

EA03-007

GM 12/16/03

ATTACHMENT 1A

BOOK 2 OF 2

PART 1 OF 3

RECEIVED
NVS-215

GM638B
EA03-007

200 MAR 17 P 4:08

OFFICE OF
DEFECTS INVESTIGATION

ATTACHMENT "1A" Continued

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Scranton, PA



CASE NUMBER:	1-125293099	VIN:	1GMDT138X22159962
DATE OPENED:	2003-07-31	MODEL YEAR:	2002
DATE CLOSED:	2003-08-09	SERIES:	Bravada
SOURCE:	Phone	MILEAGE:	22000.0000000
BMC TYPE:	N/Yes	DELIVERY DATE:	
BMC PARENT:	2716, USA	DEALER NAME:	Burne Oldsmobile Cadillac, Inc.
		DEALER ADDRESS:	1201-1209 Wyoming Avenue, Scranton, PA, 18509-

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

J01 General
0 REPAIR ATTEMPT(S) Stalls

stalling concern

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

- stalling concern; ; 2003-07-31
2003-07-31
- svc mgr john murdock; ; 2003-07-31
2003-07-31
- follow up; ; 2003-07-31
2003-07-31
- AVM JOEL GROGER; ; 2003-07-31
2003-07-31
- FOLLOW UP CALL (570) 961-3958; ; 2003-07-31
2003-08-06
- STATUS; ; 2003-08-06
2003-08-06
- FOLLOW UP CALL; ; 2003-08-06
2003-08-04
- AVM JOEL GROGER; ; 2003-08-04
2003-08-06
- follow up call 578) 961-3959; ; 2003-08-06
2003-08-06
- letter; ; 2003-08-09
2003-08-06
- Created: CAC 1002031. 0000-125293099; ; 2003-08-06
2003-08-09
- Auto Service Manager; ; 2003-08-09
2003-08-09

Service Request has been Closed Dissatisfied. ; 2002-08-09

*****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:
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:

INSPECTOR'S 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 HAC:
DEALER NAME:
DEALER ADDRESS: , ,

CONTACT:
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
YEAR:
TRANSMISSION:
VEHICLE MAKE:
VEHICLE MODEL:
VEHICLE YEAR:
VIN:

ENGINE TYPE:
MILEAGE & BUY-BACK: 0
REAR:

SALES TAX:

DEPRECIATION:
GRADE:
TERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

NAME:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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:
DATED:

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:

December 15, 2003

[REDACTED]
denmore, PA [REDACTED]

Service Request: 1-125293099

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 2002 Oldsmobile Bravada. We know you are sincere in the position you have taken, and hope you also understand our point of view.

General Motors, through the Better Business Bureau (BBB) Autoline, provides a service of mediation/arbitration for its customers regarding the new vehicle warranty. General Motors has committed itself to accept and abide by decisions made in this arbitration process.

The BBB Autoline is available to you at no cost. In certain circumstances, you may be required to use the BBB Autoline prior to participation in other resolution methods. This program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

Please call the Better Business Bureau at 1-800-955-5100 to utilize this service. They will provide you with full details of the program.

Thank you for the opportunity to review this matter.

Sincerely,

Cruz Jimenez
Customer Relationship Manager

MN0001-P/mjr

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Erie, PA [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-126325382 VIN: 1GKDT13E422380855
MODEL YEAR: 2002
DATE OPENED: 2003-08-04 SERIES: Envoy
DATE CLOSED: 2003-08-08 MILEAGE: 16000.0000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/ANo DEALER NAME: McQuillen Oldsmobile-Pontiac-GMC Truck, Inc.
SRC PARENT: DEALER ADDRESS: 604 Main Street East, Girard, PA, 16417-1715, USA

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

J01 General
0 REPAIR ATTEMPT(S) Stalls

various

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

various; ; 2003-08-05
2003-08-04

various; ; 2003-08-05
2003-08-04

various; ; 2003-08-05
2003-08-04

engine, trans; ; 2003-08-05
2003-08-04

various; ; 2003-08-05
2003-08-05

various; ; 2003-08-05
2003-08-05

various; ; 2003-08-05
2003-08-05

various issues; ; 2003-08-05
2003-08-05

various; ; 2003-08-08
2003-08-05

Created; CAC_MN0001. SR#1-126325382; ; 2003-08-05
2003-08-05

lab letter; ; 2003-08-05
2003-08-05

SES letter; ; 2003-08-08
2003-08-08

Service Request has been Closed Dissatisfied.; ; 2003-08-08

*****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: INJURIES:
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:

WAS VEHICLE MAINTAINED:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER SAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
DUCT CODE:

BUYER TYPE:

REASON FOR BUY-BACK: 0
REASON:

FAX NUMBER:
BODY TYPE:
TRAILER:
TRANSMISSION:
VEHICLE IDENTIFIABLE:
WAS VEHICLE REPAIRED:
REASON FOR REPAIR:
REASON FOR:

DEPRECIATION:
TRADE:
MARKET:
LEASE TERM:

DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LESSON 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*****

FEDERAL CASE NUMBER:
TITLE NUMBER:
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:

*****NRC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

December 15, 2003

[REDACTED]
Erie, PA [REDACTED]

Service Request: 1-126325382

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 2002 GMC Envoy. We know you are sincere in the position you have taken, and hope you also understand our point of view.

General Motors, through the Better Business Bureau (BBB) Autoline, provides a service of mediation/arbitration for its customers regarding the new vehicle warranty. General Motors has committed itself to accept and abide by decisions made in this arbitration process.

The BBB Autoline is available to you at no cost. In certain circumstances, you may be required to use the BBB Autoline prior to participation in other resolution methods. This program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

Please call the Better Business Bureau at 1-800-955-5100 to utilize this service. They will provide you with full details of the program.

Thank you for the opportunity to review this matter.

Sincerely,

Marlene Bartels
Customer Relationship Manager

MN0001-P/mjr

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Oswego IL



CASE NUMBER: 1-127497714 VEN: 1GKDT126022236008
MODEL YEAR: 2002
DATE OPENED: 2003-08-06 SERIES: Envoy
DATE CLOSED: 2003-09-18 MILEAGE: 41000.0000000
SOURCE: Phone DELIVERY DATE:
BPC TYPE: N/AYes DEALER NAME: Village Pontiac-GMC Truck, Inc.
BPC PARENT: DEALER ADDRESS: 1585 W. Ogden Ave., Naperville, IL, 60540-3997, USA

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

J01 General
0 REPAIR ATTEMPT(S) Stalls

Complaint vehicle

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

Complaint vehicle; ; 2003-08-06
2003-08-06

cust states multiple probs with veh; ; 2003-08-06
2003-08-06

Jeff, serv mgr @ Village Pont states veh dx will be performed for cust/crm informed follow
up; ; 2003-08-06
2003-08-06

7:00 PM/1-127497714; ; 2003-09-18
2003-08-07

4:00 PM @ work/Heather-1-127497714; ; 2003-09-18
2003-08-06

Please assume ownership; ; 2003-09-18
2003-08-06

Service Request Ownership has changed FROM: TRSWPDL TO: PAFKJNU; ; 2003-08-06
2003-08-07

Jeff, serv mgr stated he will have cust veh for a couple of days for diag/drive diag; ; 2003-
08-07
2003-08-11

follow up by dir apptmt review/manday afternoon 1-127497714; ; 2003-09-18
2003-08-07

cust inquiry of veh follow up; ; 2003-08-07
2003-08-11

cust follow up by Monday afternoon/1-127497714; ; 2003-09-18
2003-08-07

cust follow up with commitment to assist has been by Monday evening; ; 2003-08-07

2003-08-11

ff, serv mgr gave Frank Hauser ckm phone number/no msg yet; ; 2003-08-11
2003-08-11

msg with cust at work; ; 2003-08-11
2003-08-11

ots for SmartCare by Fidel Devera; ; 2003-09-18
2003-08-12

c/b cust with offer/1-127497714; ; 2003-09-18
2003-08-12

ckm offered Smart Care for cust; ; 2003-09-15
2003-08-12

Created:CAC_RS0011. SR#1-127497714; ; 2003-08-12
2003-08-12

request for Smart Care to cust as her veh continues to stall/dlrship tries to duplicate
issue; ; 2003-08-19
2003-08-12

Created:CAC_RS0013. SR#1-127497714; ; 2003-08-12
2003-08-12

ots by Fidel Devera; ; 2003-08-12
2003-08-12

Created:CAC_RS0013. SR#1-127497714; ; 2003-08-12
2003-08-12

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-08-12
2003-08-19

Please see feedback form.....; ; 2003-09-15
2003-08-19

Goodwill Status has been changed from: Pending SITEL to Returned; ; 2003-08-19
2003-08-28

Goodwill Status has been changed from: Returned to Pending SITEL; ; 2003-08-28
2003-08-28

follow up to Goodwill Liason: Cust was offered 12/12. I can update this to 12/15; ; 2003-09-
11
2003-08-28

Created:CAC_RS0013. SR#1-127497714; ; 2003-08-28
2003-08-29

Updts/Resubmitted for approval by GML; ; 2003-09-09
2003-09-09

Goodwill Status has been changed from: Pending SITEL to Returned; ; 2003-09-09
2003-09-09

Please see feedback form; ; 2003-09-11
2003-09-11

ckm to verify 12/15 and mileage; ; 2003-09-18
2003-09-12

Follow up to send Smart Care; ; 2003-09-18
2003-09-11

Smart Care 12/15 offered to cust and was accepted. Mileage will be verified upon cust return call; ; 2003-09-18
2003-09-15

Msg to cust for goodwill to be sent; ; 2003-09-15
2003-09-15

cust states she does not own the Envoy any longer. Cust was not happy with this veh.; ; 2003-09-15
2003-09-18

crm request Goodwill Liason input and Laura Gardner is closing file per review and file number taken; ; 2003-09-18
2003-09-18

void; ; 2003-09-18
2003-09-18

Correspondence Rejected; ; 2003-09-18
2003-09-18

Goodwill Status has been changed from: Returned to Voided; ; 2003-09-18
2003-09-18

Service Request has been Closed Satisfied.; ; 2003-09-18

*****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: INJURIES:
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:
LEAGE AT INSPECTION:
ERE 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:
BMC WARRANTY DATE:
NADA: 0
SALES TAX:

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

DEPRECIATION:
GRADE:
MARKET:
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:
DAMAGE:

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****AIR INFORMATION*****

INTERNAL CASE NUMBER:
TITLE NUMBER:

DATE:

BUSINESS:

% BUSINESS: 0

CLIENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

RELEASE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

DESCRIPTION SOUGHT:

*****BAC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Monroe MI [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-128163339 VIN: 1GNDT138022371604
MODEL YEAR: 2002
DATE OPENED: 2003-08-08 SERIES: Envoy
DATE CLOSED: 2003-08-22 MILEAGE: 27000.0000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/A NO DEALER NAME: Groulx Oldsmobile-GMC Truck, Inc.
SRC PART#: DEALER ADDRESS: 19435 S. Monroe, Monroe, MI, 48161-3989.

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

J01 General
0 REPAIR ATTEMPT(S) Stalls

Stalling

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

Stalling; ; 2003-08-08
03-08-08

Svc Mgr - Jim Trouten Svc Advisor - Doug Roof Sales Mgr - GMC - Harold; ; 2003-08-08
2003-08-08

Advisor - Sharon; ; 2003-08-08
2003-08-08

Waiting approval; ; 2003-08-19
2003-08-19

Created:GMC_MW0001. SR#1-128163339; ; 2003-08-19
2003-08-19

SR#; ; 2003-08-22
2003-08-19

Svc Mgr - Jim Trouten; ; 2003-08-19
2003-08-22

Service Request has been Closed Dissatisfied.; ; 2003-08-22

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ASSIGNED OPERATIVE COMMENTS:

ACCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE:
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:

STATUS:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
EQUITY:
OWNER:
FINANCER:

MARK:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEASER:

LEASE TERM:
LEASE ID:
VEHICLE IDENTIFICATION:
LEASER REPORT:

LEASE ADMINISTRATION:
REMARKS:

TITLE BRAND:

PLACEMENT VIN:

*****MODELY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADM INFORMATION*****

REFERRAL CASE NUMBER: DATE:
TITLE BRANDS:
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:

*****BMC CONTACT INFORMATION*****

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

December 15, 2003

[REDACTED]
Monroe, MI [REDACTED]

Service Request: 1-128163339

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 2002 GMC Envoy. We know you are sincere in the position you have taken, and hope you also understand our point of view.

General Motors, through the Better Business Bureau (BBB) Autoline, provides a service of mediation/arbitration for its customers regarding the new vehicle warranty. General Motors has committed itself to accept and abide by decisions made in this arbitration process.

The BBB Autoline is available to you at no cost. In certain circumstances, you may be required to use the BBB Autoline prior to participation in other resolution methods. This program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

Please call the Better Business Bureau at 1-800-955-5100 to utilize this service. They will provide you with full details of the program.

Thank you for the opportunity to review this matter.

Sincerely,

Lee Harmon
Customer Relationship Manager

MND001-P/b

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Roosevelt NY [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-128249547 VIN: 1GKDT135X22280341
MODEL YEAR: 2002
DATE OPENED: 2003-08-08 SERIES: Envoy
DATE CLOSED: 2003-08-11 MILEAGE: 32000.0000000
SOURCE: Phone DELIVERY DATE:
BMC TYPE: N/ANo DEALER NAME: Rockville Centre Motors, Inc.
BMC PART#: DEALER ADDRESS: 510 Sunrise Highway, Rockville Centre, NY, 11570-5038.

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

J01 General
0 REPAIR ATTEMPT(S) Status

Campaign

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

Campaign; ; 2003-08-08
2003-08-08

rfl sp 03019; ; 2003-08-08
2003-08-08

Service Request Ownership has changed FROM: TRAFALCO TO: STRATTON; ; 2003-08-08
2003-08-08

Service Request has been Closed Satisfied.; ; 2003-08-08
2003-08-08

RM in Status of Closed has been Re-Opened by SOLESJ; ; 2003-08-08
2003-08-08

Requesting Previous CRM; ; 2003-08-08
2003-08-08

call dir; ; 2003-08-08
2003-08-08

voice mail; ; 2003-08-08
2003-08-08

call cust; ; 2003-08-08
2003-08-08

call cust; ; 2003-08-08
2003-08-08

call dir; ; 2003-08-08
2003-08-08

Service Request has been Closed Satisfied.; ; 2003-08-08

2003-08-11

in Status of Closed has been Re-Opened by STRATTON; ; 2003-08-11
03-08-11

voice mail; ; 2003-08-11
2003-08-11

call cust; ; 2003-08-11
2003-08-11

Service Request has been Closed Satisfied.; ; 2003-08-11

*****PAN 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:
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:

INSPECTOR'S NAME: INSPECTION DATE:

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

STATUS:

*****PAN INFORMATION*****

SERVICE:
SERVICE TYPE:
RESPONSE TIME:

TRANSPORTATION:

ISSUES - REC:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DESIGN:
OWNER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LENDER LAW:
VEHICLE DESTINATION:
LEIN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRICTION:
IF SO, WHERE:

*****NEW INFORMATION*****

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

DATE:
% BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****BMC CONTACT INFORMATION*****

NAME:
COMPANY:

CONTACT NUMBER: 1
CONTACT TIME:
CONTACT NUMBER:

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Kittery ME [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-130264541 VIN: 1GMDT138722177190
MODEL YEAR: 2002
DATE OPENED: 2003-08-14 SERIES: Bravada
DATE CLOSED: 2003-09-22 MILEAGE: 18000.0000000
SOURCE: Phone DELIVERY DATE:
BNC TYPE: N/AYes DEALER NAME: Portsmouth Chevrolet, Inc.
BNC PART#: DEALER ADDRESS: 2025 Woodbury Ave., Newington, NH, 03801-2804,

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

J01 General
0 REPAIR ATTEMPT(S) Stalls

engine stops running

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

engine stops running; ; 2003-08-14
2003-08-15

call for diagnosis and vin for veh; ; 2003-08-22
2003-08-18

call with info from dlr; ; 2003-08-22
2003-08-18

call for diagnosis; ; 2003-08-18
2003-08-22

Service Request Ownership has changed FROM: ROSSKILN TO: CARTER; ; 2003-08-22
2003-08-22

Review; ; 2003-08-22
2003-08-22

call for diagnosis 916034365010; ; 2003-08-22
2003-08-25

FNM Jezewski Brady 914055 8410; ; 2003-08-25
2003-09-03

call for diagnosis 916034365010; ; 2003-08-29
2003-08-29

svc mgr c/b; ; 2003-08-29
2003-08-29

svc mgr c/b; ; 2003-08-29
2003-08-29

S/U call to cost; ; 2003-08-29
2003-08-29

F/U call to cust, ; 2003-09-05
03-09-05

call for diagnosis 916034365010; ; 2003-09-05
2003-09-08

F/U call to cust:GMPP 5/75 Maj Guard; ; 2003-09-08
2003-09-08

Service Request has been Closed Satisfied.; ; 2003-09-08
2003-09-09

SR in Status of Closed has been Re-Opened by CAPPER; ; 2003-09-09
2003-09-09

FAVN Jezewski Brady 914055 8410:1-800-321-0164, 8410; ; 2003-09-09
2003-09-10

F/U call to cust : DLK 1 month pmt+60/50 Value Guard 550 class J \$0 ded; ; 2003-09-10
2003-09-10

call for diagnosis 916034365010; ; 2003-09-10
2003-09-12

call for 1 mo pmt 916034365010; ; 2003-09-12
2003-09-12

GMPP Value Guard; ; 2003-09-12
03-09-12

Created:CAC_RS0011. SN#1-130264541; ; 2003-09-12
2003-09-12

Goodwill Status has been changed from: Not Initiated to Pending SIFEL; ; 2003-09-12
2003-09-12

GMPP Value Guard 5/50 sent for approval; ; 2003-09-19
2003-09-19

Goodwill Status has been changed from: Pending SIFEL to Pending GML; ; 2003-09-19
2003-09-19

GMPP Value Guard 5/50 sent for approval; ; 2003-09-22
2003-09-22

Service Request has been Closed Satisfied.; ; 2003-09-22

*****FAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLIANCE DEFECTIVE COMMENTS:

INCIDENT REPORT:
SOURCE REPORT:

ROAD CONDITIONS:

WIND DIRECTION:

NUMBER OF PEOPLE:
INJURIES:

BODY INJURY:

IS 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:

INSPECTOR'S NAME: INSPECTION DATE:

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

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

OFFICE:
REQUEST TYPE:
PURCHASE REASON:

TRANSACTION:

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

FAI NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVABLE:
BMC WARRANTY DATE:
SALES: 0
SALES TAX:

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

DEPRECIATION:
UPGRADE:
APPROVAL:
LEASE TERM:
REASON:
OWNER:
FINANCE:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

UNPAID BALANCE:
DATE:

LEGAL TYPE:
LEASE LAW:
VEHICLE DESCRIPTION:
LEASE NUMBER:
TITLE NUMBER:

LEASE ADMINISTRATION:
REMARKS:

REGISTRATION VIN:

*****FINALLY FINISHED*****

NUMBER OF INJURIES: 0
DEBITS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADP INFORMATION*****

IDENTICAL 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*****

VE:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

December 15, 2003

[REDACTED]
Kittery, ME [REDACTED]

Service Request: 1-130264541

Dear [REDACTED]

Thank you for your support of Oldsmobile. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Value Guard plan for your 2002 Oldsmobile Bravada, Vehicle Identification Number 1GHDT138722177190, is for the following:

- 60 months or 50,000 miles, whichever occurs first
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact GMPP at 1-800-631-5590 if you have additional questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Oldsmobile customer.

If you have any future questions, please feel free to contact our Oldsmobile Customer Assistance Center at 1-800-442-6537 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.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Robert Capps
Customer Relationship Manager

RS001H-TV

10/17 9:15 15:52

GMPP REQUEST FOR PROCESSING

SR #

Division Name

Complete VIN Year

Division - Dealer Code Information

General Motors has agreed to:
 Approve and pay for a new plan - no GMPP coverage currently

Special instructions check if applicable
 Transfer all claims to new policy Endorse selling dealer code to Division code.
 (Selling dealer to keep profit. Division is debited the dealers profit.)

Delivery Date Odometer reading

Plan purchase date Customer Ownership

Business Name:

Customer Name (First - M.I. - Last):

Address Line 1:

Address Line 2:

City: State: Zip:

Plan Type # of months Mileage

Deductible

Plan plan holder (Select Division below):
 Division:

CRM (decision maker):

Team Manager/Liaison

TEAM CARS Site Date

AVM Requested

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Saginaw MI



CASE NUMBER: 1-130627066 VIN: 1GHDT13S522243204
MODEL YEAR: 2002
DATE OPENED: 2003-08-15 SERIES: Bravada
DATE CLOSED: 2003-08-25 MILEAGE: 40000.0000000
SOURCE: Phone DELIVERY DATE:
BNC TYPE: N/AYes DEALER NAME: Labadie Oldsmobile Cadillac GMC Truck, Inc.
BNC PARENT: DEALER ADDRESS: 711 S. Euclid Avenue, Bay City, MI, 48706-3303, USA

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

JG1 General
0 REPAIR ATTEMPT(S) Stalls

Cust Complaint/Veh stalls

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

Cust Complaint/Veh stalls; ; 2003-08-15
2003-08-15

Service Request Ownership has changed FROM: TEMPANTO TO: BURNELL; ; 2003-08-15
2003-08-15

repairs; ; 2003-08-25
2003-08-15

rental, and repair attempts; ; 2003-08-15
2003-08-15

sp repair.; ; 2003-08-25
2003-08-15

sp 03019; ; 2003-08-15
2003-08-15

cb cust for update; ; 2003-08-25
2003-08-19

1-130627066 cb cust w/ update; ; 2003-08-25
2003-08-16

SPECIAL POLICY 03019 - UPDATE; ; 2003-08-16
2003-08-16

insurance; ; 2003-08-18
2003-08-18

ins rqt; ; 2003-08-18
2003-08-19

update cust w/ own contact.; ; 2003-08-18
2003-08-18

1-130627066 avm cb? ; 2003-08-25
03-08-25

; ; 2003-08-25
2003-08-25

(989) 233-9935; ; 2003-08-25
2003-08-29

1-130627066 did cust cb? ; 2003-08-25
2003-08-25

Cust called for CRM; ; 2003-08-25
2003-08-25

Cust called and left a vms; ; 2003-08-25
2003-08-25

update; ; 2003-08-25
2003-08-25

Service Request has been Closed Satisfied.; ; 2003-08-25
2003-08-25

SR in Status of Closed has been Re-Opened by JAMESOB; ; 2003-08-25
2003-08-25

Veh stalling complaint; ; 2003-08-25
03-08-25

Service Request has been Closed Dissatisfied.; ; 2003-08-25

*****FAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ASSIGNED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

VEHICLE INSURED:

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

DATE OF INCIDENT:
INCIDENT LOCATION:
GENERAL MAKE/TYPE OF VEHICLE:

NOTIFY NAME:

VEHICLE INSPECTED:
DEALER 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 EAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

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

REGIME TYPE:

MILEAGE @ BUY-BACK: 0
MP:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEASE LAW:
VEHICLE DESTINATION:
LEASE PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
OFFICE POSITION:
TYPE OF INJURY:
DATE:

LOCATION:

RESIDENT:
IN-ED. NUMBER:

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Rocking MA

CASE NUMBER: 1-131785509 VIN: 1GNDT13872321417
MODEL YEAR: 2002
DATE OPENED: 2003-08-19 SERIES: Bravada
DATE CLOSED: 2003-09-22 MILEAGE: 22000.0000000
SOURCE: Phone DELIVERY DATE:
SVC TYPE: N/Yes DEALER NAME: 128 Imports, Inc.
SVC PARENT: DEALER ADDRESS: 618 North Avenue, Wakefield, MA, 01880-1311,

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

J01 General

0 REPAIR ATTEMPT(S)

Stalls

RFI: Special Policy the cause of engine stalling/noise concern

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

RFI: Special Policy the cause of engine stalling/noise concern; ; 2003-08-19
2003-08-26

1-131785509 Karen Patalano 781-933-7740 (or 7140); ; 2003-08-26
2003-08-19

Svc Adv Howie McClulin; ; 2003-08-19
2003-08-19

1-131785509 Howie; ; 2003-08-19
2003-08-26

1-131785509 Howie McClulin Svc Adv at 128 Imports; ; 2003-08-26
2003-08-26

Svc Mgr Howie McClulin; ; 2003-08-26
2003-08-26

Svc Mgr; ; 2003-08-26
2003-09-26

Called Cust per Scheduled Call Back; ; 2003-08-26
2003-09-03

1-131785509 Karen Patalano; ; 2003-08-26
2003-09-03

1-131785509 Karen Patalano Engine Concern; ; 2003-09-03
2003-08-29

1-131785509; ; 2003-08-29
2003-08-29

Svc Mgr Howie McClulin; ; 2003-08-29
2003-09-03

Update; ; 2003-09-04

2003-09-08

1-131785509- Patalano, Karen; ; 2003-09-08

2003-09-03

Cust contact; ; 2003-09-04

2003-09-08

Left Msgs for AVM Donald Macleod; ; 2003-09-08

2003-09-08

Per Scheduled Call Back; ; 2003-09-08

2003-09-11

1-131785509 Karen Patalano; ; 2003-09-11

2003-09-11

1-131785509 Karen Patalano; ; 2003-09-11

2003-09-10

AVM Donald Macleod Left CRM voicemail; ; 2003-09-10

2003-09-10

Left Msg for Svc Mgr Howie Mcclulin; ; 2003-09-10

2003-09-11

1-131785509 Karen Patalano; ; 2003-09-11

2003-09-11

Svc Mgr Howie Mcclulin; ; 2003-09-11

2003-09-11

Per Scheduled Call Back; ; 2003-09-11

2003-09-18

1-131785509 Karen Patalano; ; 2003-09-18

2003-09-18

Per Scheduled Call Back; ; 2003-09-18

2003-09-18

Created: CAC_RS0006. SR#1-131785509; ; 2003-09-18

2003-09-18

Submit Call CAC for Approval; ; 2003-09-22

2003-09-22

Service Request has been Closed Satisfied.; ; 2003-09-22

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

ORDER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

ACCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE:
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:
STATUS:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVABLE:
HRC WARRANTY DATE:
MSRP: 0
SALES TAX:

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

DEPRECIATION:
UPGRADE:
AFFIRMAMENT:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:

NAME:

ACCOUNT NUMBER:
INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEASER ID#:
VEHICLE IDENTIFICATION:
LEASE TERM:

DEALER ADMINISTRATION:
MESSAGE:

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:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

December 15, 2003

[REDACTED]
Redding, MA [REDACTED]

Service Request: 1-131785509

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2002 Oldsmobile Bravada, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact our Oldsmobile Customer Assistance Center at 1-800-442-6537 Monday through Friday between 8:00 a.m. and 11:00 p.m. Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Jennifer Gould
Customer Relationship Manager

RS0006-P/mjr

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] New Bern, NC [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-135265264 VIN: 1GHD8138X22233366
MODEL YEAR: 2002
DATE OPENED: 2003-08-28 SERIES: Bravada
DATE CLOSED: 2003-09-08 MILEAGE: 15000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: Trent Olds-Cadillac-Buick, Inc.
BRC PARENT: DEALER ADDRESS: 1707 Highway 70 East, New Bern, NC, 28560.

