EXTERIOR— LEFT FRONT TIRE / PER TOWING PERSONEL |
| 9. | LEFT FRONT TIRE TAKEN FROM INSIDE VEHICLE |
| 10. | LEFT FRONT TIRE AND WHEEL SHOWING ELONGATED LUG NUT AND BOLT HOLES AND SCORED INNER AREA INSIDE CENTER AREA. |
| 11. | LEFT FRONT TIRE AND WHEEL SHOWING SCRAPES AND GOUGES ON THE RIM AND WHEEL HUB |
| 12. | LEFT FRONT WHEEL SHOWING ELONGATED HOLES AND GOUGES |
| 13. | LEFT FRONT BRAKE ASSEMBLY SHOWING BROKEN LUG BOLTS WITH FRESH BREAKS |
| 14. | LEFT FRONT BRAKE ASSEMBLY AND WHEEL WELL OPENING |
| 15. | LEFT FRONT STEERING TIE ROD AND STRUT SHOWING NO DAMAGE |
| 16. | LEFT FRONT BRAKE AND TIE ROD ASSEMBLY SHOWING NO DAMAGE TO STEERING ARM OR TIE ROD END. |
| 17. | LEFT FRONT STEERING ASSEMBLY SHOWING STRUT AND TIE ROD UNDAMAGED |
| 18. | LEFT FRONT BRAKE CALIPER ASSEMBLY WITH ALUMINUM WHEEL MATERIAL ON OUTER EDGE |
| 19. | LEFT FRONT BRAKE ROTOR (DISC) SHOWING LUG NUT STUD THREAD MARKS INSIDE THE HOLE. |
| 20. | LEFT FRONT HUB SHOWING LUG NUT BOLTS SEATED IN PLACE |
| 21. | LEFT FRONT ROTOR (DISC) OFF OF VEHICLE. |
| 22. | _____ |
| 23. | _____ |
| 24. | _____ |
| 25. | _____ |
| 26. | _____ |
| 27. | _____ |
| 28. | _____ |
| 29. | _____ |
| 30. | _____ |
| 31. | _____ |

GM643
EA03-004

ATTACHMENT "2F"

Re: 643
October 1, 2003
Page 1 of 2

██████████ v. General Motors Corporation,
Mullahey Chevrolet, Ford Motor Credit Company
and Does 1 through 30
Superior Court, County of Riverside-Central District,
California, Docket No.: RIC 356681

2000 Chevrolet Venture Van
VIN 1GNDU03E0YD342282
Mileage 8,172

On November 17, 2000 plaintiff claims that on her way to a dealer to report noise coming from the vehicle's brakes, the vehicle began to shake and the driver side front wheel allegedly separated from the vehicle. Plaintiff lost control of the vehicle and slid into a center dirt median where the vehicle stopped. A collision did not occur. This incident occurred in Escondido, California.

Plaintiff claimed that she sustained a lower back injury and pain. The other two occupants in the vehicle were not injured.

Chevrolet's November 28, 2000 inspection of the tire, wheel, brakes and suspension indicated that the left front wheel came off of the hub. The lower control arm and rotor/disc supported the left front of the vehicle. The lug nuts and lug nut bolts broken ends were missing. The lug nut bolts in the hub were securely in place. The lug nut bolt ends showed very recent breakage. The rotor appeared loose and had evidence of moving while in place. The elongation of the holes in the wheel and the thread marks in the rotor holes indicated that loose lug nuts caused the failure. Chevrolet did not find any evidence to indicate that the tire and wheel had been off the vehicle prior to the incident. Chevrolet replaced the hub and bearing, left wheel, center cap, rotor, caliper bracket, ball joint, studs, and performed body repairs.

On March 28, 2001, plaintiff filed a complaint alleging violation of the Song-Beverly Consumer Warranty Act, violation of the Magnuson-Moss Warranty Act, rescission involving Ford Motor Credit, product liability negligence and strict products liability. Plaintiff claims that within the first four months after purchasing the vehicle in July 2000, and within the first 8,500 miles on the vehicle, she discovered that the vehicle's front wheel, front center cap, front suspension, hub and bearing, and ball joints were defective. Plaintiff also claimed that the vehicle was out of service for 100 days or more within the vehicle's first 12 months or 12,000 miles, and that GM was not able to satisfactorily repair the vehicle. The vehicle was not serviced or repaired prior to November 17, 2000.

In March 2001, plaintiff complained to another dealer that there were squeal noises coming from the front end while driving at slow speeds. The dealer repositioned and shaped a speed sensor shield. In April 2001, plaintiff heard a clanking noise from the front end when going over bumps. The dealer replaced missing left front caliper bolt bushings. In May 2001, plaintiff heard another clanking noise from the front end while going over bumps. The dealer found that the noise was caused by excessive play at the left front inner tie rod end. The dealer performed recall 01013, adjusted multiple components, replaced the left front inner tie rod and reset the alignment. In June 2001, plaintiff heard a crunching noise in the front end when she applied the brakes. The headlights and interior lights also allegedly flickered and the engine did not start. The dealer determined that the noise was caused by front brake pad friction with the rotors. The dealer removed and reinstalled the front calipers, deglazed the brake pads, applied anti-seize to the back of the brake pads, and lubed the caliper slides. The fuel pump wiring harness was replaced to correct the engine condition. The dealer also recommended rear brake service and rotated the tires.

In November 2001, plaintiff voluntarily surrendered the vehicle to Ford Motor Credit. The vehicle's mileage was 24,262.

On January 4, 2002, an Arbitrator awarded plaintiff \$32,609.27 and attorneys fees and costs. This matter was settled in January 2002.