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

J01 General
0 REPAIR ATTEMPT(S) Stalls

set appt

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

set appt; ; 2003-08-28
2003-08-28

complaint veh; ; 2003-08-28
2003-08-28

f/up on appt; ; 2003-08-28
2003-09-05

verify appt set & veh at dlr 1-135265264 Darlene Dunnigan; ; 2003-09-05
2003-09-05

f/up on appt; ; 2003-09-05
2003-09-12

verify vehicle status 1-135265264 Darlene Dunnigan; ; 2003-09-12
2003-09-08

cust update; ; 2003-09-08
2003-09-08

f/up on cust; ; 2003-09-08
2003-09-08

close file dissatisfied; ; 2003-09-08
2003-09-08

Service Request has been Closed Dissatisfied.; ; 2003-09-08

*****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:

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:

INSPECTOR'S NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

FAA STATUS:

*****FAA INFORMATION*****

SOURCE:

TRANSACTION:

REQUEST TYPE:

REFORGEABLE REASON:

DEALER SAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

FAX NUMBER:

PRODUCT CODE:

BODY TYPE:

ENGINE TYPE:

TRAIL:

TRANSMISSION:

MILEAGE @ BUY-BACK: 0

VEHICLE DRIVABLE:

REASON:

EMC WARRANTY DATE:

REASON: 0

SALES TAX:

REGISTRATION:

PLATE:

EXPIRES:

EXPIRES:

EXPIRES:

EXPIRES:

EXPIRES:

EXPIRES:

EXPIRES:

EXPIRES:

DEALER BUYOUT:

ACCOUNT BALANCE:
DUAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****MOBILY 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:

DATE:
% BUSINESS: 0
DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
RELEASE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****MRC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Pierre, SD [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-145877998 VIN: 1G8EPT138222522142
MODEL YEAR: 2002
DATE OPENED: 2003-09-29 SERIES: Bravada
DATE CLOSED: 2003-10-09 MILEAGE: 16000.0000000
SOURCE: Phone DELIVERY DATE:
RMC TYPE: N/AO DEALER NAME: Beck Motors, Inc.
RMC PARENT: DEALER ADDRESS: 508 S Grant St, Pierre, SD, 57501-4014, USA

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

J01 General
0 REPAIR ATTEMPT(S) Stalls

Vehicle Engine Complaint

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

- Vehicle Engine Complaint; ; 2003-09-29
2003-09-29
- Svc Mgr, N/A Crm spoke to Brandon In Svc; ; 2003-09-29
2003-09-30
- 1-145877998; ; 2003-10-01
2003-10-01
- Svc Mgr, N/A; ; 2003-10-01
2003-10-01
- Svc Mgr, Don; ; 2003-10-01
2003-10-01
- Cost line is busy.; ; 2003-10-01
2003-10-01
- Crm called cust.; ; 2003-10-01
2003-10-01
- Crm called cust.; ; 2003-10-01
2003-10-01
- RMS letter for review and submission; ; 2003-10-09
2003-10-01
- Created: CAC_M00001. SR#1-145877998; ; 2003-10-01
2003-10-01
- Svc Mgr, Don; ; 2003-10-01
2003-10-09
- Service Request has been Closed Discontinued; ; 2003-10-09

*****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: BODY INJURY:
 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:

MAKE INFORMATION:
 DEFENSE 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:
 PAR STATUS:

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

SOURCE: TRANSACTION:
 REQUEST TYPE:
 PURCHASE REASON:

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

FAX NUMBER:
 BODY TYPE:
 TRIM:
 TRANSMISSION:
 VEHICLE DELIVERY:
 INC WAREHOUSE NAME:
 MAIL: @
 STATE: TX:

MAKE TYPE:
 MILEAGE @ END-BACK: 0
 MAKE:

MAKE INFORMATION:
 MAKE:
 MAKE:

LEASE TERM:
YEAR:
MONTH:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

December 15, 2003

[REDACTED]
Pierre, SD [REDACTED]

Service Request: 1-145877998

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2002 Oldsmobile Bravada. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Betty Jantzen
Customer Relationship Manager

BT42003-016

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Lisle, IL [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-150383399 VIN: 1GMDT138X22343587
MODEL YEAR: 2002
DATE OPENED: 2003-10-13 SERIES: Bravada
DATE CLOSED: 2003-10-27 MILEAGE: 18999.0000000
SOURCE: DELIVERY DATE:
BMC TYPE: N/A No DEALER NAME:
BMC PARENT: DEALER ADDRESS:

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

J01 General
0 REPAIR ATTEMPT(S) Stalls

BMC REPURCHASE Scanned: 2003-10-13-15.19.35.000000, MSKDocNum: FOR3P8A903
*****WORK HISTORY*****

BMC REPURCHASE Scanned: 2003-10-13-15.19.35.000000, MSKDocNum: FOR3P8A903; ; 2003-10-15
2003-10-15

Voluntary Trade Repurchase; ; 2003-10-15
2003-10-15

BMC REPURCHASE Scanned: 2003-10-15-09.17.51.000000, MSKDocNum: FOR3P8C3E9; ; 2003-10-15
2003-10-15

Service Request Ownership has changed FROM: FORDE TO: HILL; ; 2003-10-15
2003-10-15

TRADE REPURCHASE; ; 2003-10-15
2003-10-15

AVM; ; 2003-10-15
2003-10-15

DEALER; ; 2003-10-15
2003-10-15

customer; ; 2003-10-15
2003-10-15

customer; ; 2003-10-15
2003-10-15

AVM; ; 2003-10-15
2003-10-15

AVM; ; 2003-10-15
2003-10-15

Service Request has been Closed Discontinued.; ; 2003-10-15
2003-10-15

SR in Status of Closed has been Re-Opened by FORDE; ; 2003-10-16
2003-10-16

Service Request Ownership has changed FROM: BELL TO: FORDE; ; 2003-10-16
2003-10-16

case reopened; ; 2003-10-16
2003-10-16

AVM; ; 2003-10-16
2003-10-16

AVM; ; 2003-10-16
2003-10-16

CUSTOMER; ; 2003-10-16
2003-10-16

BMC REPURCHASE Scanned: 2003-10-16-09.16.07.000000, MSKDocNum: BEL3F8D373; ; 2003-10-27
2003-10-16

BMC REPURCHASE Scanned: 2003-10-16-09.18.19.000000, MSKDocNum: FOR3F8DBAA; ; 2003-10-27
2003-10-16

DEALER; ; 2003-10-16
2003-10-16

FILE ERRORS; ; 2003-10-16
2003-10-16

Service Request Ownership has changed FROM: FORDE TO: BELL; ; 2003-10-16
2003-10-16

OFFER SENT; ; 2003-10-16
2003-10-16

DEALER CONFIGURATION LETTER; ; 2003-10-16
2003-10-16

CUSTOMER; ; 2003-10-16
2003-10-16

ERROR ON PREVIOUS ACTIVITY; ; 2003-10-16
2003-10-16

DEALER; ; 2003-10-16
2003-10-16

AVM; ; 2003-10-16
2003-10-16

OFFER RECEIVED; ; 2003-10-16
2003-10-16

BMC REPURCHASE Scanned: 2003-10-16-15.16.42.000000, MSKDocNum: BEL3F8DB6C; ; 2003-10-27
2003-10-16

CIF APPROVAL; ; 2003-10-16
2003-10-17

FILE REVISION; ; 2003-10-17
2003-10-17

RVDC; ; 2003-10-17
03-10-17

ERC REPURCHASE Scanned: 2003-10-16-17.18.29.000000, MSXDocNum: BKL3F5EAP8; ; 2003-10-27
2003-10-17

ERC REPURCHASE Scanned: 2003-10-16-17.19.08.000000, MSXDocNum: BKL3F8EB54; ; 2003-10-27
2003-10-17

SIGNING DATE; ; 2003-10-17
2003-10-17

CLOSING; ; 2003-10-17
2003-10-17

CLOSING LETTER; ; 2003-10-17
2003-10-17

ERC REPURCHASE Scanned: 2003-10-17-13.14.21.000000, MSXDocNum: BKL3F8FCDD; ; 2003-10-27
2003-10-17

ERC REPURCHASE Scanned: 2003-10-17-13.17.12.000000, MSXDocNum: BKL3F8FD29; ; 2003-10-27
2003-10-27

CONFIRMED CLOSING; ; 2003-10-27
2003-10-27

CLOSED.; ; 2003-10-27
03-10-27

Service Request has been Closed Dissatisfied.; ; 2003-10-27

*****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: INJURIES:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

NOTE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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
MP:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEASEN LAW:
VEHICLE DESTINATION:
LEASE PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****PAR 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 SCHEM:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

Attachment 1-15038399



ROLEYKICE CADILLAC-OLDSMOBILE, INC., 711 MADISON STREET, OAK PARK, ILLINOIS 60302, 708/848-7600

FAX # (708) 848 - 7398

Date: 10-15-03 Time: _____

To: CRYSTAL SANDERS

From: TOM MONACO

Number of pages including cover sheet 5

Any questions please call or fax TOM
At the above number.

Special instructions: Re: per your request



SHAFFER



OLDSMOBILE - CADILLAC, INC.

1880 MONTICLOUT DR. (U.S. HIGHWAY 80) - VALPARAISO, INDIANA 46385

BUYER'S NAME

[Redacted Name]

DATE 10-6-07

BUYER'S ADDRESS

Oak Park IL

BUYER PHONE

DEALER PHONE

CIAL NO.

TYPE OF PURCHASE

EASE ENTER MY ORDER IN THE FOLLOWING
 NEW CAR USED TRUCK
REG NO. 2580

MP 04 MAKE Olds

MODEL BLAZER BODY TYPE AWD 4DR

COLOUR Black TRIM Leather

VIN 1G40T133242162054

BE DELIVERED ON ABOUT 10-6

LEASE DLT

[Redacted Section]

MP MAKE

MODEL BODY TYPE

COLOUR TRIM

VIN REG NO.

LEASE TO

LEASE

TRADE-IN ALLOWANCE

DEBIT BALANCE OWED ON TRADE-IN

TRADE-IN ON USED TRADE-IN

DEBIT ON CREDIT BALANCE

3.0. 35595.58

[Redacted Section]

[Redacted Section]

[Redacted Section]

[Redacted Section]

[Redacted Section]

[Redacted Section]

[Redacted Section]

[Redacted Section]

[Redacted Section]

CASH PRICE OF VEHICLE 35595.58

ACCESSORIES

TRADE-IN CERTIFICATION: THE CUSTOMER CERTIFIES HIS TRADE-IN VEHICLE HAS NEVER BEEN TITLED UNDER A STATE OR FEDERAL "BRAND", SUCH AS "DEFECTIVE", "REBUILT", "SALVAGE", "FLOOD", ETC.

REBATE

REBATE

REBATE

CASH PRICE OF VEHICLE & ACCESSORIES 35595.58

STATE AND LOCAL TAXES 711.2 0171-9191

DOCUMENT FEE N/A

TOTAL PRICE OF UNIT

UNPAID CASH BALANCE DUE ON DELIVERY 35595.58

I, the undersigned, hereby certify that the above information is true and correct to the best of my knowledge and belief, and I hereby agree to the terms and conditions of this order as printed above my signature. I have read the motor printed on the back hereof and agree to it as a part of this order. The name as it is printed above my signature is the name of the person who has authorized me to execute this order.

ACCEPTED BY: [Signature]

CHECK NO. 97011

[REDACTED]

OAK PARK, ILLINOIS

97011

THIRTY FIVE THOUSAND FIVE HUNDRED NINETY FIVE DOLLARS AND 58/100**

DATE	AMOUNT
10/05/03	\$35,595.58

TO THE ORDER OF
 SHAFER OLDSMOBILE
 1005 NORTHLAND DR
 (US HWY 50)
 VALPARAISO IN 46083

[REDACTED]

NON-NEGOTIABLE

FIRST BANK OF ILLINOIS
OAK PARK, ILLINOIS

AUTHORIZED SIGNATURE

NON-NEGOTIABLE

MEMO	NUMBER	DATE
SHAFER OLDSMOBILE ONE WAY IN 9029Z	2665	10/05/03

DATE	ACCT#	AMOUNT	CTRL#	DATE	ACCT#	AMOUNT	CTRL#
10/05/03	300V	35,595.58	2565				

PLEASE ADVISE AND RETAIN

[REDACTED]

CHECK NO.
97011

NET AMOUNT

\$35,595.58

OAK PARK, ILLINOIS

2004 BRAVADA AND
418 BLACK ONYX
352 CASINERE

/L6G

OLDSMOBILE DIVISION
GENERAL MOTORS CORPORATION
200 RENAISSANCE CENTER
DETROIT MI 48243-1300
VEHICLE INVOICE SADE1754541

ORDER NO. GYVBTM/TDC STOCK NO.
VIN 1G8 DT13 88 42163054

*****15-108028

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
BT1506 BRAVADA AND	35595.00	32213.48	INVOICE 08/21/03
AJ7 SIDE IMPACT AIR BAGS	350.00	301.00	SHIPPED 08/21/03
B1W FLOOR MAT DELETE	10.00-	8.60-	EXP T/T 08/25/03
C81 RAIN SENSE WIPERS	70.00	60.20	INT COM 08/25/03
C5E GVE RATING 3750 LBS	N/C	N/C	PRC EFF 08/21/03
F89 50-STATE EMISSIONS	N/C	N/C	KEYS 87690 87690
G74 FINAL DRIVE RATIO 3.73	N/C	N/C	WTF-Y QTR OPT-1
G87 LOAD LEVELING SUSPENSION (INCLUDE AUXILIARY AIR INFLATOR)	375.00	322.50	BANK: GMAC - 610 CME-20 10-802
H81 HEATED FRONT SEATS	250.00	215.00	
L18 VORTEC 4200 SFT I6	0.00	0.00	SRIP WT: 4559
M30 TRANSMISSION-4 SPEED AUTO	0.00	0.00	RP1 32.1
M80 POLISHED ALUMINUM WHEELS (REPLACES STD/OPT WHEELS)	495.00	425.70	GVW: 5700
P80 BRAVADA MEMORY PACKAGE * MEMORY DRIVER SEAT * O/S REARVIEW MIRRORS W/SIDE TURN SIGNALS, MEMORY, & CURB ASSIST	180.00	154.80	GVWP: 2850 GVWR: 3200 GMR: 35223.63 SUPPLR: 36632.58 HRM: 40345.00 WTR: 1/2 MEMO 1959.75
Q8K P265/60R17 TIRES	95.00	81.70	
Q86 6 DISC IN DASH CD CHANGER	295.00	259.70	
Q7C TRAVEL NOTE DIGITAL RECORDER	85.00	73.10	
Q8A ROSE PREMIUM SOUND	495.00	425.70	
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1113.70	
V81 FRONT LICENSE PLATE BRACKET	N/C	N/C	
W83 CARGO SHADE, NET AND MAT	125.00	107.50	

TOTAL MODEL & OPTIONS 39695.00 36739.48 ACT 337 38198.63
DESTINATION CHARGE 550.00 450.00 D/R 261 1180.88
DEALER CO-OP ADVERTISING 396.88 ADV 261 396.88

TOTAL 40345.00 36786.43 PAY 310 36786.43
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 35061.65

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
RESERVE, 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.

SHAWVER OLDSMOBILE-CADILLAC, INC. REMIT TO GMAC NO. 010
VIN 1G8DT13842163054

KVDC Case# 60060

Case Number	118093299	Vehicle is going to Auction	Is Vehicle Damaged (Since 10/99)
Original Make		Dealer Admin Fee Applicant	Leno Wilson
Original Year	1997		
Dealership Name	POLY-DEE CARLAE-CLARKSON E. INC.	This vehicle was repurchased as a result of a Voluntary returned customer in the following jurisdiction:	
Dealership Address	1011 W. 14th St.	Reason for not returning vehicle:	
Dealership Phone	202-541-1111	NOT AVAILABLE IN THIS STATE	
Year of Sale	1997	Original Sales Tax Paid in State	Repurchase Under Laws of State
Make		Closing Schedule	Completed on:
Model		2001-10-31	2002-10-16
Color		If so, where: SAC is 0	
Transmission	A	License No. State:	
MPG (City)	1604	Color (State):	
MPG (Hwy)	237.00	APR 01	
MPG (Comb)	207.10	APR 01	
City	1990	APR 01	
State		APR 01	
Vehicle Title		APR 01	
Vehicle Type	TR	APR 01	
Replacement VIN	20NDY1320010004	Comments: APR 01 1997 1998 1999 2000 2001 2002	
Repurchase Type	AVM Voluntary	01/01/01 01/01/01 01/01/01	
Repurchase Reason	FRA-AVM CRAIG LAWSON	01/01/01 01/01/01 01/01/01	
Reason for Repurchase (Since 10/99)		01/01/01 01/01/01 01/01/01	
Make		01/01/01 01/01/01 01/01/01	
Model		01/01/01 01/01/01 01/01/01	
Year		01/01/01 01/01/01 01/01/01	
Color		01/01/01 01/01/01 01/01/01	
Transmission		01/01/01 01/01/01 01/01/01	
MPG (City)		01/01/01 01/01/01 01/01/01	
MPG (Hwy)		01/01/01 01/01/01 01/01/01	
MPG (Comb)		01/01/01 01/01/01 01/01/01	
City		01/01/01 01/01/01 01/01/01	
State		01/01/01 01/01/01 01/01/01	
Vehicle Title		01/01/01 01/01/01 01/01/01	
Vehicle Type		01/01/01 01/01/01 01/01/01	
Replacement VIN		01/01/01 01/01/01 01/01/01	
Repurchase Type		01/01/01 01/01/01 01/01/01	
Repurchase Reason		01/01/01 01/01/01 01/01/01	
Reason for Repurchase (Since 10/99)		01/01/01 01/01/01 01/01/01	

Tracy J. Spick
1/1/01

**GENERAL MOTORS
BUSINESS RESOURCE CENTER
TRADE REPURCHASE CHECKLIST**

<u> </u> AP	<u> </u> AP
<u> </u> CHECK REQUEST FORM (CRF)	<u> </u> SIGNED BILL OF SALE ON ORIGINAL VEHICLE
<u> </u> EVDC CALCULATION WORKSHEET	<u> </u> SIGNED REPLACEMENT OFFER LETTER
<u> </u> SIGNED BILL OF SALE ON NEW VEHICLE	<u> </u> SIGNED RELEASE AGREEMENT
<u> </u> INVOICE ON REPLACEMENT VEHICLE	<u> </u> SIGNED DEALER CONFIRMATION LETTER
<u> </u> FRA FORM	<u> </u> EVDC SPECIAL INSTRUCTIONS FORM
<u> </u> INCENTIVE SHUT-OFF REQUEST	<u> </u> DEALER PROFIT OTHER THAN ADMIN FEE
<u> </u> COPY OF TITLE OR REGISTRATION	<u> </u> INVOICE FOR ATTORNEY FEES (If Applicable)
<u> </u> WARRANTY HISTORY	<u> </u> REPAIR ORDERS FOR REASON FOR REPURCHASE
<u> </u> INVOICE ON ORIGINAL VEHICLE	

(FLORIDA ONLY)

Substitution of Collateral

New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION: 1-190323399

Name	THOMAS CAPORETO
VIN#	34087
Year-Make and Model:	2001 OLDS MOVADA

LIENHOLDER INFORMATION:

Lienholder Name:	GMAC
Lender Contact Person and Title:	TRU
Physical Address:	500 GALLERIA NEWY STE 300
City/State/Zip:	ATLANTA GA 30300
Phone:	404 521 2211
Fax Number:	NA
Account Number:	1440716704
Dealer Buyout/Payoff Amount:	21,300
Buyout/Payoff Repayment Date:	OCT 97
Per Diem:	STANDARD RETAIL

Additional Information

*Schedule
New York
10-15*

PRELIMINARY PURCHASE AUTHORIZATION

1	Customer Information	
2	Date 10.08.03	
3	Customer First and Last Name [Redacted] (re-finance)	
4	Customer Address [Redacted]	
5	City, State, Zip Lawford, IL [Redacted] Nisle, IL	
6	Priority Phone (Optional Number) [Redacted]	
7	Alternative Phone	Home
8	Customer Fax [Redacted]	
9	Dealer's License # [Redacted]	
10	Customer e-mail address (Optional) [Redacted]	

11	Dealer Information	
12	Dealer Code	890
13	Year	19970
14	Dealership Name Foley-Rice Cadillac-Oldsmobile, Inc.	
15	City, State Oak Park, IL 60302	
16	Dealership Phone	708.848.7000
18	Dealership Contact Fax	708.848.7300
17	Dealer Contact Name and Title Tom Monaco/ Sales Manager	
19	Dealer's e-mail Manager Name (Optional) Richard McDonald	
20	Dealer e-mail address (Optional) [Redacted]	
21	Does this TAC or FICM apply to this TAC or FICM? (check box 17) Richard McDonald	

OPTIONAL Case (if Available)

22	Insurance Class # 1-150383399
23	Does Vehicle Meet State Lemon Law Requirements? No
24	Recommended Description of Repurchase Vehicle 1997 Buick Wildcat

25	TAC Case # No TAC Case
26	Case Handled By Field Voluntary Dealer
27	Trade Repurchase [Redacted]

ATM Information

ATM Name	
City Location	
State	Region
ATM	FC

ATM Make - Model	Street Line
00000-0100	
Year	Call Phone #
97-0007100	647-307-2140

*** REVISED EPRA ***

Oct 18 08 02:13
FORWARD
CADILLAC GENERAL, Inc.
771 W. Madison
SARASOTA, FLORIDA 34230
813 555-7700
813 555-7701

Felton Blue Cadillac

7088452888

P.2

House 10-16-03

Model: [Redacted]
Year: 2002
VIN: 4155E 72

[Redacted]

1GADT135242163054
[X]

12521
900PR
4-DR
BLACK
CASHMANS

QST	AMT.	QST	AMT.
000	400		
001	401		
002	402		
003	403		
004	404		
005	405		
006	406		
007	407		
008	408		
009	409		
010	410		
011	411		
012	412		
013	413		
014	414		
015	415		
016	416		
017	417		
018	418		
019	419		
020	420		
021	421		
022	422		
023	423		
024	424		
025	425		
026	426		
027	427		
028	428		
029	429		
030	430		
031	431		
032	432		
033	433		
034	434		
035	435		
036	436		
037	437		
038	438		
039	439		
040	440		
041	441		
042	442		
043	443		
044	444		
045	445		
046	446		
047	447		
048	448		
049	449		
050	450		
051	451		
052	452		
053	453		
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099	499		
100	500		

Now

NOTICE TO THE NEGOTIATED DASH SALE PRICE OF EACH VEHICLE, NO MORE THAN \$ MAY BE ADDED FOR DEALER COSTS AND OVERHEAD. THE ONLY OTHER ADDITIONAL CHARGES PERMITTED ARE DEALER-ADDED OPTIONS, WARRANTY AND SERVICE CONTRACTS, INSURANCE AND THE ACTUAL COST OF LICENSE AND TITLE REGISTRATION AND TAXES.

DESCRIPTION	AMOUNT	TAXES
SALES TAX	3,517.63	4.3
SALES TAX	2,695.91	4.1
SALES TAX	7,239.22	2.2
SALES TAX	7,239.22	2.2
SALES TAX	2,522.00	0.0
SALES TAX	80.00	0.0
SALES TAX	2,132.58	2.8
SALES TAX	3,096.41	10.0
SALES TAX	20,669.10	0.0

2002 OLDSMOBILE BRAVADA 1GADT135X22343687

NO PUBLIC LIABILITY OR PROPERTY DAMAGE...
The undersigned hereby certifies that the vehicle...
The undersigned hereby certifies that the vehicle...

Purchaser agrees that this Order includes all of the terms and conditions...
The undersigned hereby certifies that the vehicle...
The undersigned hereby certifies that the vehicle...

66193

1994 Financial Summary GM Vehicle Dept	1994 Financial Summary Consumer Dept		1994 Financial Summary
Replacement Vehicle Costs Hill Country Ford Conversion Cost Training (G1/G2/G3) Administrative Other Dealer Contribution Total	152,000 2,000 1,000 1,000 1,000 2,000	Dealer Fee Conversion Fee Training (G1/G2/G3) Administrative Other Inventory Holding Total Pension Plan	Encumbrance Payroll Total Pension Plan Other Total Admin Unpaid Expenses Days Charge Days Charge Days Charge Days Charge Inventory Total Deductions
Total Replacement Price	157,000		
Usage Expenses Driver Charge 1994 Expense Item (PVA) Administrative: Customer	1,000 1,000 1,000	Usage Expenses Driver Car Allowance Employee Salary	Usage Expenses Driver Days Charge Days Charge Days Charge Inventory Total Deductions
Tax Mag/Photo Fee Other Commuter (Hwy) Mileage Allowance (Hwy)	1,000 1,000	Total Deductions	Total Deductions
Total Customer Cost	161,000	Total Repurchase Amount	161,000
Dealer Repurchase Amount Less Payout Amount	161,000 161,000	Less Payout Amount	
Total due to GM GM due to Dealer	0	Due to Customer Due from Customer	
1994 Usage Collection: Pension Plan Mileage Allowance Employee Payroll	0	1994 Usage Collection: Inventory Mileage Allowance Employee Payroll	0

EIN Number

Customer Name

Marketplace Location

Old Vehicle VIN:

New Vehicle VIN:

Date:
10/1/93

TRADE-IN VEHICLE		BUYER'S SIDE	
Trade-In Value	35,100.00	Purchase Price (MSRP) (Net)	35,100.00
Adjustment in Use-1	300.00	State Sales Tax	282.00
Conversion Cost	0.00	License Tax	0.00
Tax	0.00	Reg./Lic./Title Fees (net)	80.00
License Tax	0.00	Additional Aftermarket Items	0.00
Reg./Lic./Title Fees (net)	0.00	State Fee	0.00
Miscellaneous	0.00	Miscellaneous	0.00
Other	0.00	Other	0.00
State Fees	0.00	Subtotal	35,662.00
Cost to Transfer Aftermarket Items	0.00	Trade In	35,100.00
Service Contracts/CLPP	0.00	Payoff	21,350.00
Attorney's Fees	0.00	Net Allowance	4,000.00
Transportation Fees	0.00	Cash on Delivery	0.00
Total Replacement Price	35,700.00	Total Balance Due	35,662.00
Tax	282.00	Amount to Dealer for additional Fees	0.00
License Tax	0.00	GM Aftersales Service	0.00
Reg./Lic./Title Fees (net)	80.00	Other	0.00
Additional Aftermarket Items	0.00		
Vehicle Description	5,551.32		
MSRP	0.00		
Invoice	3,300.00		
Options (Net)	0.00		
Preparation of Aftermarket	0.00		
Other	0.00		
Total Customer Cost	6,831.32		
Trade Repurchase Amount	35,100.00		
Total Price Amount	21,768.68		
Dealer Due to GM	NA		
GM Due to Dealer	4,000.00		
Estimated Dealer Price	22,100.00		
Final Price	22,100.00		

*This is a "used in stock" and is sold by a GM Authorized Retailer.

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME: Crystal Sanders
DEPARTMENT: Business Resource Center
CUSTOMER NAME: [REDACTED]
FILE NUMBER: 1-150383399
OLD VEHICLE VIN: 1GHDT13SX22343587

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 10150

BRAND (check one)

Oldsmobile (13)	Cadillac (12)	Chevrolet (13)	Dodge (11)	GM (46)	Pontiac (16)
---------------------------	-------------------------	--------------------------	----------------------	-------------------	------------------------

NEW VEHICLE VIN: 1GHDT13S242163054

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

ATTN: MARY LOU

CURRENT REGISTRATION
FOR [REDACTED]

NAME		ADDRESS	
MAYOR		[REDACTED]	
CITY		STATE	
[REDACTED]		[REDACTED]	
[REDACTED]		[REDACTED]	
[REDACTED]		[REDACTED]	
[REDACTED]		[REDACTED]	

THE STATE OF TEXAS
 DEPARTMENT OF
 TRANSPORTATION



2003 Texas Registration Identification Card
 Texas Dept. of Transportation
 Austin, TX 78701

Oct 14 08 05:40p

P.3

P.1

Mr. Kelly Cochran

CERTIFICATE OF TITLE OF A VEHICLE

VEHICLE IDENTIFICATION NO. [REDACTED]	YEAR 2002	MAKE OLDSMOBILE	MODEL BRAVADA	BODY STYLE COUNTRY	TITLE NO. [REDACTED]
REGISTRATION COCKEY	COCKEY	OWN	PURCHASED NEW	PURCHASE DATE 04/07/02	
WEIGHT [REDACTED]		WHEELBASE 90 FT		TYPE OF TITLE ORIGINAL	
CLASS PASSENGER					
COCKEYVILLE MD 21030					

OWNER NAME AND ADDRESS
[REDACTED]

SELLER NAME AND ADDRESS
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

ISSUING
ACTUAL NUMBER

The holder of this certificate is deemed to have accepted the title and interest therein.

NAME _____ **ADDRESS** _____

NAME _____ **ADDRESS** _____

NAME _____ **ADDRESS** _____

NAME _____ **ADDRESS** _____

NAME _____ **ADDRESS** _____

NAME _____ **ADDRESS** _____

NAME _____ **ADDRESS** _____

NAME _____ **ADDRESS** _____

NAME _____ **ADDRESS** _____

NAME _____ **ADDRESS** _____

NAME _____ **ADDRESS** _____

027671153

Gregory White
[Signature]



LIEN HOLDER INFORMATION

Lienholder Name: GMAC

Lienholder Phone: (800) 260 4622

Lienholder Contact Name:

Lienholder Address:

City/State/Zip:

Customer Account #:

Payoff Amount: \$ 21,392.98

Next Payment Date: Oct. 27, 2003

558

Title Requested 10-10-03

From Jason



GENERAL MOTORS BUSINESS RESOURCE CENTER

NOTE TO DEALER
DO NOT DELIVER REPLACEMENT VEHICLE AND DO NOT PAYOFF
LIENHOLDER UNTIL FINAL TRANSACTION DOCUMENTS ARE COMPLETE

10.09.03

[Redacted]
 Lombard, IL [Redacted]

*****DEALER COPY*****
CUSTOMER PRELIMINARY SETTLEMENT OFFER
TRADE REPURCHASE

Subject	Repurchase of	02/ Oldsmobile/ Brwada	1GNDT12032242287
	V.I.N. MSRP		636,957.00
	Current Mileage	18000 Miles	
	Mileage Usage		65,851.22
	Customer is responsible for Usage Charges		
	Tax, Tag, and Title		8332.00
	Customer is responsible for Tax, Tag, and Title Charges		
	Total Customer Responsibility		68,571.22
	Loan Payoff Amount		621,302.00
	TOTAL DUE TO CUSTOMER		68,425.90

Replacement Vehicle Information	04/ Oldsmobile/ Brwada
	1GNDT120342193054
V.I.N. MSRP	\$ 40,345.00
231/287 Account Number of V.I.N.	30198.63

*** Amounts are subject to change under certain circumstances ***



GENERAL MOTORS BUSINESS RESOURCE CENTER

10.00.03

[Redacted]
Lombard, IL [Redacted]

CUSTOMER PRELIMINARY SETTLEMENT OFFER
TRADE REPURCHASE

Subject	Repurchase of	GM Automobile/Brand	18MDT132X20043007
	V.I.N. MSRP		\$36,867.00
	Current Mileage	10000 Miles	
	Mileage Usage		\$6,801.22
	Customer is responsible for Usage Charges		
	Tax, Tag, and Title		\$132.00
	Customer is responsible for Tax, Tag, and Title Charges		
	Total Customer Responsibility		\$6,933.22
	Loan Payoff Amount		\$21,392.88
	TOTAL DUE TO CUSTOMER		\$28,326.10

Replacement Vehicle Information **GM Automobile/Brand**
18MDT132X20043004

V.I.N. MSRP **\$ 43,346.00**
251287 Account Number of V.I.N. **38196.88**

*** Amounts are subject to change under certain circumstances***

**GMC**

CHEVROLET/OLDSMOBILE/BUICK/PONTIAC/GMC CENTER

October 16, 2003

TRADE SETTLEMENT OFFER

[REDACTED]

Subject: Repurchase of 2003 OLDSMOBILE BRAVADA ACHDITLMSKLSM007 1-45600000

[REDACTED]

We regret that you are dissatisfied with your 2003 OLDSMOBILE BRAVADA and that our attempt to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Oldsmobile customer. Oldsmobile will assist you into 2004 OLDSMOBILE BRAVADA ACHDITLMSKLSM0094. Your responsibilities may be, but not limited to, taxes, state fees, destination fee, usage, damage, repairs, add-on, and accessories. This offer is conditioned by using the following figures:

Repost of original Vehicle good with 100703	\$21,782.00
New Usage	\$ 5,851.00
New Taxes	\$ 242.00
New registration, reg. title fees	\$ 80.00
New repairs	\$ 1,150.00

TOTAL RESPONSIBILITY OF CUSTOMER \$29,005.00 (taxes & charges)

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VEHICL IDENTIFICATION NUMBER in exchange for the release of liability stemming from warranties, repairs or liquidated, covering this vehicle.

Please return this document to fax number 800-311-3777 by 10/17/03. The conditions of the trade-repurchase are as follows:

- the vehicle is free from any abnormal damage or alterations which impair its resale value
- all factory-installed equipment are intact and functional
- a full and clear title is provided at the time of repurchase (repost original item)
- a "Dealer of Authority" form is signed at the time of repurchase *and only for this repurchase; if needed (supplied by General Motors)*
- an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)
- this offer is contingent upon the approval of your lending/placement institution
- no cash back rebate or incentives of any kind are applicable towards this transaction
- the original vehicle agreement is signed and returned with this offer letter

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your dealer's license. Upon receipt of your signed acceptance, a check will be prepared and forwarded to YOUR BEST OLDSMOBILE. Please allow up to 7 business days for check processing (excluding dealer cooperation). I will contact you to set up a signing date. You will be required to

10/16/2003 13:54 847-459-7385

CAFFS FLLM214

PAGE 02



and with the following on the signing date of the instrument will be valid. I am in receipt of 2003 2003-2003
2003 If you have any questions or concerns.

Manually,

Crystal Sanchez
Finance Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

[Redacted Signature]

10/16/03

**Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)
Oldsmobile**

**3701 East Hillsborough Ave, Suite 2300 Tampa, FL 33610
Phone (800) 231-1841 Crystal Banners ext. 55752**

Trade Repurchase Agreement between Oldsmobile and its dealer partner Foley-Rice Oldsmobile, Inc.

Customer's Name:
 Case Number: [REDACTED]

Thank you for sending Oldsmobile in 928 6888 repurchase information for our mutual customer.

General Motors will issue a check in the amount of \$5,425.00 to FOLEY-RICE OLDSMOBILE & ~~REPRESENTATIVE~~
 accessible. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the
 amount of \$21,425.00 payable to GM/AC and will be secondary in the event of a default on this repurchase agreement,
 with the exception of the final repair order, has been submitted to the Assigned Vehicle Repurchase Center (AVRC) for
 further processing.

When filling the sales agreement for the trade repurchase, please use the numbers below:

Replacement VRC:	10407130042100044
New Vehicle Sales Fee:	\$28,200.00
Used Vehicle Trade Value:	\$23,200.00
Trade Difference:	\$4,500.00
Taxes:	\$222.00
Rebate:	\$100 (Foley-Rice)
Lien on old vehicle, good only until 10/27/03:	\$21,200.00
Minimum Sales Fee:	\$20.00
Document Fee:	(Not paid by either party)
Dealer Processing Fee:	(2000 applied as security deposit to V.C.M.A.)

As always, the customer is obligated to make the vehicle's repairs for the replacement vehicle. Please note we
 do not take responsibility for any other damage, theft, fire, flood, accident, injury, etc. of the original vehicle.

Foley-Rice Oldsmobile, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the
 above referenced customer's lending institution on the Dealer's behalf to facilitate making a loan and clear title in the old
 vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax
 number: 800-911-4777.

Thomas J. Monaco General Manager
FOLEY-RICE OLDSMOBILE & ~~REPRESENTATIVE~~

THOMAS J. MONACO GENERAL MANAGER
FOLEY-RICE OLDSMOBILE & ~~REPRESENTATIVE~~

ADDRESS: General Motors VRC Representative, PO Box 1000

ADDRESS: General Motors VRC Representative, PO Box 1000

Thank you for sending Oldsmobile in 928 6888 repurchase for our mutual customer.

FOLEY-RICE CADILLAC-OLDSMOBILE, INC.
REGULAR CREDIT ACCT
711 W. MADISON ST.
OAK PARK, ILLINOIS 60222

97011

THIRTY FIVE THOUSAND FIVE HUNDRED NINETY DOLLARS AND 58/100⁰⁰

DATE
10/08/03

AMOUNT
\$35,595.98

TO THE
ORDER
OF

WALTER OLDSMOBILE
1001 W. MADISON ST.
OAK PARK, ILLINOIS 60222

FOLEY-RICE CADILLAC-OLDSMOBILE, INC.

NON-NEGOTIABLE

NON-NEGOTIABLE
ADDRESS ONLY

TO: WALTER OLDSMOBILE NAME: 2000 DATE: 10/08/03
ONE WAY ZN 9029Z

DATE	ACCTS	AMOUNT	CTRL#	DATE	ACCTS	AMOUNT	CTRL#
10/08/03	300V	35,595.98	2565				

REGULAR CREDIT ACCT

FOLEY-RICE
CADILLAC-OLDSMOBILE, INC.
711 W. MADISON ST.
OAK PARK, ILLINOIS 60222

CHECK NO. 97011	NET AMOUNT	\$35,595.98
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**GMC****GENERAL MOTORS BUSINESS RESOURCE CENTER****CLOSING CONFIRMATION LETTER**

October 17, 2003

RE: Repurchase for 2002 OLDSMOBILE BRAVADA 1GHEP138K23343887

Dear Mr. Monaco:

The following parties, Tom Monaco and [REDACTED], have a closing date outlined below as the date that the Repurchase is to be completed. This is the date the final package will arrive. Please make sure the customer completes the repurchase on this day and that you return the documents to the RVDC immediately after for completion of the repurchase.

The closing date has been set for October 22, 2003. Once you are in receipt of the packet, please contact the customer. The customer will be notified to coordinate the time with you.

Once the transaction has been completed, please call me at the number listed below so that the customer file can be closed.

Note: Do not contact the customer for. General Motors will handle that portion of the transaction.

Thank you for your cooperation

Sincerely,

Crystal Sanders
Repurchase Specialist
1-800-231-1844 ext. 58752



GMC

GENERAL MOTORS BUSINESS REPOURCHASER

CLOSING CONFIRMATION LETTER

October 17, 2003

RE: Repurchase for 2002 OLDSMOBILE BRAVADA 1GHD1135X22343587

Dear Mr. Monaco:

The following parties, Tom Monaco and [REDACTED] have a closing date outlined below as the date that the Repurchase is to be completed. This is the date the final package will arrive. Please make sure the customer completes the repurchase on this day and that you return the documents to the RVDC immediately after for completion of the repurchase.

The closing date has been set for October 22, 2003. Once you are in receipt of the packet, please contact the customer. The customer will be notified to coordinate the time with you.

Once the transaction has been completed, please call me at the number listed below so that the customers file can be closed.

Note: Do not charge the customers fee, General Motors will handle that portion of the transaction.

Thank you for your cooperation

Sincerely,

Crystal Sanders
Repurchase Specialist
1-800-291-1841 ext. 58752

**GMC****GENERAL MOTORS BUSINESS RESOURCE CENTER**

October 16, 2000

[Redacted]

TRADE SETTLEMENT OFFER

[Redacted]

Subject: Repurchase of 2000 OLDSMOBILE BRAVADA 1GHDY12002343887 1-43002300

Dear [Redacted]:

We regret that you are dissatisfied with your 2000 OLDSMOBILE BRAVADA and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Oldsmobile customer. Oldsmobile will assist you into 2004 OLDSMOBILE BRAVADA 1GHDY12002343887. Your responsibilities may be, but not limited to, taxes, state fees, destination fee, usage, damage, upgrades, add-ons, and accessories. This offer is calculated by using the following figures:

Payout of original Vehicle good until 10/27/03	\$21,392.98
Plus Usage	\$ 3,851.22
Plus Taxes	\$ 282.00
Plus registration, tag, title fees	\$ 84.00
Plus upgrades	\$ 2,281.00
TOTAL RESPONSIBILITY OF CUSTOMER	\$30,954.20(Re-Examined)

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

General Motors will repurchase VIN 1GHDY12002343887 in exchange for the release of liability regarding this vehicle, repairs or implied, covering this vehicle.

Please return this document to fax number 800-311-3777 by 10/27/03. The conditions of the trade repurchase are as follows:

- the vehicle is free from any abnormal damage or alterations which impact its resale value
- all factory installed equipment are intact and functional
- a free copy lease title is provided at the time of repurchase (payout weighted lease)
- a "Transfer of Ownership" form is signed at the time of repurchase and only for this repurchase, if needed (supplied by General Motors)
- an "Outstanding Debts Statement" is signed at the time of the repurchase (supplied by General Motors)
- this offer is subject upon the approval of your lending/lending institution
- no cash back rebate or incentive of any kind is applicable toward this transaction
- the enclosed release agreement is signed and returned with this offer letter

If this trade repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to TOLEVAISE OLDSMOBILE. Please allow up to 7 business days for check processing (pending dealer cooperation). I will contact you to set up a signing day. You will be required to



complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 271-7641
54732 if you have any questions or concerns.

Sincerely,

Crystal Sanders
Business Recovery Center

This letter will be required for you to bring to the signing.

Signature and Date

[Redacted Signature]

10/16/03

GM FINANCIAL WORKSHEET

File Number

Customer Name

Worksheet filled out by:

Old Vehicle VIN:

New Vehicle VIN:

Date:
10/16/03

TRADE REPURCHASE		BILL OF SALE	
Acct 231237 Vehicle Costs	38,198.83	Purchase Price (New Unit)	38,198.83
Adjustment to line 1	368.88	State Sales Tax	252.00
Conversion Cost	0.00	Luxury Tax	0.00
Tax	0.00	Reg./Lic./Title Fees (opt)	80.00
Luxury Tax	0.00	Miscellaneous	0.00
Reg./Lic./Title Fees (opt)	0.00	Other	0.00
Miscellaneous	0.00	State Fees	0.00
Other	0.00	Cost to transfer Aftermarket Items	0.00
State Fees	0.00	Service Contracts/GMPP	0.00
		Attorney's Fees	0.00
Cost to transfer Aftermarket Items	0.00	Transportation Fees	0.00
Service Contracts/GMPP	0.00		
Attorney's Fees	0.00	Total Replacement Price	38,608.88
Transportation Fees	0.00		
Total Replacement Price	38,608.88	Subtotal	38,830.63
		Tax	252.00
Tax	252.00	Luxury Tax	0.00
Luxury Tax	0.00	Reg./Lic./Title Fees (opt)	80.00
Reg./Lic./Title Fees (opt)	80.00	Additional Aftermarket Items	0.00
Additional Aftermarket Items	0.00		
		Usage/Depreciation	4,881.22
Usage/Depreciation	4,881.22	Damage	0.00
Damage	0.00	Upgrade	3,988.00
Upgrade	3,988.00	Downgrade (deducted)	0.00
Downgrade (deducted)	0.00	Reimbursement of Aftermarket	0.00
Reimbursement of Aftermarket	0.00	Other	0.00
Other	0.00		
		Total Customer Cost	9,871.22
Total Customer Cost	9,871.22		
		Trade In	25,958.41
Trade Repurchase Allowance	38,388.38	Payoff	21,362.88
		Net Allowance	4,600.63
Total Payoff Amount	21,362.88	Cash on Delivery	0.00
		Total Balance Due	30,964.18
PAYOFF GOOD THROUGH			
Dealer Due to GM	NA	GM Authorized Signature	Date
GM Due to Dealer	4,988.41		
Estimated Allowance	22,340.00	*This is a "check" amount only listed.	

Projected (Loss)	(4,048.35)			by a GE Alternative Representative	

**Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)
Oldsmobile**

5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610
Phone (800) 231-1841 Crystal Sanders ext. 58752

Trade Repurchase Agreement between Oldsmobile and its dealer partner Foley-Rice Oldsmobile, Inc.

Customer's Name: [REDACTED]

Case Number: [REDACTED]

Thank you for assisting Oldsmobile in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of \$1,426.26 to FOLEY-RICE OLDSMOBILE [REDACTED] if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of \$21,302.68 made payable to GMAC and will be sent directly to lien holder after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Recaptured Vehicle Disposition Center (RVDC) for further processing.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GNDT138242163064
New Vehicle Sales Price:	\$38,898.00
Used Vehicle Trade Value:	\$26,999.41
Trade Difference:	\$9,239.22
Taxes:	\$262.00
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 10/27/03:	\$21,302.68
Miscellaneous State Fees:	\$89.00
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.B.]

As always, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not take into consideration any over-allowance, initial retail, rebates, negative equity, etc. on the original vehicle.

Foley-Rice Oldsmobile, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a lien and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax number 800-611-3777.

FOLEY-RICE OLDSMOBILE 119170 Management Agent's Signature and Title.

FOLEY-RICE OLDSMOBILE 119170 Management Agent's Printed Name and Title.

Authorized General Motors BUC Representative Signature

Authorized General Motors BUC Representative Printed Name

Thank you for assisting Oldsmobile in this trade repurchase for our mutual customer!

10.13.05

ATTN: ERRA

RE: ~~RECURRING~~ DOCUMENTS FOR
[REDACTED]

I AM NOT FOR CERTAIN IF THE INFO ON THE
~~RECURRING~~ WORKSHEET IS 100% ACCURATE
WITH THE H/B INFO. IF NOT, PLEASE CALL
TO INFORM ME OF WHAT NEEDS TO BE DONE
TO CORRECT IT.

Yours,
[Signature]

[REDACTED]

PRELIMINARY REPURCHASE AUTHORIZATION

1	Customer Information	
2	Date 10.09.09	
3	Customer First and Last Name [REDACTED]	
4	Customer Address [REDACTED]	
5	City, State, Zip Lombard, IL. [REDACTED]	
6	Primary Phone (Daytime Number) [REDACTED]	
7	Alternative Phone	Home <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
8	Customer Fax [REDACTED]	
9	Driver's License # [REDACTED]	
10	Customer e-mail address (Optional) [REDACTED]	

11	Dealer Information	
12	Dealer Code	MAC 10150 11970
13	Dealership Name Foley-Rice Cadillac-Oldsmobile, Inc.	
14	City, State Oak Park, IL. 60302	
15	Dealership Phone 708.848.7800	
16	Dealership Contact Fax 708.848.7398	
17	Dealer Contact Name and Title Tom Monaco/ Sales Manager	
18	Dealer Service Manager Name (Optional) Richard McDonald	
19	Dealer e-mail address (Optional) [REDACTED]	
20	Name and Title of Person Authorized for Trade-In (if different from line 17) Richard McDonald	

QAC/TRA Case (if Available)

21	QAC/TRA Case # [REDACTED]
----	------------------------------

21	TAC Case # No TAC Case
----	---------------------------

22	Does Vehicle Meet State Lemon Law Requirements? No <input type="checkbox"/> <input checked="" type="checkbox"/>
----	--

22	Case Received By Field Voluntary Election <input type="checkbox"/> <input checked="" type="checkbox"/>
----	---

23	Recommended Disposition of Repurchased Vehicle Hold for TAC Review <input type="checkbox"/> <input checked="" type="checkbox"/>
----	--

23	This case is a Trade Repurchase <input type="checkbox"/> <input checked="" type="checkbox"/>
----	---

AVM Information

AVM Name Craig LeVigne	
Zone Team # 8818	Region NC

VME Node - Mailbox 838023-8140	Direct Line
Fax # 847.488.7188	Cell Phone # 847.707.3149

PRELIMINARY REPURCHASE AUTHORIZATION

Current Vehicle Information		Replacement Vehicle Information	
22	This vehicle was purchased: New	22	Year / Make / Model 04/ Oldsmobile/ Bravada
27	Year / Make / Model 02/ Oldsmobile/ Bravada	23	V.I.N. (7 digits) 1GHDT15B242169654
28	V.I.N. (17 digits) 1GHDT15B022343587	24	V.I.N. MSRP (based on invoice) \$40,345.00
29	V.I.N. MSRP \$38,867.00	25	201 / 207 Amount of V.I.N. (Amount Involved) \$35,188.83
30	Current Mileage (at time of offer) 18,900	26	Original Purchase Price if Straight Repurchase
31	Current Lease Payoff Amount \$21,382.88	27	If Straight Repurchase - Is there any <input type="checkbox"/> Negative Equity <input type="checkbox"/> Overadvance
32	Aftermarket Equip Cost N/A	28	Aftermarket Equip Disposition
33	Aftermarket Equip (Specify Equip and what is to be done) N/A		
*Copies of invoices for equipment purchased, or authorization for transfer must be forwarded to the Repurchase Group.			
Who is responsible for Sales Tax, Tag, Title Fees:		Customer	
Mileage Usage Explanation: Lease term ends 11/30/04 or earlier - previous fees. Equity Form is used below. 27,281, mileage based on 100,000 miles.			
Lease Termination Terms, if applicable: N/A			
Reason for Repurchase (be specific, this information will be entered on vehicle offer at repurchase) Vehicle was sold on company. Buy back.			
General Comments / Special Instructions			

DO NOT DELIVER REPLACEMENT VEHICLE UNTIL FINAL TRANSACTION DOCUMENTS ARE COMPLETED

Forward this and ALL supporting documentation to fax 1-800-841-8770 Attention: Repurchase Department

Any questions on Repurchases please contact the BRC Repurchase Group in Tampa at 1-800-831-1848, prompts 2,1,2

DAC REPURCHASE WARRANT

100071200000007
 Old Vehicle VIN

100071200000004
 New Vehicle VIN

Customer Name

100071200000004
 New Vehicle VIN

TERMS

100071200000004
 New Vehicle VIN

STANDARD REPURCHASE

100071200000004
 New Vehicle VIN

Make Year: 88 - 88 - 88 Make: GM - GM - GM

1	Replacement Vehicle Cash	\$35,185.00
2	Hold Backholdback	\$1,500.00
3	Conversion Cost	
4	Trading In/Title (old)	
5	Administrative Fees	
6	Other	
7	Dealer Contribution to Trade	
8	Total Replacement Price	\$36,685.00
9	Usage/Depreciation	\$7,501.00
10	Damage Charge	
11	MSRP Uplift (from EPRA)	\$1,500.00
12	Administrative/Other Contribution	
13	Time	\$50.00
14	Reg/Title/Lic Fees	\$50.00
15	Other	
16	Downgrade (if any)	
17	Refund of Administrative (if any)	
18	Total Customer Cost	\$45,741.00
19	Trade Repurchase Amount	\$35,000.00
20	Less Payout Amount	\$1,500.00
21	Total due to GM	\$33,500.00
22	GM due to Dealer	\$4,241.00

1	Base Price	
2	Conversion Price	
3	Trading In/Title (old)	
4	Administrative Fees	
5	Other	
6	Incentive (if any)	
7	Total Purchase Price	\$35,000.00
8	Usage/Depreciation	
9	Damage	
10	Over Allowance	
11	Negative Equity	
12	Total Deductions	\$3,500.00
13	Total Repurchase Amount	\$31,500.00
14	Less Payout Amount	
15	Due to Customer	
16	Due from Customer	

1	Dealer Report Price	
2	Payments (old)	
3	Pre-Payment Penalty	
4	Cap Cost Protection	
5	Trading In/Title (old)	
6	Other	
7	Total Deductions	\$3,500.00
8	Usage/Depreciation	
9	Damage	
10	Over Allowance	
11	Regard Equity	
12	Security Deposit	
13	Incentive	
14	Total Deductions	\$3,500.00
15	Total Repurchase Amount	\$31,500.00
16	Total Refund to Customer	\$3,500.00

100,000 Usage Calculation:
 Purchase Price:
 Number of miles charged:
 100,000 miles Permitted

100,000 Usage Calculation:
 Purchase Price:
 Number of miles charged:
 100,000 miles Permitted

LIEN HOLDER INFORMATION

Lienholder Name: GMAC

Lienholder Phone: (800) 260 4622

Lienholder Contact Name:

Lienholder Address:

City/State/Zip:

Customer Account #:

Payoff Quote: \$ 21,392.98

Next Payment Date: 001.27.2003

55#

**AFTER MARKET ITEMS LIST
(ITEMS ADDED TO VEHICLE)**

Name of Item:	Price:
None	
TOTAL PRICE ALL ADD ONE	-

CONFIDENTIAL REPURCHASE AUTHORIZATION





GENERAL MOTORS BUSINESS RESOURCE CENTER

10.09.03

Lombard, IL

CUSTOMER PRELIMINARY SETTLEMENT OFFER
TRADE REPURCHASE

Subject: Repurchase of 02/ Oldsmobile/ Bravada 1GHDT138X022343887
V.I.N. MSRP \$38,857.00

Current Mileage 18000 Miles
Mileage Usage \$7,021.00
Customer is responsible for Usage Charges

Tax, Tag, and Title \$332.00
Customer is responsible for Tax, Tag, and Title Charges

Total Customer Responsibility \$10,741.00

Loan Payoff Amount \$21,392.88

TOTAL DUE TO CUSTOMER \$4,255.90

Replacement Vehicle Information 04/ Oldsmobile/ Bravada
1GHDT138242153054

V.I.N. MSRP \$ 40,345.00
231/237 Account Number of V.I.N. 35198.63

*** Amounts are subject to change under certain circumstances***

Oct 18 09 10:43a

11a McKay

H47-74b-4261

P. 13 P. 11

Oct 02 09 02:30p

Foley Rice Cadillac

7056407380

For. Ins. and Covered Additional Coverage
 Canceled Policy - Transfer of License Fleet Management OR Radio Equipment

Oct 13 09 10:43a
Oct 02 02 02:21p

Jim McKay
Colon King Cadillac

071-193-9001
(UMM78/200)

P.10

POLY-PRICE
JANUARY-DECEMBER, 2002
711 Main St
Spartanburg, S.C. 29302
(703) 848-7800
(703) 847-0872

[Redacted Area]

HPDT135X22343587
10-27-02
32258347-7

MODEL	YEAR	MAKE	PRICE
11218	2002	CADDS	
STOCK #	EXTRA	CLASS	TITLE
32258347-7	BLAVADA	BLACK	652

CODE	MODEL	SALE	SALE PRICE
800	400		
801	401		
802	402		
803	403		
804	404		
805	405		
806	406		
848	448		
847			
848	448		
TOTAL COST			
220A	220A		
	8008		
206	808C		
240	824C		
	824D		
11A	321A		
11B	230		
281	281		
806	806		
	824A		
	824B		
	220W		
TOTAL			

2295288 STICKER
11-02 2 LOTTAGE

NOTICE: TO THE NEGOTIATED CASH SALE PRICE OF EACH VEHICLE, NO MORE THAN \$ MAY BE ADDED FOR DEALER COSTS AND OVERHEAD. THE ONLY OTHER ADDITIONAL CHARGES PERMITTED ARE DEALER-ADDED OPTIONS, WARRANTY AND SERVICE CONTRACTS, INSURANCE AND THE ACTUAL COST OF LICENSE AND TITLE REGISTRATION AND TAXES.

MILEAGE AT TIME OF SALE:	NO MILES	NO TOTAL	
REMARKS	2002 LAST LOTAGE	NO TOTAL	23777.00
		DOCUMENTARY FEE	
		NO TOTAL	23777.00
		SALES TAX	2360.00
		CITY TAX	
		COUNTY TAX	15.00
		FUEL	
		LICENSE & TITLE	200.00
		TOTAL DUE	26282.00
		DEALER'S	2250.00
		CASH	5002.00
		FINANCE COST	3090.00

TRADE-IN MILEAGE: [Redacted]

REFER TO RETAIL INSTALLMENT CONTRACT OR DISCLOSURE STATEMENT FOR CREDIT DETAILS.

NO PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE ISSUED WITH THIS TRANSACTION UNLESS HERIN STATED.

The undersigned warrants the used car traded in to be in good condition, not to have been used commercially, in heavy, or as a truck, or as a police car, not to have a cracked or welded block, or not to have been seriously damaged.

The undersigned warrants dealer as his agent to put to secure reassignment of any and all documents in accordance with certificate of title issued, or to be issued by Secretary of State on the used car traded in, in the name purchaser as the undersigned might lawfully do.

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

ACCEPTED: [Signature] X [Redacted] 10-27-02
FILE COPY

2004 BAYVADA XHD 41U BLACK ONYX 350 CASHIER ORDER NO. 000574/TDC VIN 1G1L1T13 82 42183884	/LBS STOCK NO. 90292	GLDENWILE DIVISION GENERAL MOTORS CORPORATION 200 RENAISSANCE CENTER DETROIT MI 48149-1300 VEHICLE INVOICE 34021754541 *****15*10802*
MODEL & FACTORY OPTIONS	MSRP	INV NET RETAIL - STOCK
213306 BAYVADA XHD	34595.00	32213.48
AUT SIDE IMPACT AIR BAGS	350.00	301.00
31W FLOOR MAT DELIVER	10.00	8.00
411 RAIN SENS SWIERS	70.00	60.20
51W GVM RATING 5750 LBS	N/C	N/C
61S 50-STATE EMISSIONS	N/C	N/C
694 FINAL DRIVE RATIO 3.73	N/C	N/C
857 LIFO LEVELING SUSPENSION (INCLUDES AUXILIARY AIR INFLATOR)	375.00	322.50
9A1 HEATED FRONT SEATS	250.00	215.00
118 VOICED 6500 SET IS	0.00	0.00
120 TRANSMISSION-4 SPEED AUTO	0.00	0.00
180 FORGED ALUMINUM WHEELS (REPLACES STD/OPT WHEELS)	455.00	425.70
182 BAYVADA MEMORY PACKAGE * MEMORY DRIVER SEAT * O/S REARVIEW MIRRORS W/SIDE TURN SIGNALS, MEMORY, & CURB ASSIST	180.00	154.80
20X P255/50R17 TIRES	95.00	81.70
206 6 DISC IN DASH CD CHANGER	295.00	253.70
20C TRAVEL NOTE DIGITAL RECORDER	85.00	73.20
20L BOSE PREMIUM SOUND	485.00	425.70
242 REAR SEAT ENTERTAINMENT SYSTEM	1285.00	1113.70
243 FRONT LICENSE PLATE BRACKET	N/C	N/C
245 CARGO SHAD, NET AND NET	125.00	107.50

TOTAL MODEL & OPTIONS	29695.00	25739.48	ACT 237 35190.53
DESTINATION CHARGE	450.00	450.00	N/E 261 1190.95
DEALER CO-OP ADVERTISING		396.95	ADV 261 296.95

TOTAL 40845.00 36786.43 NET 310 26786.43

NOTE: TOTAL LBS HOLDBACK AND APPROX VEHICLE FINANCE CREDIT 21001.65

 INVOICE DOES NOT REFLECT DEALER'S OVERHEAD COST BECAUSE OF MANUFACTURER
 RESERVE, 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.

SHAWER OLDSMOBILE-CADILLAC, INC. REMIT TO GMAC PO. 010
 VIN 1G1L1T1382163054

OLDSMOBILE ONLY

CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _____
VIN: 1/G/H/D/T/1/S/5/X/2/2/3/4/3/5/8/7/ (or see attached file)

Customer Incentive

I assign the total amount of customer incentive(s) listed to the Dealer named below and request that the available customer incentive(s) be applied: (a) _____ to the down payment of this vehicle, (b) _____ where permissible by law, as a price reduction, (c) _____ if state incentives are incentive price amount in addition to final price with incentive applied, or (d) _____ to be applied in my name by Dealer named below:

Incentive Program Reference	Amount	GM Program Code
<u>Oldsmobile 2 Year</u>	<u>\$1000</u>	<u>755</u>
<u>Lease Loan</u>	<u>\$1000</u>	<u>755</u>

Total Incentive Amount Received: \$2000

Other Program Selection (which may or may not be in lieu of customer incentive programs): _____
Division supported financing/leasing: _____

I elect to receive \$1000 Finance Contract to Manufacturer
in lieu of Lease Loan

I elect to receive Oldsmobile 2 Year Guarantee - 6 Year 100,000 Miles
— CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing the vehicle identification number which was acknowledged to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 4/27/02.

I acknowledge I have been informed that GM has announced the phaseout of Oldsmobile. Parts and service will be available per GM's normal practices through local Oldsmobile dealers, and if there is no Oldsmobile dealer in my area, then through another GM dealer. I acknowledge receipt of incentive(s) as described in item 1 and release Oldsmobile from any future claim or obligation for incentive(s) on this vehicle.

Purchaser/lessee Signature: _____ Date: 4/27/02

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in item 1 have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [Signature] Date: 4/27/02
Dealership Name: Fair Hill Co - Oldsmobile Dealer Code: 10-100

* List must include VIN, Delivery Date and Program Reference

**URGENT FAX - PLEASE FORWARD TO THE APPROPRIATE DEALER CONTACT
ON CONFIDENTIAL - WHOLESALE/RETAIL USE ONLY**

**OLDSMOBILE OWNER LOYALTY PROGRAM
CUSTOMER ELIGIBILITY VERIFICATION FORM**

101
 Dealer's Name: FOLEY-RICE CADILLAC-OLDSMOBILE, INC.
 SAC: 112170
 Dealer Contact Name: HEI, ANDREW
 Location: OAK PARK, IL
 Phone Number: 708-341-7000
 Fax Number: 708-341-7596

Customer Information:
 Customer Name: [REDACTED]
 Address: LEONARD, IL
 Phone Number: [REDACTED]
 Certificate Number: 2921734
 DMC Request #: 236213
 VIN of vehicle to be purchased: 1GMDT15X 22143587

Re: 2001 General Motors Oldsmobile Owner Loyalty Program
 Attention Dealer Contact:

For the guidelines of the above listed program, select original owners/lessees that purchased/leased a 1996 model year or newer Oldsmobile vehicle prior to December 12, 2000 and still retained it on that date will receive a Program Certificate via direct mail from General Motors. In the absence of the Program Certificate, the customer must present appropriate documentation to their Dealership for review and approval by General Motors.

Please accept this fixed letter as General Motors' acknowledgment that the above listed customer has been verified as an eligible participant in the 2001 General Motors Oldsmobile Owner Loyalty Program. Dealer Contact, upon receipt of this fixed acknowledgment and completion of the sales transaction, your dealership may apply for the incentive per the program guidelines. That application will facilitate the appropriate allowances being reimbursed to your open account.

Attention Dealer: A copy of this letter and a signed customer incentive acknowledgment form must be retained in the deal packet for auditing purposes. This document is to be used solely for the sales transaction between the above listed General Motors Customer and Dealership.

SIGNATURE: [Signature] GENERAL MOTORS APPROVER DATE: 8/1/2001

12/18/01
100118X2824357
2002
OLDMOBILE
SA1999284
OLDMOBILE
PRAVAD...
HT1504
N.T.
1/2
1075 DRUCK
MARK TRIFFLER MOTOR, INC.
WESTERN
BLUE ISLAND
60404
OLDMOBILE DIVISION
GENERAL MOTORS CORPORATION
THIS VEHICLE
HAS A
88-STATE
EMISSION
SYSTEM
826227529
DETROIT MI 48246-1300

<p>1. Name of the person or organization to whom the money is being sent</p> <p>2. Address</p> <p>3. City</p> <p>4. State</p> <p>5. Zip</p>	<p>1. Name of the person or organization to whom the money is being sent</p> <p>2. Address</p> <p>3. City</p> <p>4. State</p> <p>5. Zip</p>
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Use of this form is limited to the use of the Department of Defense and its agencies. It is not to be used for other purposes.

IMPAGE

802

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24 27 82 22 X

mco

UNIT		DATE		TIME	
1. UNIT		2. DATE		3. TIME	
4. NAME	5. GRADE	6. POSITION	7. DUTY STATION	8. REPORTING OFFICER	9. SIGNATURE
<input type="checkbox"/> FROM	<input type="checkbox"/> REPORT	<input type="checkbox"/> CHECK	<input type="checkbox"/> SIGNATURE	<input type="checkbox"/> DATE	<input type="checkbox"/> TIME
10. INSTRUCTIONS	11. COMMENTS	12. SIGNATURE	13. DATE	14. TIME	15. INITIALS



POLEY-RICE CADILLAC-OLDSMOBILE, INC., 711 MADISON STREET, OAK PARK, ILLINOIS 60302, 708/848-7600

FAX # (708) 848 - 7386

Date: 10-16-03 Time: _____

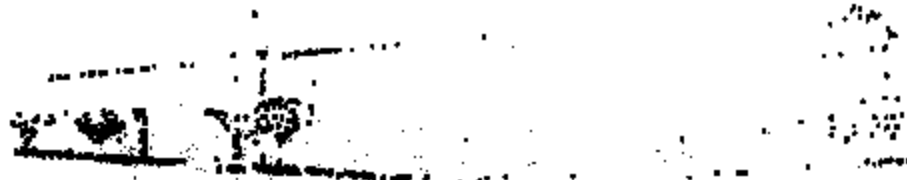
To: CRYSTAL SANDERS

From: TOM MONACO

Number of pages including cover sheet 3

Any questions please call or fax TOM
At the above number.

Special instructions: re: per your request



USE ID TO ORDER
FOLEY-RICE
CADILLAC-OLDSMOBILE, Inc.
 711 Madison
 OAK PARK, ILLINOIS 60452
 (708) 448-7000
 (708) 287-6072

STREET: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

HOUSE 10-16-03
 P.C.

1GNDT135242163054
 NEW USED

INVOICE NO	YEAR	MAKE	MODEL
12521	04	OLDSMOBILE	BRAVADA
ENGINE NO	DOOR STYLE	COLOR	TYPE
90292	4-DR	BLACK	CASIMARK

CURT	ACCT. NO	TAX	SALE PRICE
800	400		
801	401		
802	402		
803	403		
804	404		
805	405		
806	406		
846	446		
847			
848	448		
TOTAL CURT			
220A	220A		
	300B		
205	300C		
240	3240		
	324D		
11A	321A		
11B	230		
231	231		
955	905		
	324A		
	324B		
	220W		

NOTICE: TO THE NEGOTIATED CASH SALE PRICE OF EACH VEHICLE, NO MORE THAN \$ _____ MAY BE ADDED FOR DEALER COSTS AND OVERHEAD. THE ONLY OTHER ADDITIONAL CHARGES PERMITTED ARE DEALER-ADDED OPTIONS, WARRANTY AND SERVICE CONTRACTS, INSURANCE AND THE ACTUAL COST OF LICENSE AND TITLE REGISTRATION AND TAXES.

MILEAGE AT TIME OF SALE: 75 MILES.

BASE TOTAL	35198.63
INSTRUMENT FEES	25959.41
SALES TOTAL	7239.22
DOCUMENTARY FEE	
SALES TOTAL	9239.22
SALES TAX	252.00
OTHER TAX	
LOCAL TAX	
FUEL	
LICENSE & TITLE	80.00
SALES TOTAL	21392.88
TOTAL DUE	30964.10
DEPOSIT	
GOODS	
REMARKS	30964.10

TRADE IN MILEAGE: 18899

2002 OLDSMOBILE BRAVADA 1GNDT135X22343587

REFER TO RETAIL INSTALLMENT CONTRACT OR DISCLOSURE STATEMENT FOR CREDIT DETAILS.
NO PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE ISSUED WITH THIS TRANSACTION UNLESS HEREIN STATED.
 The undersigned warrants the used car traded in to be in good condition, not to have been used commercially, in taxi, or as a taxicab, or as a police car, not to have a cracked or welded block, or not to have been seriously damaged.
 The undersigned constitutes dealer as his attorney-in-fact to execute assignment of any and all documents in connection with certificates of title issued, or to be issued by Secretary of State on the used car traded in, in the same manner as the undersigned might himself do.

Buyer agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and voids any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matter covered hereby, and that **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.** Buyer by his execution of this Order acknowledges that he has read the terms and conditions and has agreed to be bound by them.

1007 [Signature]

X
 OFFICE COPY

**Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)
Oldsmobile**

**5701 East Hillsborough Ave, Suite 2360 Tampa FL 33610
Phone (800) 231-1841 Crystal Sanders ext. 58752**

Trade Repurchase Agreement between Oldsmobile and its dealer partner Foley-Rice Oldsmobile, Inc.

Customer's Name: [REDACTED]
Date Number: [REDACTED]

Thank you for assisting Oldsmobile in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of \$6,425.29 to FOLEY-RICE OLDSMOBILE & [REDACTED] if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of \$21,382.08 made payable to GMAC and will be sent directly to lien holder after all of that repurchase paperwork, with the exception of the final repair order, has been sent back to the Recognized Vehicle Disposition Center (RVDC) for further processing.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	10HE7138242183884
New Vehicle Sales Price:	\$34,884.98
Used Vehicle Trade Value:	\$25,869.41
Trade Difference:	\$8,239.32
Taxes:	\$232.80
Rebate:	[Not Applicable]
Lien on old vehicle, good only until 10/27/02:	\$21,381.88
Miscellaneous State Fees:	\$80.00
Document Fees:	[Not paid by other party]
Dealer Processing Fee:	(\$296 applied as warranty credit via W.I.N.S.)

As always, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not take this consideration any over advance, trade-in, rebate, negative equity, etc. on the original vehicle.

Foley-Rice Oldsmobile, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate reaching a loan and clear title on the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax number 888-611-3777.

Thomas J. Monaco *General Manager*
FOLEY-RICE OLDSMOBILE 118176 Management Agents Florida and Title.

THOMAS J. MONACO *GENERAL MANAGER*
FOLEY-RICE OLDSMOBILE 118176 Management Agents Florida and Title.

Authorized Dealer/ Dealer Title Representative Signature

Authorized General Motors GMAC Representative Printed Name

Thank you for assisting Oldsmobile in this trade repurchase for our mutual customer.

PRELIMINARY PURCHASE AUTHORIZATION

1	Dealer Information	
2	Date 10.09.03	
3	Customer First and Last Name [REDACTED]	
4	Customer Address [REDACTED]	
5	City, State, Zip Lombard, IL [REDACTED]	
6	Primary Phone (Daytime Number) [REDACTED]	
7	Alternative Phone	Home <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
8	Customer Fax [REDACTED]	
9	Driver's License # [REDACTED]	
10	Customer e-mail address (Optional) [REDACTED]	

11	Dealer Information	
12	Dealer Code	BAC 10180 118170
13	Dealership Name Foley-Rice Cadillac-Oldsmobile, Inc.	
14	City, State Oak Park, IL 60302	
15	Dealership Phone 708.848.7800	
16	Dealership Contact Fax 708.848.7800	
17	Dealer Contact Name and Title Tom Monsoof Sales Manager	
18	Dealer Service Manager Name (Optional) Richard McDonald	
19	Dealer e-mail address (Optional) [REDACTED]	
20	Name and Title of Person Authorized for Trade-In (if different from line 17) Richard McDonald	

GM/TAC Case (if Available)

21	GM/TAC Case # [REDACTED]	
22	Does Vehicle Meet State Lemon Law Requirements? No <input type="checkbox"/>	
23	Recommended Disposition of Repurchased Vehicle Hold for TAC Review <input type="checkbox"/>	

24	TAC Case # No TAC Case	
25	Case Received By Field Voluntary Decision <input type="checkbox"/>	
26	This case is in Trade Repurchase <input type="checkbox"/>	

AVM Information

AVM Name	
City LA/Geo	
State Term #	Region
034	NC

VMS Make - Mailbox	Direct Line
800-82-8149	
Fax #	Call Phone #
847.489.3185	847.307.3140

*** REVISED EPRA ***

PRELIMINARY REPURCHASE AUTHORIZATION

Current Vehicle Information	
1	This vehicle was purchased: New
2	Year / Make / Model 02/ Oldsmobile/ Bravada
3	V.I.N. (VIN) 1GHD120022843587
4	V.I.N. MSRP \$96,967.00
5	Current Mileage (as of date) 18,900
6	Current Loan Payoff Amount \$21,302.88
7	Estimated Sales Cost N/A

Replacement Vehicle Information	
8	Year / Make / Model 04 Oldsmobile/ Bravada
9	V.I.N. (VIN) 1GHD120022843584
10	V.I.N. MSRP (as of date) \$40,345.00
11	201 / 202 Amount of V.I.N. (as of date) \$34,106.00
12	Original Purchase Price of Straight Repurchase N/A
13	Is Straight Repurchase - Is there any <input type="checkbox"/> Negative Equity <input type="checkbox"/> Overpayment
14	Estimated Sales Disposition N/A

15 Estimated Sales (Sales Cost and what is to be done)
N/A

*Copies of Inventory statements prepared, or vehicles to be traded must be provided to the Repurchase Group.

16 Who is responsible for Sales Tax, Tag, Title Fees? Customer

17 Mileage Usage Restrictions: Lower tax lease mileage 20,000 or lower * Purchase Price - Sales Price and more
 18 If not 17, mileage based on Lower Tax Vehicle - mileage 20,000 Purchase price.

19 Lease Transaction Terms, if applicable
N/A

20 Request for Repurchase (see appendix, this information to be entered on vehicle order at location)
 21 POWER ON - REPURCHASE ONLY USE

22 General Comments / Special Instructions

DO NOT DELIVER REPLACEMENT VEHICLE UNTIL FINAL TRANSACTION DOCUMENTS ARE COMPLETED

Forward this and ALL regarding documentation to fax 1-800-871-8776 Member Repurchase Department
 Any questions on Repurchase please contact the MPO Repurchase Group at (Direct) 1-800-871-1635, ext 212

16HDT1302210007
Old Vehicle VIN

ERC REPURCHASE WORKSHEET

Case # 10700
Worksheet Ref # 001

16HDT1302210004
New Vehicle VIN

Customer Name

10.00.00

Date

TRADE REPURCHASE		STANDARD REPURCHASE		LEASE REPURCHASE		
1	Replacement Vehicle Costs	\$25,350.00	1	Basic Plan	1	Basic Deposit Plan
2	MSRP Discount	\$1,700.00	2	Overhead Plan	2	
3	Conversion Cost		3		3	
4	Tax/Fig./A.S./Title (pp)		4	Tax/Fig./A.S./Title (pp)	4	Payments (pp)
5	Additional Fees		5	Additional Fees	5	Pre-Payment (pp) (pp)
6	Other		6	Other	6	Over Cost Reduction
7	Dealer Contribution to Trade		7	Incentive (deduct)	7	Tax/Fig./A.S./Title (pp)
8			8	Total Purchase Price	8	Other
9	Total Replacement Price	\$26,650.00	9		9	Total Additions
10			10	Legal Depreciation	10	
11	Usage Depreciation	\$5,851.22	11	Damage	11	Usage Depreciation
12	Damage Charge		12	Over Allowance	12	Damage
13	MSRP Upgrade from EPRA	\$3,000.00	13	Negative Equity	13	Over Allowance
14	Alternative Fuel Credit/Other		14		14	Monthly Equity
15	Taxes	\$282.00	15	Total Deductions	15	Security Deposit
16	Reg/Title/Lic Fees	\$80.00	16		16	Reserve
17	Other		17		17	Total Deductions
18	Downgrade (deduct)		18		18	
19	Rebate of Alternative (deduct)		19	Total Repurchase Amount	19	Total Repurchase Amount
20			20		20	
21	Total Customer Cost	\$9,371.22	21		21	Total Refund to Customer
22			22	Loan Payoff Amount	22	
23	Trade Repurchase Amount	\$25,010.00	23	Due to Customer	23	
24	Loan Payoff Amount	\$21,202.00	24	Due from Customer	24	
25			25		25	
26			26		26	
27	Total due to GM	\$3,808.00	27		27	
28	GM due to Dealer	\$8,563.22	28		28	
29			29		29	
30			30		30	
100,000 Usage Calculator: Purchase Price: _____ Number of miles charged: 100,000 miles Formula: _____		120,000 Usage Calculator: Purchase Price: _____ Number of miles charged: 120,000 miles Formula: _____				



GENERAL MOTORS BUSINESS RESOURCE CENTER

10.09.03

[Redacted]

Lombard, IL [Redacted]

CUSTOMER PRELIMINARY SETTLEMENT OFFER
TRADE REPURCHASE

Subject: Repurchase of 02/ Oldsmobile/ Bravada 1GHDT138X22249887

V.I.N. MSRP \$39,957.00

Current Mileage 18999 Miles
Mileage Usage \$5,851.22
Customer is responsible for Usage Charges

Tax, Tag, and Title \$332.00
Customer is responsible for Tax, Tag, and Title Charges

Total Customer Responsibility \$9,571.22

Loan Payoff Amount \$21,382.88

TOTAL DUE TO CUSTOMER \$5,425.38

Replacement Vehicle Information 04/ Oldsmobile/ Bravada
1GHDT138242183084

V.I.N. MSRP \$ 40,345.00
281/287 Account Number of V.I.N. 35198.83

*** Amounts are subject to change under certain circumstances ***



GENERAL MOTORS BUSINESS RESOURCE CENTER

NOTE TO DEALER

DO NOT DELIVER REPLACEMENT VEHICLE AND DO NOT PAYOFF LIENHOLDER UNTIL FINAL TRANSACTION DOCUMENTS ARE COMPLETE

10.09.03

[Redacted]
Lombard, IL [Redacted]

*****DEALER COPY***
CUSTOMER PRELIMINARY SETTLEMENT OFFER
TRADE REPURCHASE**

Subject:	Repurchase of	02/ Oldsmobile/ Bravada	1GHDT138X22343667
	V.I.N. MSRP		\$36,967.00
	Current Mileage	18999 Miles	
	Mileage Usage		\$5,651.22
	Customer is responsible for Usage Charges		
	Tax, Tag, and Title		\$392.00
	Customer is responsible for Tax, Tag, and Title Charges		
	Total Customer Responsibility		\$9,571.22
	Loan Payoff Amount		\$21,392.88
	TOTAL DUE TO CUSTOMER		\$5,425.38

Replacement Vehicle Information **04/ Oldsmobile/ Bravada**
1GHDT138242163654

V.I.N. MSRP	\$ 40,345.00
231/237 Account Number of V.I.N.	38198.03

***** Amounts are subject to change under certain circumstances *****

LIEN HOLDER INFORMATION

Lienholder Name: GMAC

Lienholder Phone: (800) 260 4622

Lienholder Contact Name:

Lienholder Address:

City/State/Zip:

Customer Account #: [REDACTED]

Payoff Quote: \$ 21,392.98

Next Payment Date: Oct. 27, 2003

55# [REDACTED]

**AFTER-SALE ITEM SHEET
ITEMS ADDED TO VEHICLE**

Name of Item:	Price:
None	
TOTAL PRICE ALL ADD ONS	\$ -

PRELIMINARY REPURCHASE AUTHORIZATION



RETAIL INSTALLMENT CONTRACT

0067C **0067C**

Buyer (and Co-Buyer) - Name and Address (Include County and Zip Code) Creditor (Seller Name and Address)

J. JAMES II JUDGE

FOLEY-RICE CAD/OLDS, INC.
711 N. WASHINGTON ST.
OAK PARK IL 60302

All the Buyer (and Co-Buyer, if any) may buy the vehicle described below for cash or on credit. The cash price is shown below as "Cash Price." The credit price is shown below as "Total Debt Price." By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract.

Use of Vehicle. You agree to buy and the Creditor agrees to sell the following vehicle:

Year/Make	Year	Make and Model	Body Type	Vehicle Identification No.	Use for Which Purchased
1984	1984	OLDSMOBILE	COU	1G8DT122902A2887	<input checked="" type="checkbox"/> Personal <input type="checkbox"/> Business <input type="checkbox"/> Agriculture

Notes - Describe body and major items of equipment, etc.

FINANCIAL TERMS AND PAYMENT SCHEDULE

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Debt Price The total cost of your purchase on credit, including your down payment of \$ 1,000.00.
7.99%	\$254.88	\$2,888.00	\$3,141.00	\$3,141.00

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows:
60	\$52.30	Monthly beginning 09/27/84	

Late Charge. If a payment is not paid in full within 10 days after it is due, you will pay a late charge of 2% of the amount of the payment that is late. **Prepayment.** If you pay off all your debt early you may be entitled to a refund of part of the finance charge.

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

Additional Information. See the other side of this contract for more information including information about repayment, default, any required repayment in full before the scheduled date, prepayment refunds and penalty interest.

REPAYMENT OF AMOUNT FINANCED

1 Cash Price (including any accessories, service, and taxes) 3,141.00

2 Down Payment 1,000.00

3 Total Debt Price 2,141.00

4 Amount of Cash Price Financed 1,141.00

5 Finance Charge 254.88

6 Total of Payments 1,385.88

7 Monthly Payment 23.09

8 Number of Payments 60

9 Total of Monthly Payments 1,385.40

10 Total of Monthly Payments Plus Finance Charge 1,640.28

11 Total of Monthly Payments Plus Finance Charge (including down payment) 2,640.28

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P. 10

Oct 02 03 02:30p Foley Rice Cadillac

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P. 18

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 POLEY-POEY
 2001-02-02
 711 1st St
 SAN FRANCISCO, CALIF 94102
 (415) 441-7800
 (415) 441-7878

Johnnie Blue...
 P. 11
 12
 ER LINE

135X22343589
 11-02
 322583.47-7
 PRIVATE BLACK 652

COY	APPL	DATE	SALE PRICE
800	480		
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899	579		
900	580		

SALE PRICE 36759.00
 2895288
 11-02
 24077642

NOTICE TO THE NEGOTIATED CASH SALE PRICE OF EACH VEHICLE, NO MORE THAN \$ MAY BE ADDED FOR DEALER COSTS AND OVERHEAD. THE ONLY OTHER ADDITIONAL CHARGES PERMITTED ARE DEALER-ADDED OPTIONS, WARRANTY AND SERVICE CONTRACTS, INSURANCE AND THE ACTUAL COST OF LICENSE AND TITLE REGISTRATION AND TAXES.

MILEAGE AT TIME OF SALE:	REMARKS	AMOUNT
19 MILER		
	OPTIONAL EQUIPMENT	33777.00
	ADDITIONAL EQUIPMENT	33777.00
	SALES TAX	2364.00
	REGISTRATION	15.00
	TITLE	70.00
	TOTAL	36221.00
	SALES TAX	2364.00
	REGISTRATION	15.00
	TITLE	70.00
	TOTAL	36221.00

TRADE-IN...
 11-02

NO PUBLIC LIABILITY OR PRODUCTS DAMAGE INSURANCE ISSUED WITH THIS TRANSACTION UNLESS HEREBY STATED.
 The undersigned certifies that the above described vehicle is in good condition, not to have been used as a taxi, or as a school, or as a police car, and to have a clean or valid title, or not to have been subject to a lien.
 The undersigned certifies dealer as his attorney-in-fact to execute assignment of any and all documents in connection with certificate of title issued, or to be issued by Secretary of State on the used car listed in, in the name of the undersigned or his agent.

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

11-02
 11-02

CADILLAC-CLIPPER, Inc.

711 Madison
ONE PARK SQUARE DRIVE
(708) 646-7800
(708) 646-4000

STREET	[REDACTED]	MODEL	10-7-03
CITY	LISEL, IL.	YEAR	

VEHICLE ID	1GHTT135248163054	VEHICLE NO.	12515	VIN	04	MAKE	OLDSMOBILE	MODEL	BRAND
YEAR		COLOUR	9029Z	DRIVE	4-DR	TYPE	BLACK	FINISH	CASHMERE

DATE	ADOL. NO.	Q-11	SALE PRICE
	800	400	
	801	401	
	802	402	
	803	403	
	804	404	
	805	405	
	806	406	
	846	416	
	847		
	848	448	
TOTAL COST			
	280A	320A	
		300B	
	208	850C	
	340	334C	
		324D	
	11A	321A	
	11B	230	
	331	281	
	305	805	
		321A	
		848	
		848	

NOTICE: TO THE NEGOTIATED CASH SALE PRICE OF EACH VEHICLE, NO MORE THAN \$ MAY BE ADDED FOR DEALER COSTS AND OVERHEAD. THE ONLY OTHER ADDITIONAL CHARGES PERMITTED ARE DEALER-ADDED OPTIONS, WARRANTY AND SERVICE CONTRACTS, INSURANCE AND THE ACTUAL COST OF LICENSE AND TITLE REGISTRATION AND TAXES.

RELEASE AT TIME OF SALE	75	SALE TOTAL	40345 00
REMARKS		SALE TOTAL	36757 00
		DOCUMENTARY FEE	
		SALE TOTAL	3388 00
		STATE TAX	237 00
		CITY TAX	
		LOCAL TAX	15 00
		FELT	
		LICENSE & TITLE	80 00
			21392 00
			2512 88

TRADE-IN VALUE: 18377

2002 OLDSMOBILE BRAND 1GHTT135248163054

NO PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE ISSUED WITH THIS TRANSACTION ON AND AFTER DATE.
 The undersigned warrants the used car listed is to be in good condition, not to have been used commercially, is free of all liens, and is not a stolen or wrecked vehicle, or not to have been seriously damaged.
 The undersigned warrants that the above listed is complete representation of any and all documents in connection with certificate of the listed.
 It is to be issued by Registry of Motor Vehicles on the listed car listed is, in the same manner as the undersigned registered it.

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

Signature: *Thomas [unclear]*

X
 OFFICIAL USE

2004 BRAVADA AWD
41U BLACK ONYX
152 CRUSHERE

/LBS

OLDSMOBILE DIVISION
GENERAL MOTORS CORPORATION
200 RENAISSANCE CENTER
DETROIT MI 48243-1300
VEHICLE INVOICE 3AD21784541
*****15*108028

ORDER NO. SKVSTH/EDC STOCK NO.
VIN 1GB DT13 82 42163054 9029Z

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
WT15506 BRAVADA AWD	35395.00	32213.48	INVOICE 08/21/03
AJ7 SIDE IMPACT AIR BAGS	350.00	301.00	SHIPPED 08/21/03
B3N FLOOR MAT DELETE	10.00	8.80	EXP 1/Y 08/25/03
CH1 RAIN SENSE WIPERS	70.00	60.20	INT COM 08/25/03
CM5 GVW RATING 5750 LBS	N/C	N/C	PRC EFF 08/21/03
ES3 50-STATE EMISSIONS	N/C	N/C	KEYS 876SD 876SD
GT4 FIDAL DRIVE RATIO 2.73	N/C	N/C	WFF-F QTR CST-1
G67 LOAD LEVELING SUSPENSION (INCLD AUXILIARY AIR INFLATOR)	375.00	322.50	BANK: GMFC - 010 CNS-TO 10-802
HAL HEATED FRONT SEATS	250.00	218.00	SKIS WT: 4559
IL8 VORTEC 4200 8HT 18	0.00	0.00	HP: 32.1
M3C TRANSMISSION-4 SPEED AUTO	0.00	0.00	GVW: 5750
N80 POLISHED ALUMINUM WHEELS (REPLACES STD/OPT WHEELS)	495.00	425.70	GVWF: 2980
PE8 BRAVADA MEMORY PACKAGE * MEMORY DRIVER SEAT * O/H REARVIEW MIRRORS W/SIDE TURN SIGNALS, MEMORY, & CURB ASSIST	180.00	154.80	GVWR: 3200 GVW: 3525.63 SUPPLR: 3632.58 MMX: 40345.00 NTR: 1/2
QRX 225/60R17 TIRES	98.00	81.70	MEMO 1959.75
UC6 6 DISC IN DASH CD CHANGER	295.00	253.70	
UTC TRAVEL NOTE DIGITAL RECORDER	85.00	73.10	
UQA BOSE PREMIUM SOUND	495.00	425.70	
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1113.70	
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	
213 CANOE SHADE, NET AND MAT	128.00	107.50	

TOTAL MODEL & OPTIONS	38695.00	35788.48	ACT 287 38196.63
DESTINATION CHARGE	480.00	450.00	N/R 261 1190.83
DEALER CO-OP ADVERTISING		386.95	ADV 261 386.95

TOTAL	40845.00	36786.43	PAY 310 36786.43
MEMO: TOTAL LBS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		33061.63	

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 GMFC.

SEATER OLDSMOBILE-CADILLAC, INC. REMIT TO GMFC NO. 010
VIN 1GBDT13E242163054



OLDSMOBILE ONLY CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _____
VEH: 1/G/H/D/T/1/3/5/8/2/2/3/4/3/5/8/7 (or see attached list)

Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) to pay the down payment of this vehicle, (b) where permissible by law, as a price reduction (B/E) of sale including pre-incentive price, amount of incentive and final price with incentive applied, or (c) to be listed in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
<u>October 2009 GM Incentive</u>	<u>\$1000</u>	<u>1000</u>
<u>Lower Lease</u>	<u>\$1000</u>	<u>1000</u>

Total Incentive Amount Received: \$2000

Dealer Program Selection (which may or may not be in lieu of customer incentive program) to be used: Division supported financing/leasing, etc.:

a. I elect to receive 3.9% FINANCING FOR 60 MONTHS
in lieu of \$1000 Customer Incentive

b. I elect to receive Residual Value Guarantee - GM \$1000 Incentive
in lieu of \$1000 Customer Incentive

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the OWNER of the vehicle bearing the vehicle identification number which was addressed to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 10/16/09.

I acknowledge I have been informed that GM has announced the phaseout of Oldsmobile. Parts and service will be available per GM's normal practice through local Oldsmobile dealers, and if there is no Oldsmobile dealer in my area, then through another GM dealer. I acknowledge receipt of incentive(s) as described in item 1a and release Oldsmobile from any future claim or obligation for incentive(s) on 10/16/09.

Purchaser/Lessee Signature: _____ Date: 10/16/09

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in item 1a have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [Signature] Date: 10/16/09
Dealership Name: Foley Rice Cadillac Dealer Code: 12-110

* List must include VIN, Delivery Date and Program Reference

**URGENT FAX - PLEASE FORWARD TO THE APPROPRIATE DEALER CONTACT
GM CONFIDENTIAL - WHOLESALE/RETAIL USE ONLY**

**OLDSMOBILE OWNER LOYALTY PROGRAM
CUSTOMER ELIGIBILITY VERIFICATION FORM**

*** To: *

Dealership Name: FOLEY-RICE CADILLAC-OLDSMOBILE, INC.
 BAC: 119170
 Dealer Contact Name: HILL, ANDREW
 Location: OAK PARK, IL
 Phone Number: 708-848-7600
 Fax Number: 708-848-7398

*** Customer Information:

Customer Name: [REDACTED]
 Address: LOMBARD, IL
 Phone Number: [REDACTED]
 Certificate Number: 82712734
 DBC Request #: 2348213
 VIN of vehicle to be purchased: 1G8DT158X 22345587

Re: **2001 General Motors Oldsmobile Owner Loyalty Program**

Attention Dealer Contact:

Per the guidelines of the above listed program, select original owners/lessees that purchased/leased a 1996 model year or newer Oldsmobile vehicle prior to December 12, 2000 and still remained it on that date will receive a Program Certificate via direct mail from General Motors. In the absence of the Program Certificate, the customer must present appropriate documentation to their Dealership for review and approval by General Motors.

Please accept this faxed letter as General Motors' acknowledgement that the above listed customer has been verified as an eligible participant in the 2001 General Motors Oldsmobile Owner Loyalty Program. Dealer Contact, upon receipt of this faxed acknowledgement and completion of the sales transaction, your dealership may apply for the incentive per the program guidelines. That application will facilitate the appropriate allowance being reimbursed to your open account.

Attention Dealer: A copy of this letter and a signed customer incentive acknowledgment form must be retained in the deal folder for auditing purposes. This document is to be used solely for the sales transaction between the above listed General Motors Customer and Dealership.

SIGNATURE: LS

GENERAL MOTORS APPROVER

10/2/03

DATE

CERTIFICATE OF ORIGINALITY



12/18/01
1GHD135X22841587

RSEPO01V
28D1992841
2002
OLDSMOBILE

RAVADA 4 DOOR
5750

644
HT1506

N.T.
1/2

The undersigned certifies that the vehicle described herein is the property of the undersigned and is being transferred to the above-named and under the license plates indicated to the following purchaser or dealer.

MARK TRIFFLER OLDSMOBILE, INC.
1234 S WESTERN
BLUE ISLAND

OLDSMOBILE DIVISION
GENERAL MOTORS CORPORATION

THIS VEHICLE
- HAS A
50-STATE
EMISSION
WARRANTY

Richard Coleman
SALES MANAGER

626228629

DETROIT

48241-1300

151

Read and understand fully the contents of this document, including all terms and conditions of the law that apply to you and your vehicle. This document is not to be registered in any state or in any other jurisdiction and no copies of this document may be made or distributed without the express written consent of the seller. This document is not to be used for any other purpose.

UNIT 15
 Make of Vehicle: **FOLEY RICE CADILLAC USED CARS**
 Model: **FOLEY RICE CADILLAC USED CARS**
 Year: **2003**
 VIN: **1G6AP0E332L000000**
 Title: **2003**
 License: **2003**
 Seller: **Foley Rice Cadillac**
 Address: **1515 N. Highway 101, Suite 101, Dallas, TX 75243**
 Phone: **214-343-1111**

UNIT 16
 Make of Vehicle: **FOLEY RICE CADILLAC USED CARS**
 Model: **FOLEY RICE CADILLAC USED CARS**
 Year: **2003**
 VIN: **1G6AP0E332L000000**
 Title: **2003**
 License: **2003**
 Seller: **Foley Rice Cadillac**
 Address: **1515 N. Highway 101, Suite 101, Dallas, TX 75243**
 Phone: **214-343-1111**

UNIT 17
 Make of Vehicle: **FOLEY RICE CADILLAC USED CARS**
 Model: **FOLEY RICE CADILLAC USED CARS**
 Year: **2003**
 VIN: **1G6AP0E332L000000**
 Title: **2003**
 License: **2003**
 Seller: **Foley Rice Cadillac**
 Address: **1515 N. Highway 101, Suite 101, Dallas, TX 75243**
 Phone: **214-343-1111**

UNIT 18
 Make of Vehicle: **FOLEY RICE CADILLAC USED CARS**
 Model: **FOLEY RICE CADILLAC USED CARS**
 Year: **2003**
 VIN: **1G6AP0E332L000000**
 Title: **2003**
 License: **2003**
 Seller: **Foley Rice Cadillac**
 Address: **1515 N. Highway 101, Suite 101, Dallas, TX 75243**
 Phone: **214-343-1111**

UNIT 19
 Make of Vehicle: **FOLEY RICE CADILLAC USED CARS**
 Model: **FOLEY RICE CADILLAC USED CARS**
 Year: **2003**
 VIN: **1G6AP0E332L000000**
 Title: **2003**
 License: **2003**
 Seller: **Foley Rice Cadillac**
 Address: **1515 N. Highway 101, Suite 101, Dallas, TX 75243**
 Phone: **214-343-1111**

UNIT 20
 Make of Vehicle: **FOLEY RICE CADILLAC USED CARS**
 Model: **FOLEY RICE CADILLAC USED CARS**
 Year: **2003**
 VIN: **1G6AP0E332L000000**
 Title: **2003**
 License: **2003**
 Seller: **Foley Rice Cadillac**
 Address: **1515 N. Highway 101, Suite 101, Dallas, TX 75243**
 Phone: **214-343-1111**

UNIT 21
 Make of Vehicle: **FOLEY RICE CADILLAC USED CARS**
 Model: **FOLEY RICE CADILLAC USED CARS**
 Year: **2003**
 VIN: **1G6AP0E332L000000**
 Title: **2003**
 License: **2003**
 Seller: **Foley Rice Cadillac**
 Address: **1515 N. Highway 101, Suite 101, Dallas, TX 75243**
 Phone: **214-343-1111**

UNIT 22
 Make of Vehicle: **FOLEY RICE CADILLAC USED CARS**
 Model: **FOLEY RICE CADILLAC USED CARS**
 Year: **2003**
 VIN: **1G6AP0E332L000000**
 Title: **2003**
 License: **2003**
 Seller: **Foley Rice Cadillac**
 Address: **1515 N. Highway 101, Suite 101, Dallas, TX 75243**
 Phone: **214-343-1111**

UNIT 23
 Make of Vehicle: **FOLEY RICE CADILLAC USED CARS**
 Model: **FOLEY RICE CADILLAC USED CARS**
 Year: **2003**
 VIN: **1G6AP0E332L000000**
 Title: **2003**
 License: **2003**
 Seller: **Foley Rice Cadillac**
 Address: **1515 N. Highway 101, Suite 101, Dallas, TX 75243**
 Phone: **214-343-1111**

UNIT 24
 Make of Vehicle: **FOLEY RICE CADILLAC USED CARS**
 Model: **FOLEY RICE CADILLAC USED CARS**
 Year: **2003**
 VIN: **1G6AP0E332L000000**
 Title: **2003**
 License: **2003**
 Seller: **Foley Rice Cadillac**
 Address: **1515 N. Highway 101, Suite 101, Dallas, TX 75243**
 Phone: **214-343-1111**

UNIT 25
 Make of Vehicle: **FOLEY RICE CADILLAC USED CARS**
 Model: **FOLEY RICE CADILLAC USED CARS**
 Year: **2003**
 VIN: **1G6AP0E332L000000**
 Title: **2003**
 License: **2003**
 Seller: **Foley Rice Cadillac**
 Address: **1515 N. Highway 101, Suite 101, Dallas, TX 75243**
 Phone: **214-343-1111**

UNIT 26
 Make of Vehicle: **FOLEY RICE CADILLAC USED CARS**
 Model: **FOLEY RICE CADILLAC USED CARS**
 Year: **2003**
 VIN: **1G6AP0E332L000000**
 Title: **2003**
 License: **2003**
 Seller: **Foley Rice Cadillac**
 Address: **1515 N. Highway 101, Suite 101, Dallas, TX 75243**
 Phone: **214-343-1111**

UNIT 27
 Make of Vehicle: **FOLEY RICE CADILLAC USED CARS**
 Model: **FOLEY RICE CADILLAC USED CARS**
 Year: **2003**
 VIN: **1G6AP0E332L000000**
 Title: **2003**
 License: **2003**
 Seller: **Foley Rice Cadillac**
 Address: **1515 N. Highway 101, Suite 101, Dallas, TX 75243**
 Phone: **214-343-1111**

UNIT 28
 Make of Vehicle: **FOLEY RICE CADILLAC USED CARS**
 Model: **FOLEY RICE CADILLAC USED CARS**
 Year: **2003**
 VIN: **1G6AP0E332L000000**
 Title: **2003**
 License: **2003**
 Seller: **Foley Rice Cadillac**
 Address: **1515 N. Highway 101, Suite 101, Dallas, TX 75243**
 Phone: **214-343-1111**

UNIT 29
 Make of Vehicle: **FOLEY RICE CADILLAC USED CARS**
 Model: **FOLEY RICE CADILLAC USED CARS**
 Year: **2003**
 VIN: **1G6AP0E332L000000**
 Title: **2003**
 License: **2003**
 Seller: **Foley Rice Cadillac**
 Address: **1515 N. Highway 101, Suite 101, Dallas, TX 75243**
 Phone: **214-343-1111**

UNIT 30
 Make of Vehicle: **FOLEY RICE CADILLAC USED CARS**
 Model: **FOLEY RICE CADILLAC USED CARS**
 Year: **2003**
 VIN: **1G6AP0E332L000000**
 Title: **2003**
 License: **2003**
 Seller: **Foley Rice Cadillac**
 Address: **1515 N. Highway 101, Suite 101, Dallas, TX 75243**
 Phone: **214-343-1111**

ALPHABET

000

XK

04 27 02 XX X

mco

SEARCHED				SERIALIZED				INDEXED			
FILED				MAR 27 1962				FBI - MEMPHIS			
MAR 27 1962				MAR 27 1962				MAR 27 1962			
MAR 27 1962				MAR 27 1962				MAR 27 1962			
MAR 27 1962				MAR 27 1962				MAR 27 1962			
MAR 27 1962				MAR 27 1962				MAR 27 1962			

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Atlanta, GA [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-152756103 VIN: 1GKDS138122280988
MODEL YEAR: 2002
DATE OPENED: 2003-10-20 SERIES: Envoy
DATE CLOSED: 2003-10-30 MILEAGE: 68000.0000000
SOURCE: Phone DELIVERY DATE:
REC TYPE: N/A/DL DEALER NAME: Carl Black Pontiac Buick GMC Isuzu, LLC
REC PARENT: DEALER ADDRESS: 11225 Alpharetta Highway, Roswell, GA, 300761439,

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

J01 General
0 REPAIR ATTEMPT(S) Stalls

cust seeks to document additional concerns

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

cust seeks to document additional concerns; ; 2003-10-20
2003-10-20

cust seeks cadillac new year options; ; 2003-10-20
2003-10-30

Service Request has been Closed Satisfied.; ; 2003-10-30

*****FAR 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: INJURED:
INJURED:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INJURED:

INVESTIGATING AGENCY NAME:
INVESTIGATING AGENCY ADDRESS:
AGENCY PHONE:
AGENCY FAX NUMBER:

MORE INFORMATION:
INCIDENT LOCATION:
ARREST LOCATION OF VEHICLE:
OFFICER 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:
FAR STATUS:

*****FAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:
UPGRADE:
APPOINTMENT:
LEASE TERM:
LEASE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEASE:

LEASE TYPE:
LEASE LEN:
VEHICLE DESTINATION:
LEASE PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
MESSAGE:

REPLACEMENT VIN:

*****MODEL/ INQUIRY*****

NUMBER OF INQUIRIES: 0
COMMENTS:

NAME:
ADDRESS:
CITY/STATE:
PHONE NUMBER:
MAILING POSITION:
TYPE OF INQUIRY:
TITLE:

LOCATION:

REFERENCE:
IF NOT KNOWN:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Saugus MA [Redacted]

CASE NUMBER: 1-155201879 VIN: 1GKDT13S022252810
MODEL YEAR: 2002
DATE OPENED: 2003-10-27 SERIES: Envoy
DATE CLOSED: 2003-11-12 MILEAGE: 17700.000000
SOURCE: Phone DELIVERY DATE:
BEC TYPE: N/Ao DEALER NAME: North Bay Auto Group, Llc
BEC PARENT: DEALER ADDRESS: 399 Washington St, Weburn, MA, 01801-2116, USA

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

301 General
0 REPAIR ATTEMPT(S) No Symptom Indicated

multiple veh repairs

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

multiple veh repairs; ; 2003-10-27
2003-10-27

veh died number of times; ; 2003-10-27
2003-10-28

12-2; ; 2003-10-28
2003-10-28

multiple veh repairs; ; 2003-10-28
2003-10-28

multiple repairs; ; 2003-10-28
2003-11-05

engine failure/make sure repair is made; ; 2003-11-05
2003-11-05

multiple veh repairs; ; 2003-11-05
2003-11-12

multiple veh engine repairs; ; 2003-11-12
2003-11-10

cust called; ; 2003-11-10
2003-11-10

multiple veh concerns; ; 2003-11-11
2003-11-11

engine component; ; 2003-11-11
2003-11-11

engine; ; 2003-11-11
2003-11-11

engine component letter offer 60/60; ; 2003-11-11
2003-11-11

; , 2003-11-11
2003-11-11

Created:CMC_RS0025. SR#1-155201879; ; 2003-11-11
2003-11-11

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-11-11
2003-11-11

Engine component letter; ; 2003-11-11
2003-11-11

Component Letter ENG 60/60; ; 2003-11-12
2003-11-12

SR in Status of Pending Goodwill has been Re-Opened by SAEKID; ; 2003-11-12
2003-11-12

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2003-11-12
2003-11-12

Service Request has been Closed Satisfied.; ; 2003-11-12

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

IDENT DATE:
IDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OTHER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE:
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:
WITNESS LOCATION:
CURRENT LOCATION OF VEHICLE:
POLICE NAME:

WAS VEHICLE INSPECTED:
NUMBER OF INSPECTORS:
NAME OF INSPECTOR:

INSPECTOR NAME: INSPECTOR NAME:

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

*****FAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER HAC:
DEALER NAME:
DEALER ADDRESS: . . .
CONTACT: .
PHONE NUMBER:
PRODUCT CODE:

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
PACKAGE:
SER:
FINCH:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEND:

LEGAL TYPE:
LESSOR LOST:
VEHICLE DESTINATION:
LIME PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: .
CITY/STATE: .
PHONE NUMBER:
EMERGENCY POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

INTERNAL CASE NUMBER:
TITLE HINDS:
REMARKS:
ACCOMPLISH:
PURCHASE/LEASE: 0

DATE:
INJURIES: 0
NAME OF ACCIDENT:
NAME OF PURCHASER/LEASER:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
ACQUISITION SOURCE:

*****BMC CONTACT INFORMATION*****

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

December 15, 2003

[REDACTED]
Saugus, MA [REDACTED]

Service Request: S1-155201879

Dear [REDACTED]

GMC is pleased to provide service coverage for the engine on your 2002 GMC Envoy, Vehicle Identification Number 1GKDT13S022252810. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until November 9, 2006, or 60,000 miles, whichever occurs first. GMC will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

Engine - Cylinder block, heads, crankshaft and bearings, crankshaft seals - front and rear, camshaft and bearings, connecting rods and pistons, valve train (including valve seals, valve covers and internal parts), timing gears, chain/belt and cover, oil pump, oil pump housing, oil pan, all engine seals and gaskets, all lubricated internal engine parts, water pump, intake and exhaust manifolds, flywheel, harmonic balancer, and engine mounts.

GMC will not be responsible for conditions arising from tampering, abuse, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Envoy. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized GMC Dealership.

If you have any future questions, please feel free to contact our GMC Customer Assistance Center at 1-800-462-8762 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Danielle Martin
Customer Relationship Manager

RS0025-T/agg

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Indiana, PA



CASE NUMBER: 1-157567004 VIN: 1GKDT138522105656
MODEL YEAR: 2002
DATE OPENED: 2003-11-03 SERIES: Envoy
DATE CLOSED: MILEAGE: 31000.0000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/AYes DEALER NAME: Smil CO. Inc
SRC PARENT: DEALER ADDRESS: Route 30 East, Greensburg, PA, 15601.

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

J57 ECM / PCM / MISCAL / PROM
0 REPAIR ATTEMPT(S) Stalls

Vehicle stalls

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

Vehicle stalls; ; 2003-11-03
2003-11-03

Calling dealer; ; 2003-11-03
2003-11-03

GM L/M for owner of the dealer; ; 2003-11-03
2003-11-03

Service Manager; ; 2003-11-03
2003-11-03

Jeff Smil; ; 2003-11-03
2003-11-03

General Manager; ; 2003-11-03
2003-11-03

Service Manager Ed Gerwick; ; 2003-11-03
2003-11-03

FAVM Humanik Janet 914055 8043; ; 2003-11-03
2003-11-03

1-157567004; ; 2003-11-04
2003-11-04

GM attempted to reach the dealer; ; 2003-11-04
2003-11-04

GM L/M; ; 2003-11-04
2003-11-04

1-157567004; ; 2003-11-10
2003-11-04

CRM received VM; ; 2003-11-04
2003-11-04

CRM contacted customer; ; 2003-11-04
2003-11-05

Service Manager; ; 2003-11-05
2003-11-05

FARM Lannars Matthew 914055 8058; ; 2003-11-05
2003-11-06

CRM contacted Service Manager Ed; ; 2003-11-06
2003-11-07

Service Manager; ; 2003-11-07
2003-11-07

FARM Lannars Matthew 914055 8058; ; 2003-11-07
2003-11-07

CRM attempted to contact cust; ; 2003-11-07
2003-11-11

1-157567004; ; 2003-11-10
2003-11-09

FARM Lannars Matthew 914055 8058; ; 2003-11-09
2003-11-10

Service Manager Ed Gerwick; ; 2003-11-10
2003-11-10

FARM Humenik Janet 914055 8043; ; 2003-11-10
2003-11-10

VM received; ; 2003-11-10
2003-11-10

CRM contacted customer at home; ; 2003-11-10
2003-11-11

1-157567004; ; 2003-11-11
2003-11-11

CRM contacted Service Manager; ; 2003-11-11
2003-11-11

FARM Humenik Janet 914055 8043; ; 2003-11-11
2003-11-11

CRM attempted to contact customer; ; 2003-11-11
2003-11-11

Busy signal; ; 2003-11-11
2003-11-12

CRM contacted customer; ; 2003-11-11
2003-11-11

CRM contacted customer; ; 2003-11-11
2003-11-11

1-157567004; ; 2003-11-12
2003-11-12

Service Manager Ed Garwick; ; 2003-11-12
2003-11-12

FAVM Humenik Janet 914055 8043; ; 2003-11-12
2003-11-18

CAN; ; 2003-11-18

*****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: INJURIES:
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:
PAR STATUS:

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

PRICE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER SAC:
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 @ BOY-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
INCIDENTS:

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

RESTRAINT:
IF SO, WHERE:

LOCATION:

*****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
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



Junction City
OR



HOME PHONE:

CASE NUMBER: 1-158513183 VIN: 1GHDT13B722227943
MODEL YEAR: 2002
DATE OPENED: 2003-11-05 SERIES: Bravada
DATE CLOSED: MILEAGE: 23000.0000000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: N/AYes DEALER NAME: Guaranty Chevrolet, Pontiac, Oldsmobile CO.
ERC PARENT: DEALER ADDRESS: 20 Hwy 99 S, Junction City, OR, 97448-9714, USA

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

J01 General
0 REPAIR ATTEMPT(S) Stalls

veh stalled while moving

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

veh stalled while moving; ; 2003-11-05
03-11-05

Service Advisor, Craig; ; 2003-11-05
2003-11-12

1-158513183/Kousky/dlrshp able to reproduce concern?; ; 2003-11-12
2003-11-05

Craig, service advisor; ; 2003-11-05
2003-11-12

Left Message; ; 2003-11-12

1-158513183/check for activity, if none, close sat; ; 2003-11-13
2003-11-13

Cust requested callback, provided work number, 541-687-1989; ; 2003-11-13
2003-11-13

Cust unavailable, left message; ; 2003-11-13
2003-11-20

1-158513183/check for activity, if none, send call cac letter; ; 2003-11-14
2003-11-14

Get veh status update.; ; 2003-11-14
03-11-14

Give cust update; ; 2003-11-14
2003-11-14

Cancelled mgr review.; ; 2003-11-14
2003-11-14

Recalled Dlr notification; ; 2003-11-14
2003-11-14

Ask dealer if they have used data recorder; ; 2003-11-14
2003-11-14

Svc Mgr; ; 2003-11-14
2003-11-14

Offered cust use of data recorder; ; 2003-11-14
2003-11-18

1-158513183/willing to use data recorder?; ; 2003-11-14

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

MP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SCHEM: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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:

PLACEMENT 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:

*****ERC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Saint Paul MN [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-159170777 VIN: 1GNDT13S722146970
MODEL YEAR: 2002
DATE OPENED: 2003-11-07 SERIES: Envoy
DATE CLOSED: MILEAGE: 39910.0000000
SOURCE: White Mail DELIVERY DATE:
BMC TYPE: LegalYes DEALER NAME: Arrow Pontiac-GMC Truck Inc.
BMC PARENT: DEALER ADDRESS: 1111 Hwy. 110, Inver Grove Heights, MN, 55077-1115,

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

J01 General
0 REPAIR ATTEMPT(S) Stalls

Service Request Ownership has changed FROM: ELLIS TO: FURLONGJ

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

Service Request Ownership has changed FROM: ELLIS TO: FURLONGJ; ; 2003-11-07
2003-11-07

LAWUIT ER; ; 2003-11-07
2003-11-07

BMC LEGAL Scanned: 2003-11-03-20.20.27.000000, MSKDocNum: 0330702001; ; 2003-11-07
2003-11-07

Ownership Escalated to BMC; ; 2003-11-07
2003-11-10

Atty Paul Carver 612-339-8682; ; 2003-11-10
2003-11-10

Spoke w/ Svc Mgr (Jim Ratcliffe) (651) 552-2222; ; 2003-11-10
2003-11-10

AVM (Elizabeth Haggarty) 630092 8052; ; 2003-11-10
2003-11-10

Atty Daniel Brennan; ; 2003-11-10
2003-11-10

Atty Daniel Brennan; ; 2003-11-10
2003-11-10

Atty Paul Carver (Local Counsel); ; 2003-11-10
2003-11-10

Atty Daniel Brennan 612-726-1092; ; 2003-11-10
2003-11-10

BMC LEGAL Scanned: 2003-11-10-15.06.49.000000, MSKDocNum: FUR33A92af; ; 2003-11-10
2003-11-10

BRC LEGAL Scanned: 2003-11-10-15.09.27.000000, MSXDocNum: FUR3PAF9P5; ; 2003-11-10
2003-11-11

AVM (Liz Hegarty); ; 2003-11-11
2003-11-13

BRC LEGAL Scanned: 2003-11-13-15.06.45.000000, MSXDocNum: FUR3PB399A; ; 2003-11-14
2003-11-14

BRC LEGAL Scanned: 2003-11-12-23.15.26.000000, MSXDocNum: 0331600775; ; 2003-11-14
2003-11-17

AVM (Liz Heggarty); ; 2003-11-17
2003-11-17

AM (Liz Heggarty) 612-968-0593; ; 2003-11-17
2003-11-17

BRC LEGAL Scanned: 2003-11-17-09.05.59.000000, MSXDocNum: FUR3FB4CDE; ; 2003-11-17

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:
POLICE REPORT: BODY INJURY:
NUMBER OF PEOPLE: IMPURIES:
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:
CROSS INSPECTION:
INSPECTION AGENCY:

PAR STATUS:

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

ORIGIN:	TRANSACTION:
REQUEST TYPE:	
REPURCHASE REASON:	
DEALER SAC:	
DEALER NAME:	
DEALER ADDRESS: , ,	
CONTACT: ,	
PHONE NUMBER:	FAX NUMBER:
PRODUCT CODE:	BODY TYPE:
	TRIM:
ENGINE TYPE:	TRANSMISSION:
	VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0	BRC WARRANTY DATE:
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:

*****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*****

INTERNAL 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:	
RESCUATION SOURCE:	

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

Dowman and Brooks LLP

ATTORNEYS AT LAW

MINNEAPOLIS-PHONEX-DETROIT-SAN JOSE-LOS ANGELES-RICHMOND

MINNEAPOLIS
180 South Fifth Street
Suite 2800
Minneapolis, MN 55402-4244
612/339-8882 (Tel.)
612/672-3200 (Fax)

Teletype

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY NAMED. IT MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND/OR OTHERWISE PROTECTED BY APPLICABLE LAW. If the reader of this message is not the intended recipient, you are hereby notified that any disclosure, copying, taking action in reliance on the contents of this information, or any other use of the information in this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone, and return the original message to us at the above address via the U.S. Postal Service. Thank you.

Date: November 10, 2003

Time Sent: 10:25 AM

To: James Furlong - GM

Fax: (888) 231-8880

From: C. Paul Carver

Postal Instructions: Per your request, attached is the Complaint in the [redacted] v. GM case.

Number of Pages (including Cover sheet):

If you do not receive all pages, please contact us immediately at (612) 339-8882.

- Hard copy will follow by U.S. Mail
- Hard copy will follow by Federal Express
- ⇒ Hard copy will not be sent

Silent/Dance Name: [redacted] v. GM

Client Number: 014880

Matter Number: 47420

STATE OF MINNESOTA
COUNTY OF RAMSEY

DISTRICT COURT
SECOND JUDICIAL DISTRICT
Case Type - Contract

[REDACTED]
Plaintiff,

vs.

COMPLAINT

General Motors Corporation, a
Delaware corporation licensed to
transact business in the
State of Minnesota,

Defendant.

Plaintiff, [REDACTED] ("Plaintiff"), on and for his cause of action against the Defendant
alleges as follows:

I.

At all times relevant to the allegations contained in his Complaint, the Plaintiff resided at
[REDACTED] in the city of St. Paul, County of Ramsey, State of Minnesota.

II.

The Defendant is a Delaware corporation authorized to transact business in the State of
Minnesota.

III.

The Defendant continuously and systematically transacts business in the State of
Minnesota by selling motor vehicles to its authorized dealers in the State of Minnesota, County
of Ramsey, which ultimately are sold by such authorized dealers to Minnesota consumers.

IV.

On or about May 31, 2001, the Plaintiff purchased a 2002 GMC Envoy from the Defendant's authorized dealer, Arrow Pontiac GMC Truck, Inc., which was manufactured by the Defendant. The vehicle identification number for said vehicle is 1GKDT138722146970.

V.

The Plaintiff took delivery of the 2002 GMC Envoy on or about May 31, 2001.

VI.

The Plaintiff purchased a manufacturer's express written new vehicle warranty with his 2002 GMC Envoy.

VII.

The warranty purchased by the Plaintiff is a "manufacturer's express warranty" and "warranty" as Minn. Stat. § 325F.665 (Minnesota "Lemon Law") and 15 U.S.C. § 2301 et seq. ("Magnuson-Moss Warranty Act") define those terms.

VIII.

Since taking delivery of his 2002 GMC Envoy, the Plaintiff has experienced numerous warranted problems with his vehicle that substantially impair the vehicle's use and value to him. Said problems and/or defects include, but are not necessarily limited to, SES light illuminated, engine cranking without ignition, faulty ignition switch, engine quiting, undiagnosed electrical problems, defective brakes, defective axle shafts and seals, non-starting, defective CD player, defective radio, failed right front stabilizer links, unsecured front dashboard, on-star system failure, lights randomly turning off. Said problems and/or defects continue.

COUNT I
VIOLATION OF MINN. STAT. § 325F.665, SUBD. 2.

IX.

The Plaintiff reserves Paragraphs I through VIII as being jointly set forth herein.

X.

The Plaintiff is a "consumer" as the Lemon Law defines that term.

XI.

The Defendant is a "manufacturer" as the Lemon Law defines that term.

XII.

The Plaintiff reported the vehicle non-conformities outline above to the Defendant and/or its authorized dealers during the term of the applicable express warranty and during the two years following the date of original delivery of the new motor vehicle to Plaintiff.

XIII.

Notwithstanding the Plaintiff's reports of the subject vehicle non-conformities to the Defendant and/or the Defendant's authorized dealers, the Defendant failed to make the repairs necessary to conform the Plaintiff's vehicle to the applicable express warranty.

XIV.

The Defendant has therefore violated Minn. Stat. § 325F.665, Subd. 2 and Plaintiff is, therefore, entitled to recover from the Defendant an amount to be determined at trial, plus reasonable attorneys' fees and litigation costs incurred in bringing this action as provided under the Lemon Law.

**COUNT II - AGAINST THE DEFENDANT
VIOLATION OF MINN. STAT. § 325F.665, SUBD. 3.**

XV.

The Plaintiff realleges Paragraphs I through XIV as though fully set forth herein

XVI.

The Defendant is unable to conform the Plaintiff's new motor vehicle to the applicable express warranty by repairing or correcting the non-conformities in the Plaintiff's motor vehicle.

XVII.

The non-conformities in the Plaintiff's motor vehicle substantially impair the use and/or market value of the motor vehicle to the Plaintiff.

XVIII.

The Defendant has made a reasonable number of attempts to conform the Plaintiff's vehicle to the express warranty provided to the Plaintiff by the Defendant, and the substantial impairments to its use and market value continue to exist and/or develop.

XIX.

The Defendant has therefore violated Minn. Stat. § 325F.665, subd. 3, thereby entitling the Plaintiff to replacement or a full refund of the purchase price of the subject motor vehicle, including the cost of any options or other modifications arranged, installed, or made by the manufacturer, its agent, or its authorized dealer within 30 days after the date of original delivery, and all other charges, including, but not limited to, sales or excise tax, license fees and registration fees, reimbursement for towing and rental vehicle expenses incurred by the Plaintiff as a result of the vehicle being out of service for warranty repair, plus attorneys' fees and litigation costs incurred bringing this action as set forth in the Minnesota Lemon Law.

**COUNT II
VIOLATION OF 16 U.S.C. SECTION 2301 ET SEQ.**

XX.

The Plaintiff realleges Paragraphs I through XIX as though fully set forth herein.

XXI.

The Plaintiff's motor vehicle is a "consumer product" as the Magnuson-Moss Warranty Act defines that term.

XXII.

The Plaintiff is a "consumer" as the Magnuson-Moss Warranty Act defines that term.

XXIII.

The Defendant is a "warrantor" as the Magnuson-Moss Warranty Act defines that term.

XXIV.

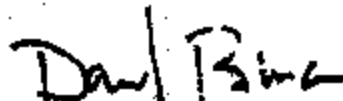
The Defendant has failed to conform the Plaintiff's 2002 GMC Envoy to its written/express warranty after a reasonable number of repair attempts.

XXV.

The Defendant has therefore violated the Magnuson-Moss Warranty Act, thereby entitling the Plaintiff to a vehicle replacement or refund at his choice, plus reasonable attorney's fees and litigation costs as set forth in the Magnuson-Moss Warranty Act.

WHEREFORE, the Plaintiff respectfully prays for judgment against the Defendant for damages, attorneys' fees and litigation costs in a reasonable amount cumulatively in excess of \$50,000 and to be specifically proven at the time of trial, together with pre-judgment and post-judgment interest and all other costs the Court deems just.

Dated: October 22, 2003



Daniel J. Brennan (#284646)
Attorney At Law
3541 45th Avenue South
Minneapolis, Minnesota 55406
Telephone: (612) 816-4541

and

Todd E. Gattis (#276704)
HAUER, FARGIONE, LOVS
LANDY & MCELLISTREM, P.A.
5901 South Cedar Lake Road
Minneapolis, MN 55416
Telephone: (952) 544-5501

ATTORNEYS FOR PLAINTIFF

ACKNOWLEDGMENT

The Plaintiff asserts these claims in good faith, and acknowledges that costs, disbursements, and reasonable attorney and witness fees may be awarded to the opposing party as provided by Minnesota Statutes § 549.211, subd. 2 (1994).

Dated: October 22, 2003

Daniel J. Brennan

Daniel J. Brennan (#284646)
Attorney At Law
3541 45th Avenue South
Minneapolis, Minnesota 55406
Telephone: (612) 802-4541

and

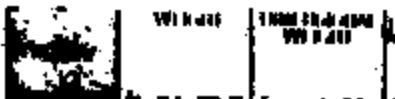
Todd E. Gedke (#276704)
HAUER, FARGONE, LOVE
LANDY & MCELLISTREM, P.A.
5901 South Cedar Lake Road
Minneapolis, MN 55416
Telephone: (952) 544-5501

ATTORNEYS FOR PLAINTIFF

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BOWMAN AND BROOKE LLP
Bowman and Brooke LLP

MINNEAPOLIS, PHOENIX, DETROIT, SAN JOSE, LOS ANGELES, HOUSTON

MINNEAPOLIS
151 South Park Street
Suite 2000
Minneapolis, MN 55409-4844
612-292-7000 (Tel)
612-292-2000 (Fax)

Wayne P. Sicha
Direct Dial: (612) 672-3225
E-Mail: wsicha@bowman-brooke.com

November 11, 2003

PHOENIX
Phoenix Plaza
2001 North Central Ave.
Suite 1700
Phoenix, AZ 85016-2701
602-998-6000 (Tel)
602-998-6047 (Fax)

Via UPS AIR
Brenda Horchler
General Motors Corporation;
BRC Legal c/o MSX International
MC 338-106-000
1428 Pacific Drive
Auburn Hills, Michigan 48326

DETROIT
801 West Grand Blvd.
Suite 1400
Detroit, MI 48226-8019
313-971-8000 (Tel)
313-971-8000 (Fax)

Re: [REDACTED] v. General Motors
GM Case No. 489923

SAN JOSE
1741 Technology Drive
Suite 200
San Jose, CA 95128-1000
408-279-6000 (Tel)
408-279-6000 (Fax)

Dear Ms. Horchler:

LOS ANGELES
South Vermont Ave.
300
Los Angeles, CA 90028-1000
213-776-6000 (Tel)
213-776-1000 (Fax)

I have recently received a Summons and Complaint for the above-referenced Minnesota breach of warranty case. Pursuant to General Motors' Early Resolution (ER) Program Guidelines, I am enclosing the Summons and Complaint for your review and consideration. Bowman and Brooke LLP will prepare an Answer on behalf of General Motors Corporation and will monitor deadlines as they arise.

MEMPHIS
Riverside Plaza West Tower
671 East Byrd Street
Suite 2000
Memphis, TN 38118-4000
901-526-6000 (Tel)
901-526-1700 (Fax)

We have directed plaintiffs' counsel, Dan Brennan and/or Todd Gadke, to work directly with GM to settle these matters.

LAS VEGAS
City Center
One Center of
Commerce
701 South Seventh Street
Las Vegas, NV 89101-6907
702-731-6000 (Tel)
702-731-6000 (Fax)

We will calendar November 28, 2003 as the date for ER to conclude its attempt to settle this matter.

Please contact me if you have any questions regarding the above or if a settlement has been reached.

MINNEAPOLIS
City Center
Riverside Plaza
Adams in Law
600 City Center Lane
Minneapolis, MN 55414
612-292-7000 (Tel)
612-292-2000 (Fax)

Sincerely,

BOWMAN AND BROOKE LLP

Wayne P. Sicha
Wayne P. Sicha
Partner

www.bowman-brooke.com

WPS/wps
Enclosure



RECEIVED
OCT 24 2003
MINNEAPOLIS, MINN

Service of Process Transmittal Form
Minneapolis, Minnesota

10/23/2003

Via Federal Express (not Day)

TO: Paul Carver
Bowman & Brocks
100 South Fifth St.
Fifth Street Towers Suite 2000
Minneapolis, MN 55402

RE: **PROCESS SERVED IN MINNESOTA**

FOR **General Motors Corporation Domestic State: De**

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

- 1. TITLE OF ACTION: [REDACTED] PH. vs General Motors Corporation, Dtd.
- 2. DOCUMENTS SERVED: Summons, Complaint, Interrogatories, Request for Production of Documents/Statements
- 3. COURT: Second Judicial District Court, Ramsey County, Minnesota
Case Number None Shown
- 4. NATURE OF ACTION: Warranted Problems: Violation of Magnuson-Moss Warranty Act (Leasen Law): 2002 GMC Envoy: VIN 1GKDT136722148870, Retail Bought: \$80,500
- 5. ON WHOM PROCESS WAS SERVED: CT Corporation System, Inc, Minneapolis, Minnesota
- 6. DATE AND HOUR OF SERVICE: By Process server on 10/23/2003 at 10:50
- 7. APPEARANCE OR ANSWER DUE: Within 20 days of Service
- 8. ATTORNEY: Daniel J. Brennan, 612/616-4641
3641 48th Avenue South
Minneapolis, MN 55408
- 9. REMARKS:

CC: Lisa Weber
GENERAL MOTORS LEGAL STAFF
400 RENAISSANCE CENTER-SAL OCCS-482-036-310
DETROIT, MI 48265-4000

GROUP CT Corporation System
FAX Deb VanHorn
ADDRESS 400 Second Avenue, South
Minneapolis, MN 55401
SEP 116 0022 9913

Information contained on this transmittal form is intended for CT Corporation System's internal use only and is not to be used for any other purpose. This information does not constitute a legal opinion or any other form of legal advice, and no liability shall be assumed for any information that may be obtained from the documents transmitted. The recipient is responsible for interpreting the documents and for taking any appropriate action.

STATE OF MINNESOTA

DISTRICT COURT

COUNTY OF RAMSEY

SECOND JUDICIAL DISTRICT

Case Type - Contract

[Redacted]

Plaintiff,

vs.

SUMMONS

General Motors Corporation, a
Delaware corporation licensed to
transact business in the
State of Minnesota,

Defendant.

THE STATE OF MINNESOTA TO THE ABOVE-NAMED DEFENDANT:

YOU ARE HEREBY summoned and required to Answer this the Complaint of the Plaintiff in the above-entitled action, which Complaint is hereto annexed and herewith served upon you, and to serve a copy of your Answer to the said Complaint on attorneys for the Plaintiff at their offices, 5901 South Cedar Lake Road, Minneapolis, Minnesota 55416, County of Hennepin, within twenty (20) days after service of this Summons upon you, exclusive of the day of such service, and if you fail to do so within the time aforesaid, the Plaintiff in this action will apply to the Court for the relief demanded in the Complaint.

Dated: October 22, 2003

Daniel J. Brennan

Daniel J. Brennan (612)464646
Attorney At Law
3541 46th Avenue South
Minneapolis, Minnesota 55406
Telephone: (612) 316-4541

and

Todd E. Gadtke (612)767004
HALPER, FARGIONE, LOVE
LANDY & McCELLISTREM, P.A.
5901 South Cedar Lake Road
Minneapolis, MN 55416
Telephone: (612) 314-9901

ATTORNEYS FOR PLAINTIFF

STATE OF MINNESOTA

DISTRICT COURT

COUNTY OF RAMSEY

SECOND JUDICIAL DISTRICT
Case Type - Contract

[REDACTED]
Plaintiff,

vs.

COMPLAINT

General Motors Corporation, a
Delaware corporation licensed to
transact business in the
State of Minnesota,

Defendant.

Plaintiff, [REDACTED] ("Plaintiff"), as and for his cause of action against the Defendant
alleges as follows:

I.

At all times relevant to the allegations contained in his Complaint, the Plaintiff resided at
[REDACTED] in the city of St. Paul, County of Ramsey, State of Minnesota.

II.

The Defendant is a Delaware corporation authorized to transact business in the State of
Minnesota.

III.

The Defendant continually and systematically transacts business in the State of
Minnesota by selling motor vehicles to its authorized dealers in the State of Minnesota, County
of Ramsey, which ultimately are sold by such authorized dealers to Minnesota consumers.

IV.

On or about May 31, 2001, the Plaintiff purchased a 2002 GMC Envoy from the Defendant's authorized dealer, Arrow Pontiac GMC Truck, Inc., which was manufactured by the Defendant. The vehicle identification number for said vehicle is 1GKDT138722146970.

V.

The Plaintiff took delivery of the 2002 GMC Envoy on or about May 31, 2001.

VI.

The Plaintiff purchased a manufacturer's express written new vehicle warranty with his 2002 GMC Envoy.

VII.

The warranty purchased by the Plaintiff is a "manufacturer's express warranty" and "warranty" as Minn. Stat. § 325F.665 (Minnesota "Lemon Law") and 15 U.S.C. § 2301 et seq. ("Magnuson-Moss Warranty Act") define those terms.

VIII.

Since taking delivery of his 2002 GMC Envoy, the Plaintiff has experienced numerous warranted problems with his vehicle that substantially impair the vehicle's use and value to him. Said problems and/or defects include, but are not necessarily limited to, SES light illuminated, engine cranking without ignition, faulty ignition switch, engine quitting, undiagnosed electrical problems, defective brakes, defective axle shafts and seals, non-starting, defective CD player, defective radio, failed right front stabilizer links, unsecured front dashboard, on-star system failure, lights randomly turning off. Said problems and/or defects continue.

COUNT I

VIOLATION OF MINN. STAT. § 325F.665, SUBD. 2.

IX.

The Plaintiff realleges Paragraphs I through VIII as true and correct to the best of his knowledge.

X.

The Plaintiff is a "consumer" as the Lemon Law defines that term.

XI.

The Defendant is a "manufacturer" as the Lemon Law defines that term.

XII.

The Plaintiff reported the vehicle non-conformities outline above to the Defendant and/or its authorized dealers during the term of the applicable express warranty and during the two years following the date of original delivery of the new motor vehicle to Plaintiff.

XIII.

Notwithstanding the Plaintiff's reports of the subject vehicle non-conformities to the Defendant and/or the Defendant's authorized dealers, the Defendant failed to make the repairs necessary to conform the Plaintiff's vehicle to the applicable express warranty.

XIV.

The Defendant has therefore violated Minn. Stat. § 325F.665, Subd. 2 and Plaintiff is, therefore, entitled to recover from the Defendant an amount to be determined at trial, plus reasonable attorneys' fees and litigation costs incurred in bringing this action as provided under the Lemon Law.

**COUNT II - AGAINST THE DEFENDANT
VIOLATION OF MINN. STAT. § 325F.665, SUBD. 3.**

XV.

The Plaintiff realleges Paragraphs I through XIV as though fully set forth herein

XVI.

The Defendant is unable to conform the Plaintiff's new motor vehicle to the applicable express warranty by repairing or replacing the non-conformities in the Plaintiff's motor vehicle.

*Attesty
Dana
Court Reporter
H. Miller*

D. Miller
X

XI

XII

XVII.

The non-conformities in the Plaintiff's motor vehicle substantially impair the use and/or market value of the motor vehicle to the Plaintiff.

XVIII.

The Defendant has made a reasonable number of attempts to conform the Plaintiff's vehicle to the express warranty provided to the Plaintiff by the Defendant, and the substantial impairments to its use and market value continue to exist and/or develop.

XIX.

The Defendant has therefore violated Minn. Stat. § 325F.665, subd. 3, thereby entitling the Plaintiff to replacement or a full refund of the purchase price of the subject motor vehicle, including the cost of any options or other modifications arranged, installed, or made by the manufacturer, its agent, or its authorized dealer within 30 days after the date of original delivery, and all other charges, including, but not limited to, sales or excise tax, license fees and registration fees, reimbursement for towing and rental vehicle expenses incurred by the Plaintiff as a result of the vehicle being out of service for warranty repair, plus attorneys' fees and litigation costs incurred bringing this action as set forth in the Minnesota Lemon Law.

**COUNT II
VIOLATION OF 15 U.S.C. SECTION 2301 ET SEQ.**

XX.

The Plaintiff realleges Paragraphs I through XIX as though fully set forth herein.

XXI.

The Plaintiff's motor vehicle is a "consumer product" as the Magnuson-Moss Warranty Act defines that term.

XXII.

The Plaintiff is a "consumer" as the Magnuson-Moss Warranty Act defines that term.

XXIII.

The Defendant is a "warrantor" as the Magnuson-Moss Warranty Act defines that term.

XXIV.

The Defendant has failed to conform the Plaintiff's 2002 GMC Envoy to its written/express warranty after a reasonable number of repair attempts.

XXV.

The Defendant has therefore violated the Magnuson-Moss Warranty Act, thereby entitling the Plaintiff to a vehicle replacement or refund at his choice, plus reasonable attorney's fees and litigation costs as set forth in the Magnuson-Moss Warranty Act.

WHEREFORE, the Plaintiff respectfully prays for judgment against the Defendant for damages, attorneys' fees and litigation costs in a reasonable amount cumulatively in excess of \$50,000 and to be specifically proven at the time of trial, together with pre-judgment and post-judgment interest and all other costs the Court deems just.

Dated: October 22, 2003

Daniel J. Brennan

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729-7410

and

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LANDY & MCELLISTREM, P.A.
5901 South Cedar Lake Road
Minneapolis, MN 55416
Telephone: (952) 544-5501

ATTORNEYS FOR PLAINTIFF

ACKNOWLEDGMENT

The Plaintiff asserts these claims in good faith, and acknowledges that costs, disbursements, and reasonable attorney and witness fees may be awarded to the opposing party as provided by Minnesota Statutes § 549.211, subd. 2 (1994).

Dated: October 22, 2003

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ATTORNEYS FOR PLAINTIFF

STATE OF MINNESOTA

DISTRICT COURT

COUNTY OF RAMSEY

SECOND JUDICIAL DISTRICT

Case Type - Contract

[REDACTED]
Plaintiff,

vs.

PLAINTIFF'S FIRST SET OF
REQUESTS FOR DOCUMENTS
TO DEFENDANT

General Motors Corporation, a
Delaware corporation licensed to
transact business in the
State of Minnesota,

Defendant.

TO: THE ABOVE-NAMED DEFENDANT NAMED AND ITS ATTORNEY.

Under Rule 34 of the Minnesota Rules of Civil Procedure, Plaintiff(s) request(s) the Defendant to respond within forty-five (45) days to the following requests and that the Defendant produce and permit the Plaintiff to inspect and/or copy documents responsive thereto, or that the Defendant provide the Plaintiff's counsel with copies of each of the following things:

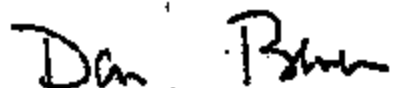
1. All documents pertaining to the Plaintiff or the Plaintiff's vehicle identified in the Complaint, including, but not limited to, all notes, memoranda, service repair orders, vehicle warranty history printouts, warranties and service contracts, technical service bulletins, and recalls in any form, whether written, recorded, photographic or electronic.

2. All documents that refer or relate to any agreements between the Defendant and Arrow Pontiac-GMC Truck Inc. relating to the rights and responsibilities of Arrow Pontiac-GMC Trucks Inc. regarding the sales and service of GMC vehicles in effect on or after May 31, 2001.

3. All documents that the Defendant purports support its claims and/or defenses in this case.
4. All Promotional and/or sales literature pertaining to the subject vehicle identified in the Plaintiff's Complaint.
5. All documents identified in the Defendant's Answers to the Plaintiff's Interrogatories.
6. All written or otherwise recorded statements taken by the Defendant as a result of this lawsuit or which pertain to the Plaintiff or the subject vehicle identified in the Plaintiff's Complaint.

If copies are not furnished, the inspection will take place at Hauer, Fargione, Love, Landy & McEllistrem, P.A., 5901 South Cedar Lake Road, Minneapolis, MN 55416 at a mutually agreed upon time and place.

Dated: October 22, 2003


Daniel J. Brennan (#284646)
Attorney At Law
3541 45th Avenue South
Minneapolis, Minnesota 55406
Telephone: (612) 816-4341

and

Todd E. Gadtke (#276704)
HAUER, FARGIONE, LOVE
LANDY & MCELLISTREM, P.A.
5901 South Cedar Lake Road
Minneapolis, MN 55416
Telephone: (952) 344-3501

ATTORNEYS FOR PLAINTIFF

STATE OF MINNESOTA
COUNTY OF RAMSEY

DISTRICT COURT
SECOND JUDICIAL DISTRICT
Case Type - Contract

[REDACTED]
Plaintiff,

vs.

**PLAINTIFF'S FIRST SET OF
INTERROGATORIES TO
DEFENDANT**

General Motors Corporation, a
Delaware corporation licensed to
transact business in the
State of Minnesota,

Defendant.

TO: THE ABOVE-NAMED DEFENDANT AND ITS ATTORNEY.

PLEASE TAKE NOTICE that the Plaintiff demands Answers to these Interrogatories, within 45 days, under oath, pursuant to Rule 33 of the Minnesota Rules of Civil Procedure.

These Interrogatories shall be continuing, and shall require supplemental Answers if additional pertinent information is obtained before trial.

In answering these Interrogatories, completely identify or provide all information to the full extent known or ascertainable by you, your agents, or your attorneys, whether or not in your possession, and whether or not alleged to be privileged.

In answering these Interrogatories, if a privilege is alleged as to any information or documents, or if an Interrogatory is not answered in full after the exercise of due diligence to secure complete information, state the specific grounds for not answering in full and answer said Interrogatories to the extent to which no objection is made or information is available, and fully identify the information or documents for which privilege is asserted and specify the privilege.

Where the answers to these Interrogatories may be derived or ascertained from your records, or where the Interrogatory seeks identification of documents, the Interrogatory may be answered by providing a copy of each such record or document for inspection and copying or by furnishing a copy without a Request for Production under Rule 34, Minnesota Rules of Civil Procedure.

DEFINITIONS

- A. "Person" means any individual, firm, partnership, incorporated or unincorporated association, or any other legal or commercial entity.
- B. "Document" means any written, printed, typed or other graphic matter of any kind or nature.
- C. "Identify" or "Identity" or "Identification" when used in reference to any individual person means to state:
- (1) His/her full name;
 - (2) His/her present or last known address;
 - (3) His/her present or last known position and title; and
 - (4) His/her position and title as it relates to the subject of the Interrogatory being answered.
- D. "Identify" or "Identity" or "Identification" when used in reference to a firm, partnership, incorporated or unincorporated association, or other legal or commercial entity means to state:
- (1) Its name;
 - (2) Its nature, e.g., firm, partnership, profit-making corporation, fraternal association, etc.;
 - (3) Its present or last known address;
 - (4) If incorporated, licensed, or otherwise registered as required by law, the place of incorporation, licensing or other registration, e.g., city, state, province, etc.; and
 - (5) Its present or last known principal place of business.
- E. "Identify" or "Identity" or "Identification" when used in reference to a document means to state:
- (1) A description of the document, e.g., letter, diary, memorandum, etc.;
 - (2) Its title or caption;
 - (3) The date thereon;
 - (4) Its general subject matter.

- (5) The author's identity;
- (6) The addressee's identity;
- (7) The identities of all persons who received or acquired a copy of the document;
- (8) Its present location;
- (9) Its custodian's identity;
- (10) If the document was, but no longer is in the possession, custody or control of respondent, what disposition was made of it; and
- (11) Its length or size.

F. "Subject vehicle" shall mean the vehicle purchased by the Plaintiff and identified in the Plaintiff's Complaint.

INTERROGATORIES

INTERROGATORY NO. 1: State the full name, date of birth, job title, current address, and employer of the persons answering these Interrogatories.

INTERROGATORY NO. 2: Identify all communications in which you were notified of the mechanical problems and/or defects experienced by the Plaintiff with respect to his 2002 GMC Envoy. For each such communication, state the date of the communication, the persons participating in the communication, the means of communication (e.g., telephone, email, letter, facsimile, etc.) and describe the content of the communication in specific detail. If the communication was accomplished by written, recorded or electronic means, or the substance of the communication was noted or otherwise recorded in some reproducible form, please provide copies of such communications as requested in the Plaintiff's Request for Production of Documents.

INTERROGATORY NO. 3: State whether the Plaintiff, or anyone on the Plaintiff's behalf, has notified Defendant that the Plaintiff no longer wanted the Plaintiff's 2002 GMC Envoy. For any such notification, state the date of the communication, the persons participating in the communication, the means of communication (e.g., telephone, email, letter, facsimile, etc.) and describe the content of the communication in specific detail. If the communication was accomplished by written, recorded or electronic means, or the substance of the communication was noted or otherwise recorded in some reproducible form, please provide copies of such communications as requested in the Plaintiff's Request for Production of Documents.

INTERROGATORY NO. 4: State the cumulative number of days the Defendant's records indicate that the Plaintiff's 2002 GMC Envoy was out of service by reason of any mechanical problem, defect and/or condition reported by the Plaintiff to the Defendant or the Defendant's agents or authorized dealers.

INTERROGATORY NO. 5: Does the Defendant have a policy whereby it reimburses its authorized dealers for automobile service or repairs performed by the Defendant's authorized dealers that are not covered by the express new car warranty provided to purchasers of

automobiles and trucks manufactured by the Defendant? Please describe any such policy or policies in detail.

INTERROGATORY NO. 6: If the answer to Interrogatory No. 5 was "yes," were any repairs performed on the Plaintiff's 2002 GMC Envoy pursuant to the policy described in response to Interrogatory No. 5? If so, state the date of the service or repair, the components involved in the service or repair, the problem or complaint reported by the Plaintiff related to the service or repair, the actions taken to correct the problem or complaint reported by the Plaintiff, whether the actions taken to correct the problem or complaint in fact corrected the problem or complaint and identify any person involved in authorizing payment for or performing the service or repairs undertaken pursuant to the policy described in response to Interrogatory No. 5.

INTERROGATORY NO. 7: Has the Defendant failed or refused to reimburse its authorized dealer(s) for any repairs performed on the Plaintiff's 2002 GMC Envoy for which the authorized dealer claimed reimbursement pursuant to the express warranty provided to the Plaintiff by the Defendant? If so, why?

INTERROGATORY NO. 8: Did any person employed or acting on behalf of Defendant's authorized dealer(s) contact the Defendant seeking assistance in diagnosing or repairing the Plaintiff's 2002 GMC Envoy? If so, state the name, address and position of the persons involved in the contact and the date and substance of the contact.

INTERROGATORY NO. 9: Were any repairs performed on the Plaintiff's 2002 GMC Envoy prior to delivery to the Plaintiff on or about May 31, 2001?

INTERROGATORY NO. 10: Identify each and every person providing information with which to answer these Interrogatories, identifying what information was provided by each such person.

INTERROGATORY NO. 11: Identify all persons known to you, your agents, your attorney or your attorney's agents, who have knowledge of facts relating to the matters alleged in the Plaintiff's Complaint and your Answer thereto, and state all such facts known to each such person.

INTERROGATORY NO. 12: Identify any document, exhibit, or physical material (including but not limited to, any written, printed, typed, recorded or graphic material in any form however produced or reproduced), which you allege supports any of the allegations, assertions and/or affirmative defenses contained in your Answer, and state the name and address of the person or entity that prepared each such document, exhibit or physical matter, and the name and address of the person who presently has custody of it.

INTERROGATORY NO. 13: Identify any persons listed in your answer to Interrogatory No. 3 that have been interviewed by the Defendant or its attorneys or agent, and whether or not the contents of said interview have been set down in writing.

INTERROGATORY NO. 14: State whether you have received notice from any purchaser or owner of a 2002 GMC Envoy who claims to have experienced, or has experienced, mechanical problems or conditions like, or similar to, those described in the Plaintiff's Complaint. If so, please specify the:

- a. Identity of the person;
- b. Date of complaint;
- c. Location at which complaint was made and location at which a repair attempt, if any, was made;
4. Manner in which you remedied or attempted to remedy the complaint.

INTERROGATORY NO. 15: State whether any consumer has initiated an arbitration process pursuant to the Magnuson-Moss Warranty Act for any problem specified in the Plaintiff's Complaint with regard to his or his 2002 GMC Envoy. With regard to each such case, please identify:

- a. The consumer by name, address, and telephone number;
2. The problems about which each consumer complained; and
3. The vehicle by vehicle identification number.

INTERROGATORY NO. 16: State whether any consumer has initiated a Magnuson-Moss Warranty Act lawsuit pursuant to the Magnuson-Moss Warranty Act by any purchaser or owner of a 2002 GMC Envoy who claims to have experienced, or has experienced, mechanical problems or conditions like, or similar to, those described in the Plaintiff's Complaint. With regard to each such case, please identify:

- a. The consumer by name, address, and telephone number;
2. The problems about which each consumer complained; and
- c. The vehicle by vehicle identification number.

INTERROGATORY NO. 17: State whether there are any technical-service bulletins, preliminary investigation reports, special service messages or other service or diagnostic bulletins that pertain to the 2002 GMC Envoy and, if so, identify the vehicle problems, defects, symptoms, and/or solutions stated in each. Please provide copies of any such technical service bulletins as requested in Plaintiff's Request for Production of Documents.

INTERROGATORY NO. 18: Specify what, if any, design changes were made to the model 2002 GMC Envoy, when compared to the model 2001 GMC Envoy, with respect to the components or component systems involved in the repairs performed on the subject 2002 GMC Envoy.

INTERROGATORY NO. 19: Identify how many 2002 GMC Envoys the Defendant manufactured and how many were sold by the Defendant to its authorized dealers.

INTERROGATORY NO. 20: State whether you believe the mechanical problems or conditions with the Plaintiff's 2002 GMC Envoy, as described in the Plaintiff's Complaint, impair said vehicle's use or value. Please state all facts that support your opinion.

INTERROGATORY NO. 21: State whether the Defendant is aware of a remedy for the mechanical problems or conditions described in the Plaintiff's Complaint and, if so, what is that remedy.

INTERROGATORY NO. 22: Describe the Defendant's protocol in determining whether to recall its product(s).

INTERROGATORY NO. 23: State whether the Defendant issued any recalls pertaining to 2002 GMC Envoys and, if so, describe each such recall by stating the reason for each recall, the date(s) on which each recall was issued, and the proposed remedy for the problem(s) that necessitated the recall(s). Please produce copies of any such recalls as requested in the Plaintiff's Requests for Production of Documents.

INTERROGATORY NO. 24: Identify the name and job title of the dealership personnel who serviced or otherwise assisted the Plaintiff with the service or repair of the Plaintiff's 2002 GMC Envoy.

INTERROGATORY NO. 25: Identify the name and address of the person or persons who requested warranty payment from the Defendant for service or repairs performed on the Plaintiff's 2002 GMC Envoy, and/or the individual otherwise in charge of analyzing and submitting service bills and/or expenses sought from or incurred by the Defendant for payment of such warranty payment requests/claims.

INTERROGATORY NO. 26: Identify all witnesses you intend to call at trial, and for each, provide a detailed summary of his or her expected testimony.

INTERROGATORY NO. 27: Identify all expert witnesses you intend to call at trial. For each, state:

- a. The name, address and special qualifications of the expert, including specifically his or her educational background, academic, professional and vocational background;
- b. Identify any published articles or treatise authored by the expert witness relevant to the subject of the inquiry in this matter. Such identification shall include the title of the article, the publication in which it appeared, and the date of publication;
- c. Provide the venue and case title of any litigation in which the expert witness has testified on the subject of the inquiry made in this litigation;
- d. State the substance of the facts to which the expert is expected to testify about which he has personal knowledge.
- e. State the substance of the facts, the truth of which the expert has been or will be asked to assume;

- f. State the substance of all of the opinions to which the expert is expected to testify; and
- g. State in summary the grounds for each opinion, identifying any demonstrations or experiments performed by or on behalf of the expert, and identify any publications upon which the expert has relied in whole or in part in grounding his/her opinions.
- h. State the amount of income that the expert has derived from providing opinions to and testifying for defendants in Magnuson-Moss Warranty Act related matters for the last three calendar years.
- i. Identify all documents that evidence all sources of income performing work as expert for the last three calendar years.

Note that Rule 26.05, Minnesota Rules of Civil Procedure, provides specifically for the supplementation of your answers to these Interrogatories to include information acquired after the date of your original or any supplemental Answers.

Dated: October 22, 2003

DJ Brennan

Daniel J. Brennan (#284646)
Attorney At Law
3541 45th Avenue South
Minneapolis, Minnesota 55406
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and

Todd E. Gattis (#276704)
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Minneapolis, MN 55416
Telephone: (952) 544-5501

ATTORNEYS FOR PLAINTIFF



FAX COVER SHEET

TO: James Furlong (B.M. Legal)

DATE: 11-12-03 966-509-8880

FROM: JIM RAOULIFFE

NUMBER OF PAGES INCLUDING COVER SHEET: 21

COMMENTS: [REDACTED] (KIDNAP REPORT 11/30/03)

Best deal so far is no contact. He has no travel

to him is no deal. At the time when we

discovered in the Army. Attached is the Service History,
Payroll Agreement, Divorce and a copy of his business check.
Due to the number of copies I was sent this up to fax.
Should you require any further information please call.

34207

198888

ARROW

RENTAL-ENG

1111 East Highway 110
Inver Grove Heights, MN 55077
Phone 612/882-2323 Fax 612-882-1221

Monday - Friday: 7:00 am - 6:00 pm
Saturday: 8:00 am - Noon

ACCOUNTING

PAGE 1

SERVICE ADVISOR: 222 TROTT & NEWBO

DATE: 02/02/88
TIME: 11:51
BUS:

02	CMS TRUCK RENT	1000138722146970	00702	10518	01016
17100	2600002				
2600001					

OPTION: STR:4285 DR:18045
ENG:4.2 Liter, I6, MPI, DOHC

01:04	2600002	11:51	2600002						
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310	TRUCK	1.20	2416	9104	91.04	91.04
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FC: 60

CC: 1

DATE: 02/02/88

1600 2443 TRUCK

RENTAL TRUCK SERVICE
11 SERVICE & REPAIRING
TOTAL CHG. DUE - SEE PAGE 02 (0248)

FC: 28 TRUCK

CC: 0

1600	2443	48000	2443	5188
1600	2443	28000	0	
1600	2443	48000	2443	5188

Booked by: JAM
 Customer: _____
 Amount Paid: _____
 Method of Payment: _____
 Cash
 Check No. _____
 Credit Card

SALES TAX	0.00
REGISTRATION	0.00
SALES TAX	0.00
REGISTRATION	0.00
SALES TAX	0.00
REGISTRATION	0.00
SALES TAX	0.00
REGISTRATION	0.00
SALES TAX	0.00
REGISTRATION	0.00

54287

187142

ARROW

FORMAL-DEPT

1111 East Broadway 110

Level: 2nd Floor, MN 55077

Phone: 612-338-2322 Fax: 612-338-2321

Monday - Friday: 7:00 am - 5:00 pm

Saturday: 8:00 am - Noon

ACCOUNTING

PAGE 1

SERVICE ADVISOR: 364 JOHN E. STONEY

WALSHOOD, JIM
DOB: [REDACTED]

08 GMC TRUCK BRVCK 1800T130722146970 080708 23157 04181

WAIT 04OCT02 04OCT2002

12:58 04OCT02 11:26 04OCT02

QTY	DESC	UNIT	PRICE	TOTAL
2	10W OIL AND FILTER (3000 Miles Service)			
1	28014977 OIL FTR		4.95	4.95
1	18036141 OIL		27.02	27.02

SALES	SALES TAX	SALES TAX CONTROL	SALES TAX CONTROL	SALES TAX CONTROL	SALES TAX CONTROL
342	3.42	3.42	0	0	0
800	478	35107	342	0	0

Booked by: _____
 Cashier: JEM
 Amount Paid: 35.86 Date: 10/2
 Method of Payment:
 Cash
 Check No. _____
 Credit Card MC

STATEMENT OF WORK	AMOUNT
LABOR	18.48
PARTS	37.97
OIL	0.00
SALES TAX	0.00
SALES TAX CONTROL	0.00
TOTAL	56.45
SALES TAX CONTROL	0.00
TOTAL	56.45

ACCOUNTING COPY

54907

109142

ARROW

PERFAC-GMC

1111 East Highway 110
Irwin Drive, Irwin, PA 15077
Phone: (412) 861-3822 Fax: 861-3221
Monday - Friday: 7:00 am - 6:00 pm
Saturday: 8:00 am - 1:00 pm

ACCOUNTING

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 222 TERRY A MORNO

[REDACTED]
[REDACTED]
[REDACTED]

DOB:

01	GMC TRUCK RUCK	10001135793144870	GMC249	21726	74195
----	----------------	-------------------	--------	-------	-------

310012001		17.00 1600002		CASH	18000002
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00:48 1200002	11:27 1800002				
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388 1004	0.00	1819	6828	68.28	68.28
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CLAIM TYPE:

CL

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126 CASH	0.00	0	142	1.42	1.42
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1 2001702 CASH		8719	8967	0 190.33	80.07 80.07
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Booked by: _____	
Cashier: _____	
Amount Paid: _____	Date: _____
Method of Payment	
<input checked="" type="checkbox"/> Cash	
<input type="checkbox"/> Check No. _____	
<input type="checkbox"/> Credit Card	

84297

189142

ARROW

POSTAGE-CMC

1111 East Broadway 110
River Grove, Illinois, MN 55077
Phone 612-885-3323 Fax 612-885-3321

ACCOUNTING

DUPLICATE 1
PAGE 2

Monday - Friday 7:00 am - 6:00 pm
Saturday: 8:00 am - Noon

SERVICE ADVISOR: 222 TRINITY A MORRIS

02	CMC TRUCK BODY	189142	CMC789	23026	04195
17.00	189142			CMC	18DEC2002

OPTIONAL EQUIPMENT: 81K:4288 DLX:15046
 ENG:4.2 Liter, 16, MPI, DOHC

0 0 TRUCK
 0 0 TRUCK
 0 0 TRUCK

0 0 TRUCK
 0 0 TRUCK
 0 0 TRUCK

0 0 TRUCK
 0 0 TRUCK
 0 0 TRUCK

0 0 TRUCK
 0 0 TRUCK
 0 0 TRUCK

0 0 TRUCK
 0 0 TRUCK
 0 0 TRUCK

Booked by: _____	STATE OF MINNESOTA DEPARTMENT OF REVENUE TAX SERVICE DIVISION 100 N. W. 1st St. Minneapolis, MN 55433 Phone: 612-296-3333 Fax: 612-296-3334	DATE: _____	AMOUNT: _____
Cashier: _____			
Amount Paid: _____			
Method of Payment			
<input type="checkbox"/> Cash <input type="checkbox"/> Check No. _____ <input type="checkbox"/> Credit Card			

54207

1 8 9 1 4 3

ARROW

POWERS-CMC

1111 East Highway 110

Wyer Stone Highway, MN 55077

Phone 675-2222 2222 Fax 682-3221

Monday - Friday 7:00 am - 6:00 pm

Saturday: 8:00 am - Noon

ACCOUNTING

DUPLICATE 1
PAGE 3

SERVICE ADVISOR: 292 JENNIFER A. MORRIS

██████████, MN

██████████

DATE	02	ONE YEAR WARR	1690116722146270	68729	28726	64425
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TIME	17:00	16DEC02	CLASS	16DEC002
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TIME	11:27	16DEC02
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7.00 CAR WASH - TWO BRUSH BRUSHES

FC: 00 PART: COOP: 0

0 0 PARTS

3,000 MILE SERVICE

122	CO2	0.80	1007	1250	13.00	13.00
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1	CEL OIL CHANGE	650	700	0	7.00	7.00	7.00
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68729	28726	7045	32327	342	0
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6009	6009	40100	1300	1007
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78	0	20100	0032	WORKSHOP
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CO2, OIL, & OIL TOTAL	20750	4462	0
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14.00	11.50	0.00	0.00	0.00	26.50	0.00	0.00
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27.15	27.15
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Booked by: JEM

Cashier: JEM

Amount Paid: 27.15 Date: 12/16/02

Method of Payment: Cash

Check No. MC

ACCOUNTING COPY

Lighter Number: **54207**

Invoice No: **191188**

Dealer No: **08781**

ARROW

1113 East Highway 110
Inver Grove Heights, MN 55077
Phone 651/453-2222 - Fax 651/453-2221
Monday - Friday 7:00 am - 6:00 pm

LAKEWOOD, MN
Owner: [Redacted] Bus: [Redacted]
Make: [Redacted]

PHONE ADVISOR: 304-201-1515

DATE	03	ONE TRUCK RVOY	19971287254000	001/788	17008	17008	7870
------	----	----------------	----------------	---------	-------	-------	------

11/11/2001		WALT 007808			CASH		28783008
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00-00-2000	00-00-2000						
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ITEM	QTY	TRSN	TYPE	SALE	COST	COMP	NET	TOTAL
A								
LUBE OIL AND FILTER (2000 MILE SERVICE)								
2 LUBE OIL AND FILTER (2000 MILE SERVICE)				1300	1007		13.00	13.00
1 20010782 OIL FLTR				498	318	0	4.88	4.88
1 OIL CHANGER				700	608	0	7.00	7.00
B								
ENVIRONMENTAL RECYCLING FEE								
111 ENVIRONMENTAL RECYCLING FEE				142	0		1.42	1.42
C								
CD PLAYER SEPS								
08 ORDERED EXCHANGE RADIO				0	0		0.00	0.00
COST, SALE, & COMP TOTALS				1882	2827	0		

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
10	1300	1007		4800	498	318	
15	700	608		28107	142	0	
400	78	0		21900	278	0	

REC: 191188

VMB: 19KJ13872140878

Booked by: _____
 Cashier: _____
 Amount Paid: _____ Date: _____
 Method of Payment: _____
 Check No. _____
 Check Card _____

STATEMENT OF CHARGES	
SALE AMOUNT	14.42
NETS AMOUNT	11.98
SALE OF LUBE	0.00
SALE AMOUNT	0.00
NET CHARGE	0.00
TOTAL CHARGE	28.57
NET CHARGE	0.00
SALES TAX	0.78
PAYMENT	
TOTAL PAID	

Dealer No: 108781

ARROW

POINTED-HEAD
1111 East Highway 110
Lower Grove Heights, NY 03077
Phone 603-883-2222 - Fax 603-883-2221
Monday - Friday: 7:00 am - 6:00 pm

54207

Invoice No: 191738

MA...
WOOD, NH
...
...
...

Call:

SERVICE ADVISOR: JIM JOHN W. FLURY

DATE	INVOICE NO	QUANTITY	28470	28470	T970
31MAY2001	191738	1			
31MAY2001			CAM1		31MAY2009

DESCRIPTION	QTY	UNIT	TYPE	AMOUNT	COST	SALE	COMP	NET	TOTAL
A REINSTALL NEW RADIO CAUSE COMPONENT INOPERATIVE R0782 REPLACED RADIO 303 WR04	0.00			1812		6845		68.45	68.45
FCI BC PARTS COUNT: 0 CLAIM TYPE AUTH CODE DJ				1812	0	0 TPARTS 6845 LABOR			
B 28470 REPLACED RADIO ENVIRONMENTAL RECYCLING FEE 111 ENVIRONMENTAL RECYCLING FEE	0.00			0	0	0		0.00	0.00
CONTROL						SALE 0 COST 0			
ACCOUNT 48100 22800									
ACCOUNT 6800 6800									
SALE 6845 6845									
COST 1812 *****									
COST, SALE & COMP TOTALS				1812		6845			

4947
9

ENTERED MAR 26 2009

PAID

Checked by: _____
 Cashier: _____
 Amount Paid: _____
 Method of Payment: _____
 Cash
 Check No. _____
 Credit Card _____

STATEMENT OF INCREASE	AMOUNT	TOTAL
SALES	6845	6845
EXPENSES	1812	5033
NET INCOME	5033	5033
TOTAL		5033

Order Number: 84207

Invoice No: 193447

Order No: 00761

ARROW

POSTAL-CRIS

1111 East Highway 110

Lower Grove Heights, MN 55077

Phone 651/493-0221 Fax 651/493-3221

Monday - Friday 7:00 am - 6:00 pm

WOOD, MN

Bus:

Cell:

SERVICE ADDRESS: 223 TRIMITY A MONROE

PERIOD	02	SHE TRUCK ENVOY	19KDT195722 44970	9104219	20178 20178	19970
START DATE	31MAY2001		WAIT 18MAY03		CASH	19MAY2001

ISSUE DATE	18MAY03	18:42 18MAY03	OPTDISK	675-4095 DLN 18048 ENDA 2 LNK 14_MF_DONE
------------	---------	---------------	---------	--

SECTION	CODES	TRSN	TYPE	QNTY	COST	SALE	COMP	NET	TOTAL
A	3,000 MILE SERVICE								
	3K 2,000 MILE SERVICE								
	181 OPT			0.80	1032	1300		13.00	13.00
	1 28014877 OIL FLTR				375	485	0	4.95	4.95
	1 OIL OIL ALLURE				608	700	0	7.00	7.00
B	30975 6 LOP CHECK OVER								
	ENVIRONMENTAL RECYCLING FEE								
	111 ENVIRONMENTAL RECYCLING FEE								
	158 GRN			0.00	0	142		1.42	1.42

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
48900	1300	1032		48900	485	375	
48100	700	608		22107	142	0	
85	78	0		22900	2718	0	
COST, SALE, & COMP TOTALS				3012	3637	0	

NO: 193447

VIN: 19KDT19572214970

Booked by: _____

Cashier: _____

Amount Paid: _____ Date: _____

Method of Payment

Cash

Check No. _____

Credit Card _____

STATEMENT OF REVENUES	
SALES	3637
TAXES	11.95
SALES TAX	0.00
SALES AMOUNT	0.00
SALES TAX	0.00
TOTAL SALES	3637
SALES TAX	11.95
TOTAL SALES TAX	11.95
TOTAL SALES & TAXES	3648.95

Invoice # 54207

Invoice No: 188788

ARROW

FRONTENAC 8000

1111 East Highway 110

West Grove Heights, MN 55077

Phone 651/983-3882 Fax 651/983-2221

Monday - Friday 7:00 am - 6:00 pm

DATE: DO, MN

Customer Name

City

SERVICE ADVISOR: 884 SCOTT D HENRI

DATE	02	DESCRIBE	RMC TRUCK BODY	INVOICE	188788	PLANT	2478	2478	T0079
------	----	----------	----------------	---------	--------	-------	------	------	-------

DATE	01MAY2001	WARRANT	01AUG00	CASH	01AUG2003
------	-----------	---------	---------	------	-----------

OPTIONS: 8704222 DLR:18048 MNC:4.2 LHM_LA_MPL_DONG

QTY	DESCRIBE	TRUCK	TYPE	BOOKS	COST	SALE	COMP	LABOR	NET	TOTAL
-----	----------	-------	------	-------	------	------	------	-------	-----	-------

A	3000 MI									
	2 LUBE OIL AND FILTER (3000 MILE SERVICE)				1082	1800			13.00	13.00
	7 25014877 F-OIL FLTR				373	488	0	8.53	4.88	4.88
	7 OIL CHANGE				808	700	0	7.00	7.00	7.00

B	ENVIRONMENTAL RECYCLING FEE									
	111 ENVIRONMENTAL RECYCLING FEE				0	242			2.42	2.42

D** CAR CAN HEAR A BATTLES TYPE NOISE IN FRONT PASS. CORNER OF VEH. WIND BEING OVER BLADES CAUSE LOSS

	82148 REPLACED RAD RIGHT FRONT STABILIZER LINKS				825	3087			30.87	30.87
	7 12478228 LINK KIT				1800	2680	0	28.33	28.00	28.00

PC: SW
PARTS: 12478228
COUNT: 1
CLAIM TYPE
AUTH CODE
ON

D**	WASH PARTS PURCHASED FROM ANOTHER DEALER				180	180			0.00	0.00
	2000 WASH PARTS PURCHASED FROM ANOTHER DEALER				0	0			0.00	0.00
	7 MISC 12478228				180	180	0	2.85	1.80	1.80

PC: SW PARTS: COUNT: 0
CLAIM TYPE
AUTH CODE:
NO

E**	ROTATE TIRES				180	180			0.00	0.00
	7 ROTATE TIRES	121	OPT	0.40	825	1885			16.85	16.85

ACCOUNT	SALE	COBT	CONTROL	ACCOUNT	SALE	COBT	CONTROL
44100	2085	1887		46800	485	373	

Worked by: _____
 Customer: _____
 Amount Paid: _____ Date: _____
 Method of Payment:
 Cash
 Check No. _____
 Credit Card _____

STATEMENT OF WORK	DATE	TIME
WORK ORDER NO. 188788		
DESCRIPTION OF WORK		
SALESMAN		
SALES		
COBT		
CONTROL		
TOTAL		
DATE		
TIME		

INVOICE: 188788 VIN#: 18K0T138722148970

ARROW

1111 East Highway 110
 West Grove Heights, MN 55077
 Phone 651/953-3322 • Fax 651/953-2321
 Monday - Friday 7:00 am - 6:00 pm

MARSHWOOD, MN

SERVICE ADVISOR: 224 SCOTT C. MERRILL

DATE	OS	ORD TRUCK INVOY	199718772140870	QTY	3000	3000	19970
31MAY2001		17:00 19AUG00			CASH	19AUG2003	
OTHER 19AUG00 1933 19AUG00 OPTIONS STD-4280 BUR-16548 INCH-1.1mm, 1.8, NFL, DONG							

DESCRIPTION	QTY	UNIT	SALE	COMP	LIST	NET	TOTAL
A 50,000 MILE SERVICE							
FOR 50,000 MILE SERVICE - NO OIL OR ROTATE							
300 OPT 3.40 7014 3118						311.18	311.18
1 2420876 FLTR KIT 3030 6489				0	64.89	64.89	64.89
1 ATP 473 600				0	6.00	6.00	6.00
1 18028141 ELEMENT 1018 3550				0	35.00	35.00	35.00
...3000 SERVICE TRANS-CLEAN & INSPECT BRAKES, REPLACE AIR FILTER CHECK OVER TRUCK							
B C/S CENTER CONSOLE IS NOT BOLTED DOWN							
28 ORDERED CONSOLE							
3000 OPT 0.00 0 0						0.00	0.00
...3000 CENTER CONSOLE							
C ORG LEATHER ON SEAT IS COMING OFF							
GAUGE LOCK							
3280 REPLACE MASTER HANDLE							
1 18188425 HANDLE 0.20 419 3280				0	40.55	15.43	15.43
PG: 2W PARTS: 18188425 COUNT: 1 CLAIM TYPE AUTH CODES OK							
			3280	3280	TRAFFIC		
			419	1543	LABOR		
D REPAIR WEAK BLADES							
GAUGE WEAK							
81788 REPLACE UPPER BLADES							
2 18188442 F-BLADE 0.20 419 2084				0	20.84	14.45	14.45
PG: 4J PARTS: 18188442 COUNT: 2 CLAIM TYPE AUTH CODES OK							
			2084	2084	TRAFFIC		
			419	1445	LABOR		
...3000 REPLACE UPPER BLADES							

RFID: 193286

VIN: 1GDDT13572140870

Booked by: _____
 Cashier: _____
 Amount Paid: _____ Date: _____
 Method of Payment:
 Cash
 Check No. _____
 Credit Card _____

STATEMENT OF WORK
 The above described work was performed at the direction of the customer. The customer is responsible for the cost of the work. The customer is responsible for the cost of the work. The customer is responsible for the cost of the work.

LABOR	
PARTS	
TAXES	
SALES TAX	
DISCOUNT	
TOTAL	
PAYMENT	
AMOUNT	

Customer Number: 54207

Invoice No: 106285

Dealer No: 08781

ARROW

PORTLAND-ME

1111 East Highway 110

Lower Grove Heights, MN 55077

Phone 651/855-2222 • Fax 651/855-2222

Monday - Friday 7:00 am - 6:00 pm

WOOD, MN
Name: _____
Title: _____
Cell: _____

SERVICE ADVISOR: 234 SCOTT O HENRIK

PRINTED	02	ONE TRUCK INVOY	1000713572146870	08781780	20435 3595	T0870
31MAY2001		17:00 19AUG03			CASH	19AUG2003

OPTIONS:
9714289 CLR:19048 ENH:4.2_LAW_LB_MFL_DONC

67:45 19AUG03	10:23 19AUG03								
---------------	---------------	--	--	--	--	--	--	--	--

SYSTEM	SPCODE	TRSN	TYPE	SALE	COST	SALE	COMP	LMT	NET	TOTAL
E			ENVIRONMENTAL RECYCLING FEE							
			111 ENVIRONMENTAL RECYCLING FEE		0.00	0	242		2.42	2.42
FW			WARR PARTS PURCHASED FROM ANOTHER DEALER							
			CAUSE: TECHNICAL SERVICE BULLETIN							
			28000 WARR PARTS PURCHASED FROM ANOTHER DEALER		0.00	0	0		0.00	0.00
			180 WARR		0.00	0	0		0.00	0.00
			1 MSC 15129436		230	230	0	4.03	2.30	2.30
			PC: 52 PARTS: COURT: 0							
			CLAIM TYPE:							
			AUTH CODE:							
			AD							
				230		230	TRAPTS			
				0		0	LABOR			

ENTERED AUG 30 2003

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
45100	31178	7014		48800	10048	4706	
89100	600	473		48200	3088	858	
12500	6340	4894		89107	242	0	
48200	3000	0		32400	822	0	
22500	44528	*****		28300	8436	*****	
COST, SALE, & COMP TOTALS				17815	52432		

7426

[Handwritten signature]

Booked by: _____
 Cashier: _____
 Amount Paid: _____ Date: _____
 Method of Payment
 Cash
 Check No. _____
 Credit Card _____

STATEMENT OF DECLARATION	
The driver hereby certifies that all of the information on this invoice is true and correct.	LABOR AMOUNT \$ 313.57
I understand that this invoice is subject to the terms and conditions of the dealer's standard warranty.	PARTS AMOUNT \$ 108.49
I understand that this invoice is subject to the terms and conditions of the dealer's standard warranty.	SALE, OIL, LUB \$ 0.00
I understand that this invoice is subject to the terms and conditions of the dealer's standard warranty.	WARRANTY AMOUNT \$ 0.00
I understand that this invoice is subject to the terms and conditions of the dealer's standard warranty.	SALE CHARGE \$ 20.00
I understand that this invoice is subject to the terms and conditions of the dealer's standard warranty.	TOTAL CHARGE \$ 442.06
I understand that this invoice is subject to the terms and conditions of the dealer's standard warranty.	LABOR AMOUNT \$ 0.00
I understand that this invoice is subject to the terms and conditions of the dealer's standard warranty.	SALE TAX \$ 0.00
I understand that this invoice is subject to the terms and conditions of the dealer's standard warranty.	PERMITS/TAX THIS AMOUNT \$ 0.00

ARROW

FONTAIO-6418
1111 East Highway 110
River Grove Heights, MN 55077
Phone 651/882-2222 • Fax 651/882-2221
Monday - Friday 7:00 am - 6:00 pm

[Redacted]
[Redacted]
[Redacted] BLDG
[Redacted] Cell:

SERVICE ADVISOR: 222 TIMOTHY A MORRIS

PKT#	02	GMC TRUCK INVOY	18KDT189723148870	GMN789	35316 36316	T6970
31MAY2001			17:00 04SEP03		CASH	08SEP2003

OPTION#:
STR:GSS DLR:18016 BND:A,B,Live,LA,NFL,DOHC

SECTION	CODE	TECH	TYPE	RATE	COST	SALE	COMP	NET	TOTAL
A	03012								
CAUSE: CAMPAIGN V0894 RECALL 03012									
			7	18107204	PLUG	0.20		413	200
								1845	250
								0	3.50
								15.43	15.43
								2.80	2.80
PG: 86 PART#: 18107204 COUNT: 1 CLAIM TYPE AUTH CODE: MA									
			80	CLERICAL					
								772	
								200	
								413	
									7.72
									7.72
35316 COMPLETED RECALL ENVIRONMENTAL RECYCLING FEE									
								111	
								196	
								0.00	0.00
								0	0.00
									0.00
C	03013								
CAUSE: CAMPAIGN V0895 RECALL 03013									
								891	
								0.30	618
									2315
									23.15
									23.15
PG: 86 PART#: COUNT: 0 CLAIM TYPE AUTH CODE: MA									
			80	CLERICAL					
								772	
								0	
								819	
									7.72
									7.72
35316 COMPLETED RECALL ENVIRONMENTAL RECYCLING FEE									
								111	
								196	
								0.00	0.00
								0	0.00
									0.00
D									
ENVIRONMENTAL RECYCLING FEE									
								111	
								196	
								0.00	0.00
								0	0.00
									0.00
E									
CHECK PARTS ARE IN FOR CENTER OGRS. CAUSE: BROKEN									
								3260	
								0.00	1042
									4880
									6661
								0	898.11
									48.50
									48.50
								688.61	688.61
									688.61

Booked by: _____
 Cashier: _____
 Amount Paid: _____ Date: _____
 Method of Payment
 Cash
 Check No. _____
 Credit Card _____

STATEMENT OF DISCLAIMER	
The factory warranty voids all of the warranties and returns to the sale of this equipment. We shall not be responsible for any damage or loss of any kind caused by fire, theft, flood, or any other cause not covered by this policy. All parts are warranted for 1 year or 100,000 miles, whichever comes first. This policy covers only equipment that has been properly maintained and used in accordance with the care of the manufacturer.	
ALL PARTS ARE GENERAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.	
CUSTOMER SIGNATURE	
LABOR AMOUNT	
PARTS AMOUNT	
SALES TAX	
GRAND TOTAL	
NET AMOUNT	
NET RECEIVED	
TOTAL CHARGE	
LESS PAYMENT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Number: 54207

Invoice No: 196089

Order No: 08781

ARROW

PORTAD-002

1111 East Highway 110

Irwin Grove Heights, MN 55077

Phone 651/852-9222 - Fax 651/852-2221

Monday - Friday 7:00 am - 6:00 pm

WOOD, MN

Name: _____

Cell: _____

Model: _____

SERVICE ADVISOR: TIA TINA A MORRIS

RENTER	02	GMC TRUCK ENVOY	19KDT196722140970	QMW729	88818 38818	T8870
--------	----	-----------------	-------------------	--------	-------------	-------

81MAY2001	17:00	0482P03			CASH	05SEP2008
-----------	-------	---------	--	--	------	-----------

OPTIONS:
STX:MSR CLR:10048 ENCL:2_LAW_LB_MPL_DONC

07:43	0482P03	11:18	0582P03							
-------	---------	-------	---------	--	--	--	--	--	--	--

SECTION	QPCODE	TECH	TYPE	SALES	COST	SALE	COMP	NET	NET	TOTAL
PG: 10 PART#: 18183108 COUNT: 1 CLAIM TYPE: AUTH CODE: VR					47820 1042		8881 4830			
F CAN NOT CALL IN TO ONSTAR. CAUSE COMPONENT INOPERATIVE NEEDS CALLED ON STAR & TALKED TO OPERATOR - VERIFIED LOCATION 110 & MINNAPOLIS CUSTOMER NEEDS TO BUY MORE UNITS TO CALL IN & GO 303 WH04 0.00 1032 3859								38.59	38.59	
PG: 06 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: QJ					0 1032		0 3859			
...38318 CUST NEEDS TO BUY MORE UNITS FROM ONSTAR										

ENTERED SEP 09 2008
ENTERED SEP 23 2008
ENTERED SEP 30 2008

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
48200	8281	3064		48000	8784	48028	
33107	0	0		47800	4830	1042	
28900	8132	000000		38500	0	000000	

(3174) CM 41L
25438
51597 CM 44
3758
38318
1001038 M

Booked by: _____
 Cashier: _____
 Amount Paid: _____ Date: _____
 Method of Payment
 Cash
 Check No. _____
 Credit Card _____

STATEMENT OF DISBURSEMENT	
LARGE AMOUNT	0.00
SMALL AMOUNT	0.00
GAS OIL LUB	0.00
TIRE AMOUNT	0.00
WASH OILS	0.00
TOTAL CHARGE	0.00
CASH	0.00
CHECK	0.00
CREDIT CARD	0.00
NET AMOUNT	0.00

FORM: 196089
VIA: 19KDT196722140970

Customer Number: 54207

Invoice No: 198879

Dealer No: 08791

ARROW

PORTAGE-ARC
1111 East Highway 110
River Grove Heights, MN 55077
Phone 851/688-2822 • Fax 851/688-2221
Monday - Friday 7:00 am - 6:00 pm

WOOD, MN

Name: _____

Bus: _____

Cell: _____

Model: _____

SERVICE ADVISOR: Z32 TIMOTHY A. HEDRICK

ENTER	02	OMC TRUCK ENVOY	19KDT136722148970	846N748	39948 38548	T8870
-------	----	-----------------	-------------------	---------	-------------	-------

21MAY2001		17:00 108EPO3			CASH	108MP2003
-----------	--	---------------	--	--	------	-----------

OPTIONS:
STC485702R18048 BMOH.L/Lwr_LA_MF_DONC

08:17 108EPO3	10:17 108EPO3					
---------------	---------------	--	--	--	--	--

SECTION	CRCODE	TRCH	TYPE	SALE	COST	SALE	COMP	NET	TOTAL
A									
CHECK LEFT REAR BRAKE LIGHT IS OUT.									
	22	INSTALL BULB	385 OPT	0.30	375	1785		17.85	17.85
			7 12450108 BULB		131	385	0	3.85	3.85
B									
ENVIRONMENTAL RECYCLING FEE									
	111	ENVIRONMENTAL RECYCLING FEE	385 OPTW	0.00	0	242		2.42	2.42
ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL		
45100	1785	375		48800	385	131			
89107	342	0		48300	180	0			
13400	20	0		23500	2638	*****			
COST, SALE, & COMP TOTALS				508	2810	0			

R/O# 198879

VIN# 19KDT136722148970

Booked by: _____
 Cashier: _____
 Amount Paid: _____ Date: _____
 Method of Payment
 Cash
 Check No. _____
 Credit Card _____

STATEMENT OF DECLARATION
 The Buyer hereby certifies that all of the information provided in this invoice is true and correct. The Buyer agrees to pay the amount of this invoice within the time specified. The Buyer agrees to pay the amount of this invoice within the time specified. The Buyer agrees to pay the amount of this invoice within the time specified.

GRAND TOTAL	\$	20.57
PAPER ACCOUNT	\$	3.85
SALE ON LUSE	\$	0.00
GRAND TOTAL	\$	0.00
LESS CHARGE	\$	1.80
TOTAL CHARGE	\$	26.10
LESS PAYMENT	\$	0.00
SALE TAX	\$	0.28
PLEASE PAY THIS AMOUNT		

ARROW

No Copy

Customer Number: **54207**

Invoice No: **197462**
DUPLICATE 1

Dealer No: 00781

ARROW

PORTLAND-ORIG
1111 East Highway 110
Inver Grove Heights, MN 55077
Phone 951/553-2322 • Fax 951/553-2321
Monday - Friday: 7:00 am - 6:00 pm

WOOD, MN

SERVICE ADVISOR: 222 TIMOTHY A MOWEN

DATE	02	DESC	19KDT136722148970	QTY	37885	37885	16970
31MAY2001		1700 01OCT03			CASH		02OCT2003

10:04 01OCT03	15:15 02OCT03	OPTIONS: STC-CRS BLN18048 BNSALS_LBW_LG_MPL_BDHC								
DATE	CDISC	TECH	TYPE	QTY	COST	SALE	COMP	UNIT	NET	TOTAL

A CHECK ENG DEAD AND WILL NOT RESTART-SEE HIST.

CAUSE: COMPONENT INOPERATIVE

36900 CHECK ALL CODES - REPLACED & REPROGRAM PCM ROAD TEST

211 WRO4	1.10	3500	4800	0	700.00	84.88	84.88
7 12578463 MODULE		35000	48000			480.00	480.00

PC: 8C
PART#: 12578463
COUNT: 1
CLAIM TYPE:
AUTH CODE:
MJ

15 OLN - TIME TO CHECK BODY GROUNDS AND CONNECTIONS AT PCM TERMINATION SWITCH

211 WRO4	1.00	3500	48000	16208		77.17	77.17
		4322	16208	LABOR			

SUEL SEAST TOW PO#100859

WRO

\$ 70.00

37885 CHECK OUT PCM U CODES. REPLACED PCM AND REPROGRAMED.
ROADTESTED AND RECHECKED OK

ENVIRONMENTAL RECYCLING FEE

111 ENVIRONMENTAL RECYCLING FEE

158 CPHW	0.00	0	0			0.00	0.00
----------	------	---	---	--	--	------	------

RENTAL BENTAL

CAUSE: COUNTRY TRANSPORTATION

27901 CAR RENTAL ONE DAY

186 WRO4	0.00	0	3000			30.00	30.00
----------	------	---	------	--	--	-------	-------

PC: 8C PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

0	0	TPARTS
0	3000	LABOR

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
48000	15300	4322		48000	49000	38000	
49000	7000	7000		33107	0	0	

Booked by: _____
 Cashier: _____
 Amount Paid: _____ Date: _____
 Method of Payment:
 Cash
 Check No. _____
 Credit Card _____

STATEMENT OF DISCLOSURE

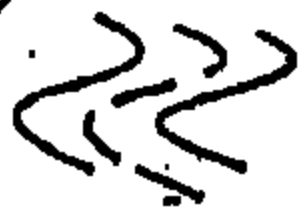
The factory warranty covers only the original owner of the vehicle. This policy does not cover any other person or entity. The dealer is not responsible for any damage to the vehicle caused by the customer or any other person or entity. The dealer is not responsible for any damage to the vehicle caused by the customer or any other person or entity. ALL PARTS ARE ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

CUSTOMER SIGNATURE

LABOR AMOUNT	
PARTS AMOUNT	
S&S CH. LINE	
SALES AMOUNT	
NET CHARGE	
TOTAL CHARGE	
LINE CHARGE	
SALES TAX	
PAYMENT BY	
THE AMOUNT	

PO#: 197462

VIN#: 19KDT136722148970



FAX COVER SHEET

TO: JAMES FARLON (B.M. LEGAL)

DATE: 11-12-03 966-549-9880

FROM: JIM RADLIFF

NUMBER OF PAGES INCLUDING COVER SHEET 31

COMMENTS: [REDACTED] (UNCLASIFIED)

CASH DEAL SO THERE IS NO CONTRACT. NO OTHER TRACES

SO THERE IS NO ACT. BY THE TIME WHEN THE

DISCUSSION IN THE STORY. ATTACHED IS THE SOURCE HISTORY,
Request Agreement, DIVISION AND A COPY OF HIS BUSINESS CHECK
LOG TO THE NUMBER 9. COPIES 5. UNCLASIFIED THIS UP TO FAX.
Should you require any further information please call.

CHASE
ORDER



Phone
651-552-2222
1111 East Hwy. 119
Ivyer Grove Heights, MN 55077

Stock # 4233 Date 05/31/01 Salesman STARRICK
 Buyer Name (Last) _____ (Middle) _____
 Co-Buyer Name (Last) _____ (Middle) _____
 Address _____ City MAPLEWOOD State MINN Country UNITED STATES Zip _____
 Home Phone: _____ Bus. Phone _____ Buyer DOB: _____ Co-Buyer DOB: _____
 Buyer D.L. _____ Co-Buyer D.L. # _____
 Buyers Insurance Co. METROPOLITAN Policy # A274-10-4803-0
 Buyer Bus. Ins. # _____

PLEASE ENTER MY ORDER FOR: New Used Demo as follows:

YEAR	MAKE	MODEL	VEH	BODY	LP#
2002	GMC	ENVY			

VEHICLE VIN	DEALER INSTALLED OPTIONS
18KDT13S722146970	1. _____
	2. _____
	3. _____
	4. _____
	5. _____
	6. _____
	7. _____
	8. _____
	9. _____
	10. _____
	11. _____
	12. _____
	13. _____
	14. _____
	15. _____
	16. _____
	17. _____
	18. _____
	19. _____
	20. _____

VEHICLE VIN	
DEALER INSTALLED OPTIONS	
1.	
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3.	
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91.	
92.	
93.	
94.	
95.	
96.	
97.	
98.	
99.	
100.	
TOTAL PURCHASE PRICE	\$ 24,125.00
Trade-In or Discount (-)	
TOTAL TAXABLE SALE	\$ 24,125.00
Sales Tax	2,819.12
License & Title Fees	453.00
Downsides Administration Fee	25.00
Extended Warranty	
GRAND TOTAL	\$ 27,422.12
Cash Down Payment	100.00
Cash on Delivery	
Total Down Payment	
Plus Pay-Off (+)	
AMOUNT DUE ON DELIVERY	\$ 27,322.12

TRADE-IN DATA
 Year _____ Make BUICK Model _____
 Serial Number _____
 L.P. # _____ State _____ Expiration _____
 Color _____ Body _____ Transmission _____
 Mileage Now _____
 Seller Name _____
 Pay-Off Date & Amount _____

IMPORTANT! ANYTIME YOU BUY A NEW CAR FROM A DEALER, YOU SHOULD ALWAYS ASK FOR THE DEALER'S COPY OF THE WARRANTY. THE WARRANTY IS YOUR PROTECTION. IT IS YOUR RIGHT TO KNOW THE DETAILS OF THE WARRANTY. THE WARRANTY IS YOUR PROTECTION. IT IS YOUR RIGHT TO KNOW THE DETAILS OF THE WARRANTY.

DEALER'S COPY OF WARRANTY

ATHSDCS 03012700150622NADDLRAC07PRT

2002 ENVOY 4WD (4-DOOR)

11U 11 FENTER METALLIC

989 MEDIUM FENTER

R NO. BDKXZ3/TRE

10K DT13 87 22146970

STOCK NO.

Dada

PONTIAC/GMC DIVISION

GENERAL MOTORS CORPORATION

100 RENAISSANCE CENTER

DETROIT MI 48243-1001

VEHICLE INVOICE 5AD71713833

31246

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT15506 ENVOY 4WD (4-DOOR)	33826.00	30407.10	INVOICE 05/14/01
AR9 DELUXE FRONT BUCKET SEATS	N/C	N/C	SHIPPED 05/12/01
BVE RUNNING BOARDS	325.00	279.50	EXP I/T 05/30/01
GR4 GVW RATING - 5,750 LBS	N/C	N/C	INT COM 05/30/01
FE9 50-STATE LOW EMISSION VEHICLE	N/C	N/C	PRC EFF 05/11/01
BT4 REAR AXLE - 3.79 RATIO	N/C	N/C	KEYS H9999 H9999
067 LOAD LEVELING SUSPENSION	375.00	322.50	WFP-F QTR OPT-1
880 REAR LOCKING DIFFERENTIAL	270.00	232.20	BANK: GMAC - 007
K05 ENGINE BLOCK HEATER	35.00	30.10	CHG-TO 30-127
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	N/C	N/C	SHIP WT: 4599
H30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	N/C	N/C	HP: 32.1
H80 17X7 POLISHED ALUMINUM WHEELS	295.00	253.70	BUW: 5750
UGA BOSE PREMIUM SOUND SYSTEM	495.00	425.70	BUWF: 2950
18F ST. ENHANCED PACKAGE (SF)	400.00	344.00	BUWR: 3200
* AM/FM STEREO CASSETTE/CD			GMS: 32014.95
* CONTENT THEFT ALARM			BUPPLR: 33294.92
* HEATED FRONT SEATS			NTR: 1/2
			MEMO 1800.75

TOTAL MODEL & OPTIONS	24015.00	32494.80	ACT 237	32014.95
DESTINATION CHARGE	600.00	600.00	H/R 241	1080.45
DEALER CO-OP ADVERTISING		180.00	ADV 261	180.00

32194.43

TOTAL	36615.00	33274.88	PAY 310	33274.88
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		31487.13		

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

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

VALLEY SALES, INC.
 REMIT TO GMAC NO. 007
 VIN 10NDT13872346970
 \$ 33274.88 INV 5AD71713833
 DUE 05/30/01 DEALER 30-127

31246

*Hand Exp
Cash*

5407

FN First National Bank

344220

PO. Box 187, 307 Second Street, Elmhurst, WI 54016-0187
(715) 386-3511 or (631) 436-8441

DATE MAY 31, 2001

FIRST NATIONAL BANK

PAY TO THE

CHECK 

\$ 36,721.13

36721.13

DOLLARS

CASHIER'S CHECK

TELE

AUTHORIZED SIGNATURE

[Handwritten Signature]

⑆344220⑆ 60918025476 00504 993⑆

54207

173216

ARROW

PHOTO-COPY

1111 East Highway 110
Ipswich, Massachusetts, MA 01937
Phone 617-552-3322 Fax 617-552-3381
Monday - Friday: 7:00 am - 6:00 pm
Saturday: 8:00 am - Noon

ACCOUNTING

PAGE 1

NEWBROOD, MA

SERVICE ADVISOR: 717 RICHARD C. SCHMIDT

02 ONE TRUCK BODY 10001-10722146270 000780 009 00002

31000001 17:00 27JUN01 CASE 00JUL2001

PHONE: 617-4988 124715015
REG: 4.2 Liter, 16, MPI, BOMB

07:57 27JUN01 13:47 30JUN01

DATE	TIME	DESCRIPTION	AMOUNT	TAX	TOTAL
		ENVIRONMENTAL EDUCATION FEE	136.00	0.00	136.00
			0.00	0.00	0.00
			0.00	0.00	0.00

Booked by: _____
 Cashier: _____
 Amount Paid: _____ Date: _____
 Method of Payment:
 Cash
 Check No. _____
 Credit Card

DESCRIPTION	AMOUNT
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00

54207

173466

ARROW

PONTIAC-GMC

1111 East Highway 110
Inver Grove Heights, MN 55077
Phone 612/853-2222 Fax 853-2221

Monday - Friday 7:00 am - 6:00 pm
Saturday 8:00 am - Noon

ACCOUNTING

PAGE 1

HAWLEWOOD, MN
BUS:

SERVICE ADVISOR: 261 BRTC E DANIELSON

02 GMC TRUCK INVOK 1600T138722146970 080789 1204 14013

3200T2001 WALT 05JUL01 CASE 05JUL2001

OPTION: 9FK:4255 DER:15046
WGT:4.2 Liter, L6, NFI, DOMC

13:28 05JUL01 15:45 05JUL01

1.00 OILS 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00

CHASSIS NO TRACKS FOUND

195 WRO4 0.30 590 2200 22.00 22.00

1 OIL OILALUBE 478 669 0 6.69 6.69 6.69

PART#: 26014377

CLAIM TYPE:

NO

890 2200 LABOR

1.01 RECYCLING FEE

195 IPS 0.50 884 1300 13.00 13.00

ACCOUNT SALE COST CONTROL ACCOUNT SALE COST CONTROL

43101 669 478 33107 0 0

23500 0 ***** 6704 1300 *****

COST, SALE, & COMP TOTALS 2427 4584 0

Booked by: _____
Cashier: _____
Amount Paid: 7.50
Method of Payment: _____
Cash _____
Check No: _____
Credit Card _____

STATEMENT OF DISBURSE	
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SAL. & COM.	0.00
RENTAL AMOUNT	0.00
AMC. CHARGE	0.00
TOTAL DISBURSE	0.00
LABOR CHARGE	0.00
AMC. CHARGE	0.00
TOTAL DISBURSE	0.00

54207

178857

ARROW

PONTIAC-GMC

1111 East Highway 110
Inver Grove Heights, MN 55077
Phone 612/655-2222 Fax 652-2221

ACCOUNTING

DUPLICATE 1
PAGE 1

Monday - Friday: 7:00 am - 6:00 pm
Saturday: 8:00 am - Noon

MARLENGOD, MI
BOOK: [REDACTED] 008:

SERVICE ADVISOR: 361 ERIC E DANIELSON

02	GMC TRUCK BUICK	1GKDT138722146970	GMY789	1210	T4044
----	-----------------	-------------------	--------	------	-------

21MAY2001 17:00 09JUL01 CASH 11JUL2001

OPTIONS: 81K:4255 DLR:15046
ENG:4.2 Liter, L6, MFI, DOHC

14:59 09JUL01 09:13 11JUL01

WORK ORDER 1528 1528 A/D/S B/FRS COST SALE COMP LIST NET TOTAL

THEN STARTED OK
#2320 REPLACE IGNITION SWITCH IN COLUMN
1 12450251 SWITCH 1563 2188 0 31.27 21.88 21.88
PART: 12450251

CLAIM TYPE:
LABOR 2755 10265 TLABOR
7000 7000 70.00 70.00

211 ENVIRONMENTAL RECYCLING FEE
330 CPT 0.00 0 0 0.00 0.00

ACCOUNT	SALE	COST	CONTROL	ACCIDENT	SALE	COST	CONTROL
46500	7000	7000		33107	0	0	
23500	0	*****					

COST, SALE, & COMP TOTALS 13314 18453 0

Booked by: _____
 Cashier: _____
 Amount Paid: _____
 Method of Payment: _____
 Cash
 Check No. _____
 Credit Card _____

STATEMENT OF CHARGES	
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SALE, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MECH. CHARGES	0.00
TOTAL CHARGES	0.00
LESS PAYMENT	0.00
AMOUNT DUE	0.00
PLEASE PAY THIS AMOUNT	

54207

174374

ACCOUNT

PHONE NO. 888

1711 West Valley 110
Lower Grand Canyon, AZ 86077
Phone 619-249-2221 Fax 619-222-1151

ACCOUNTING

Monday - Friday 9:00 am - 5:00 pm
Saturday 9:00 am - Noon

PAGE 1

SERVICE ADVISOR: SGL ERIC R. DANIELSON

NAME: [REDACTED] SOB:

02	CHEV TRUCK TRUCK	16002114722146870	GM788	2471	10315
----	------------------	-------------------	-------	------	-------

31001	17:00	01A001	CASH	01A001
-------	-------	--------	------	--------

10:48 01A001 10:48 01A001
 10:48 01A001 10:48 01A001
 10:48 01A001 10:48 01A001

ITEM	QTY	UNIT	PRICE	AMT	TOTAL
------	-----	------	-------	-----	-------

15 A JET MOTOR, 1000 RPM, 1/2 HP, 115V, 60HZ
 15 A JET MOTOR, 1000 RPM, 1/2 HP, 115V, 60HZ

158	CPT	0.00	0	0	0.00
-----	-----	------	---	---	------

111 ENVIRONMENTAL RECYCLING FEE
 111 ENVIRONMENTAL RECYCLING FEE

48000	0	0	22800	0	*****
-------	---	---	-------	---	-------

[REDACTED]

Booked by: _____
 Cashier: _____
 Amount Paid: _____ Date: _____
 Method of Payment
 Cash
 Check No. _____
 Credit Card

DESCRIPTION	AMOUNT
LABOR	0.00
PARTS	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00

54207

174484

ARROW

PONTIAC-GMC

1111 East Highway 110
Inver Grove Heights, MN 55077
Phone 612/883-2222 Fax 652-2221

ACCOUNTING

DUPLICATE 1
PAGE 2

Monday - Friday: 7:00 am - 6:00 pm
Saturday: 8:00 am - Noon

WALSHOOD, NW
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 361 ERIC E DANIELSON

02	GMC FRONT ENDOX	1GNDY13872214870	GMC789	2524	71350
----	-----------------	------------------	--------	------	-------

31MAY2001	17:00	062001	CASH	080192001
-----------	-------	--------	------	-----------

OPTION: STX:4255 DLR:18046
ENG:4.2 Liter, L6, MFI, DOHC

08:19	062001	11:26	062001
-------	--------	-------	--------

FC: GC FRONT, COUNT: 0
ADJN CODE:
0 0 TRANS

2004 SERVICE CONNECTOR AT RPH SENSOR. CHANGES CODE 80101 TO ACTIVE

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	0	0		33107	0	0	
22800	0	*****					

COST, SALE, & COMP TOTALS 20130 44250 0

Booked by: _____
 Cashier: _____
 Amount Paid: _____ Date: _____
 Method of Payment
 Cash
 Check No. _____
 Credit Card _____

STATEMENT OF RECEIPTS	
CASH RECEIPT	0.00
SALE RECEIPT	0.00
SALE TAX	0.00
SALE AMOUNT	0.00
SALE TAXES	0.00
TOTAL DOWNS	0.00
LESS REBATE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	

ACCOUNTING COPY

54207

175644

ARROW

PONTIAC-GM

7111 East Highway 110
Inver Grove Heights, MN 55077
Phone 612/883-2222 Fax 612-883-2211

Monday - Friday 7:00 am - 6:00 pm
Saturday 8:00 am - Noon

ACCOUNTING

PAGE 1

MAPLEWOOD, MN
ECR#: [REDACTED]

808:

SERVICE ADVISOR: 361 ERIC E. DANIELSON

DATE	02	ONE TRUCK RENT	10000138722146570	GM7759	4145	T337
TIME						
12:00						
17:00	12HP01				CASH	12HP22001

OP FROM: STK:4255 DLR:15046
ENG:4.2_liter, L6, MFI, DOHC

DATE	TIME	DESCRIPTION	QTY	UNIT	PRICE	TOTAL
09:27	12HP01	10:55 12HP01				
		2 LITER OIL AND FILTER				
		1 OIL OILGRADE	478	600	0	6.00
		B CHECK FOR CODES, SEE ERIC				
		121 CPT	0.00	0	0	0.00
		111 ENVIRONMENTAL RECYCLING FEE				

0	1300	984	49100	600	478	
32400	71	0	23500	2708	*****	

COST.	SALE	& COMP	TOTAL
1837	2637	0	

Booked by: JA
 Cashier: _____
 Amount Paid: 27.00 Date: 9-16
 Method of Payment
 Cash
 Check No. _____
 Credit Card VISA

DESCRIPTION	AMOUNT
LABOR AMOUNT	15.42
PAINT AMOUNT	10.98
SA, CR, LUB	0.00
SMILEY AMOUNT	0.00
MSR. CHARGE	0.00
TOTAL CHARGE	26.37
SALES TAX	0.63
TOTAL TAX	0.63
PLANS PAY THIS AMOUNT	

84207

176218

ARROW

ACCOUNTING

1111 East Highway 110
Over Sea, Minn. MN 55077
Phone 612-832-3332 Fax 612-282-1
Monday - Friday 7:00 am - 6:00 pm
Saturday 8:00 am - Noon

PAGE 1

SERVICE ADVISOR: 136 JAMES W. RADOLIN

WOOD, MI
BUS:

02	CHEV TRUCK 1997	1GNT136723146970	080788	7810	1973
----	-----------------	------------------	--------	------	------

110872001	17.00 080801	CASH	08OCT2001
-----------	--------------	------	-----------

OPTIONAL AIR, 4255 DUN, 18048
4.2 liter, LG, MPI, DOHC

07:08 02OCT01	14:19 08OCT01	DATE	TIME	AMOUNT	CASH	DEBIT	CREDIT	TOTAL
---------------	---------------	------	------	--------	------	-------	--------	-------

1 9593395	WHEEL	28500	47500	0	475.00	475.00	475.00	-
1 9593397	CRP	2320	3700	0	37.00	37.00	37.00	-
1 1207684	FLUIDS	1843	3087	0	30.87	30.87	30.87	-

188 CTS 6.20 12883 32890 188.00 328.00

11 INVESTMENT SERVICES FEE

D-4 1208 OIL AND FLUIDS

181 CTS	0.80	385	1389	0	11.80	11.80	11.80	-
---------	------	-----	------	---	-------	-------	-------	---

1 022 022	478	460	0	6.00	6.00	6.00	6.00	-
-----------	-----	-----	---	------	------	------	------	---

181 CTS 1.20 215 438 181.20 43.20

181 CTS	1.20	215	438	0	43.20	43.20	43.20	-
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181 CTS	1.20	215	438	0	43.20	43.20	43.20	-
---------	------	-----	-----	---	-------	-------	-------	---

181 CTS	1.20	215	438	0	43.20	43.20	43.20	-
---------	------	-----	-----	---	-------	-------	-------	---

181 CTS	1.20	215	438	0	43.20	43.20	43.20	-
---------	------	-----	-----	---	-------	-------	-------	---

181 CTS	1.20	215	438	0	43.20	43.20	43.20	-
---------	------	-----	-----	---	-------	-------	-------	---

Sacked by: _____
 Cashier: _____
 Amount Paid: _____ Date: _____
 Method of Payment
 Cash
 Check No. _____
 Credit Card

84307

176587

ARROW

PENNINGTON

1111 East Highway 110
Inver Grove Heights, MN 55077
Phone 612-885-2222 Fax 612-885-2221

ACCOUNTING

Monday - Friday 7:00 am - 6:00 pm
Saturday 8:00 am - Noon

HAWKWOOD MR
BORN: [REDACTED]

DOB: [REDACTED]

PAGE 1

SERVICE ADVISOR: 161 ERIC B DANIELSON

DATE	TIME	DESCRIPTION	AMOUNT	DATE	TIME	DESCRIPTION	AMOUNT
11/15/2001	17:00	15OCT01				CASH	15OCT2001

OFFER: 51K14288 16R,15046
 WGT: 4.2_liter, L6, NFI, DOHC

DATE	TIME	DESCRIPTION	AMOUNT	DATE	TIME	DESCRIPTION	AMOUNT
------	------	-------------	--------	------	------	-------------	--------

DATE	TIME	DESCRIPTION	AMOUNT	DATE	TIME	DESCRIPTION	AMOUNT
11/15/2001	15:43	15OCT01					
		211 W804	1.00			1988	7332
		PC: 2C					79.32
		CURT: 1					73.32
		ADVT CODE:					

6360 8904 TIRTS
 GLASS REAR BRAKE PADS REPLACE REAR BRAKE PADS AND RESURFACE ROTOR

DATE	TIME	DESCRIPTION	AMOUNT	DATE	TIME	DESCRIPTION	AMOUNT
		211 CRT	0.00			0	0.00
		0				0	0.00

DATE	TIME	DESCRIPTION	AMOUNT	DATE	TIME	DESCRIPTION	AMOUNT
		SALE				CONTROL	
		COST				ACCOUNT	
		CONTROL				SALE	
						COST	
						CONTROL	

DATE	TIME	DESCRIPTION	AMOUNT	DATE	TIME	DESCRIPTION	AMOUNT
		26300				18236	*****

DATE	TIME	DESCRIPTION	AMOUNT	DATE	TIME	DESCRIPTION	AMOUNT
		COST, SALE, & COMP TOTALS	8125			18236	0

DATE	TIME	DESCRIPTION	AMOUNT	DATE	TIME	DESCRIPTION	AMOUNT
		SALE				CONTROL	
		COST				ACCOUNT	
		CONTROL				SALE	
						COST	
						CONTROL	

DATE	TIME	DESCRIPTION	AMOUNT	DATE	TIME	DESCRIPTION	AMOUNT
		SALE				CONTROL	
		COST				ACCOUNT	
		CONTROL				SALE	
						COST	
						CONTROL	

DATE	TIME	DESCRIPTION	AMOUNT	DATE	TIME	DESCRIPTION	AMOUNT
		SALE				CONTROL	
		COST				ACCOUNT	
		CONTROL				SALE	
						COST	
						CONTROL	

DATE	TIME	DESCRIPTION	AMOUNT	DATE	TIME	DESCRIPTION	AMOUNT
		SALE				CONTROL	
		COST				ACCOUNT	
		CONTROL				SALE	
						COST	
						CONTROL	

DATE	TIME	DESCRIPTION	AMOUNT	DATE	TIME	DESCRIPTION	AMOUNT
		SALE				CONTROL	
		COST				ACCOUNT	
		CONTROL				SALE	
						COST	
						CONTROL	

Booked by: _____
 Cashier: _____
 Amount Paid: _____
 Method of Payment
 Cash
 Check No. _____
 Credit Card _____

DATE	TIME	DESCRIPTION	AMOUNT	DATE	TIME	DESCRIPTION	AMOUNT
		SALE				CONTROL	
		COST				ACCOUNT	
		CONTROL				SALE	
						COST	
						CONTROL	

ARROW PENDING

54207

179038

ARROW

PONTIAC-GMC

1111 East Highway 110

River Grove Heights, MN 55077

Phone 612-855-2222 Fax 653-2221

Monday - Friday: 7:00 am - 6:00 pm

Saturday: 8:00 am - Noon

ACCOUNTING

PAGE 1

SERVICE ADVISOR: 364 JOHN W. FLURY

WAPLEWOOD, MN

HOME: [REDACTED] BSB:

02	ONE TRUCK RUCK	1GKDT138722146970	00789	10351	1417
01JAN2001		01JAN02		CASH	01JAN2002
OPTIONS: SIX:4255 DLR:15046					
ENG:4.2 Liter, IS, NFI, DCEC					

13.15	11JAN02	13.16	11JAN02						
-------	---------	-------	---------	--	--	--	--	--	--

QTY	DESCRIPTION	UNIT	PRICE	TAX	TOTAL
2	LOAN OIL AND FILTER (3000 MILE SERVICE)				
1	25014377 OIL FLTR		375	495	0
				6.56	4.95
	10351 5 IOP CHECK AND TIRE PSI				
	111 ENVIRONMENTAL RECYCLING FEE				

46100	1300	884	46800	495	375
	71	0	22500	2708	*****

COST.	SALV.	& COMP.	TOTAL
1217	2517	0	

Booked by: _____
 Cashier: JA
 Amount Paid: 3728
 Method of Payment: _____
 Cash
 Check No. _____
 Credit Card MC

STATEMENT OF EXPENSES	AMOUNT
LABOR	18.42
PAINT	10.95
SAL. OIL LUB	0.00
WASH	0.00
WAX	0.00
TOTAL	26.37
SALES TAX	0.00
TOTAL	26.37

54207

184045

ARROW

PONTIAC-GEN

1111 East Highway 110
Inver Grove Heights, MN 55077
Phone 612-862-3232 Fax 612-862-2221

ACCOUNTING

DUPLICATES 1
PAGE 1

Monday - Friday: 7:00 am - 6:00 pm
Saturday: 8:00 am - Noon

MARLBOROUGH, NH
HOME: [REDACTED] BOB:

SERVICE ADVISOR: 222 TIMOTHY A MORRIS

310872001	02	GEN TRUCK ENVOY	1007718723146970	080789	17222	11316
					CASH	12-JUL-2002

OPTIONS: BPK:4255 DLR:15045
ENG:4.2_Liter,_L6,_MPI,_DOHC

08:04	28JUN02	13:30	12JUL02				
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QTY	DESCRIPTION	UNIT	PRICE	AMOUNT	TAX	TOTAL
3K	3,000 MILE SERVICE					

1	25014977 OIL FLTR		375	495	0	6.56	4.95	4.95
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17222 COMPLETED.

111 ENVIRONMENTAL RECYCLING FEE

C CHECK FOR P/S LEAK

B9740 DIAGNOSE - REPLACE STEERING GEAR - HISSO

196	NR04		3.00	6039	22761		227.61	227.61
-----	------	--	------	------	-------	--	--------	--------

1	26089516 GEAR HSS		42821	59949	0	751.25	599.49	599.49
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PARTS: 26089516

CLAIM TYPE:

6039 22761 FLAVOR

STEERING BACK ROCKS FULL OF FLUID. REPLACED FRONT STEERING BACK

D** WASH PARTS PURCHASED FROM ANOTHER DEALER

B5000 WASH PARTS PURCHASED FROM ANOTHER DEALER

1	MISC 26089516		4282	4282	0	74.94	42.82	42.82
---	---------------	--	------	------	---	-------	-------	-------

CLAIM TYPE:

Booked by: _____ Cashier: _____ Amount Paid: _____ Date: _____ Method of Payment <input type="checkbox"/> Cash <input type="checkbox"/> Check No. _____ <input type="checkbox"/> Credit Card _____	STATEMENT OF DECLARATION I, the undersigned, certify that the information furnished herein is true and correct to the best of my knowledge and belief. ALL OTHERS ARE REQUESTED TO SIGN THIS STATEMENT. Signature: _____ Date: _____	<table border="1"> <tr><td>LOAN AMOUNT</td><td></td></tr> <tr><td>PARTS AMOUNT</td><td></td></tr> <tr><td>GEN. SV. CHG.</td><td></td></tr> <tr><td>SALES TAX</td><td></td></tr> <tr><td>TITLE TAX</td><td></td></tr> <tr><td>TOTAL DUES</td><td></td></tr> <tr><td>TOTAL AMOUNT</td><td></td></tr> <tr><td>TAXES</td><td></td></tr> <tr><td>TOTAL</td><td></td></tr> </table>	LOAN AMOUNT		PARTS AMOUNT		GEN. SV. CHG.		SALES TAX		TITLE TAX		TOTAL DUES		TOTAL AMOUNT		TAXES		TOTAL	
LOAN AMOUNT																				
PARTS AMOUNT																				
GEN. SV. CHG.																				
SALES TAX																				
TITLE TAX																				
TOTAL DUES																				
TOTAL AMOUNT																				
TAXES																				
TOTAL																				

84807

184045

ARROW

POSTAL-GND

1111 East Highway 110

Ivy Grove Station, NY 15077

Phone 814-663-3322 Fax 853-3321

Monday - Friday: 7:00 am - 6:00 pm

Saturday: 8:00 am - Noon

ACCOUNTING

DUPLICATE 1

PAGE 2

SERVICE ADVISOR: 222 JENNIFER A. HENNO

NAME: [REDACTED] REG: [REDACTED]

DATE	09	ONE TRUCK RENT	1007136722146870	000788	17882	11136
TIME						
PLANT	1001	PLANT 201002			CASH	12JUL2002

09:04 28JUL02 13:30 12JUL02
 REG: 4.2 Liter, 1.6, NFI, DMC

NO	DATE	TIME	AMOUNT	DESCRIPTION	AMOUNT	AMOUNT	TOTAL
0			0.00	0 FLAVOR			
136	07/12/02		0.00	0	0.00	0.00	0.00
3000			30.00	30.00	30.00	30.00	30.00
668			498	32107	848	5	
3080			3080	32400	71	0	
GROSS SALES & COMP TARIFF			2288	0			

Booked by: [REDACTED]
 Cashier: [REDACTED]
 Amount Paid: 27.00
 Method of Payment: Cash
 Check No.: [REDACTED]
 Credit Card: [REDACTED]

DATE	09	ONE TRUCK RENT	1007136722146870	000788	17882	11136
PLANT	1001	PLANT 201002			CASH	12JUL2002
AMOUNT						
DATE						
AMOUNT						
DATE						
AMOUNT						
DATE						
AMOUNT						
DATE						
AMOUNT						

ARROW - GND

LOOX
Express

Express

The World On Time
Envelope

NOV 08 1968
33
TUE
NOV 08 1968
MICA
NOV 08 1968

**General Motors Corporation
Legal Staff**

**Facsimile
800834-3662**

**Telephone
813635-4067**

October 30, 2003

Paul Carver, Esq.
Bowman And Brooks
150 South Fifth Street
Minneapolis, MN 55402

Dear Mr. Carver:

Re: GM Case No. 468823
[REDACTED] v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of Brenda Horchler, GMC, BRC Legal, c/o MSX International, MC 338-106-000, 1428 Pacific Drive, Auburn Hills, MI 48326.

This case is part of the Early Resolution Program. A representative from the Business Resource Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation is required on your part at this point. Rather, it is requested that you file an answer and do anything else necessary to comply with the court. Contact me if additional information is needed to complete the answer. However, I do not need a copy of the answer to the complaint.

If the case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is important that you advise us of the names of any of your firm's new lineworkers who will be working on this case. Please complete and fax the lineworker sheet to the GM legal assistant handling this matter. On all written communication, include the GM Case Name and Case Number and address it to the attention of the undersigned, c/o MSX International. Feel free to contact me by phone at (813) 635-4067 or Fax (800) 834-3662.

Sincerely,

Brenda J. Horchler
Legal Assistant

c: Brenda Horchler c/o MSX International (by FedEx)



CT System

Service of Process Transmitted From
Minneapolis, Minnesota

10/23/2003

Via Federal Express (2nd Day)

TO: Rosemarie Wilens
GENERAL MOTORS LEGAL STAFF

469923

RE: PROCESS SERVED IN MINNESOTA

FOR General Motors Corporation Domestic Subs: De

INVOLVED ARE TYPES OF LEGAL PROCESS PERMITTED BY THE STATUTE OF THE ABOVE COMPANY AS FOLLOWS

- 1. TITLE OF ACTION: [REDACTED] vs General Motors Corporation, Otd.
- 2. DOCUMENT(S) SERVED: Summons, Complaint, Interrogatories, Request for Production of Documents/Statements
- 3. COURT: Second Judicial District Court, Ramsey County, Minnesota
Case Number None Shown
- 4. NATURE OF ACTION: Warranted Problem: Violation of Magnuson-Moss Warranty Act (Lemon Law); 2002 GMC Envoy; VIN 1GKJTY198722148870, Retail Sought: \$80,000
- 5. ON WHOM PROCESS WAS SERVED: CT Corporation Systems, Inc, Minneapolis, Minnesota
- 6. DATE AND HOUR OF SERVICE: By Process server on 10/23/2003 at 10:00
- 7. APPEARANCE OR JUDGER OUI: Within 30 days of Service
- 8. ATTORNEY: Darrel J. Brunner, 612/819-4541
3541 45th Avenue South
Minneapolis, MN 55406

9. REMARKS:

CC: Rosemarie Wilens
GENERAL MOTORS LEGAL STAFF
400 REINSURANCE CENTER
MAIL CODE 483-038-810
DETROIT, MI 48226-4000

Phone: (415) 684-7571 ext

CT-Deb
10/23/03 1:45

Information contained on this transmittal form is provided for CT Corporation System's general handling purposes only and is provided solely for the recipient. This information does not constitute a legal opinion as to the nature of such, the amount of damages, the amount of costs, or any other matter that may be related to the documents transmitted. The recipient is responsible for interpreting the documents and for taking the appropriate action.



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

November 10, 2003

Daniel J. Brennan, Esq.
Daniel J. Brennan, Attorney at Law
3541 45th Avenue South
Minneapolis, MN 55406

Re: [REDACTED] v. General Motors Corporation
2002 GMC Envoy VIN: 1GKDT13S722146970

This is to advise you that we are in receipt of the above referenced case dated October 23, 2003. This case file has been assigned to me, and I will be contacting you in the next 10-15 business days for review.

In order to do a thorough review and assessment of this case, I may need additional information and documentation from you. Therefore, if any of the items below are marked, please fax or mail the information requested to the address on the bottom of this page.

If you have any questions, please call me at the number below.

Thank you.

Sincerely,
James W. Furlong II
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 58074
FAX# 866-549-8888

{cc: Local counsel on breach cases}

- Complaint
- Owner's current title and/or registration
- Lienholder (See Attached Sheet)

November 10, 2002

Lien Holder Information Request

Customer Name:

Social Security No:

Customer Name:

Social Security No:

VIN:

Attorney Name:

TIN:

Lien Holder Information:

Account #:

Name of Lien Holder:

Physical Address:

City:

State:

Zip Code:

Contact Person:

Telephone #:

Payoff: \$

Good Until:

Next Due Date:

Per Diem: \$

(OR) %

Late Charges Paid: \$

Late Charges Due: \$

No. Payments Made:

at

\$

/month

Total payments made: \$

Total Interest Paid to Date: \$

as of:

1999 \$

2000 \$

2001 \$

2002 \$

Current Mileage of Vehicle:

Date Mileage Read:

I/We, _____, hereby authorize _____ to release any and all information regarding the above referenced account to General Motors Corporation, including but not limited to a complete payment history of my account. Dated this _____ day of _____, 2002.

Fax Cover Sheet

Date: November 14, 2003

To: Mr. James Furlong II
Organization: General Motors Business Resource Center
Fax: 1-866-549-8880
Phone: 1-800-231-1841, Ext. 58074

From: Daniel J. Brennan
Organization: Brennan Law Office
Fax: (612) 728-1092
Phone: (612) 729-7410

Subject: Thomas Eiber v. General Motors Corporation
Pages: 2

Comments: Please see attached.

CONFIDENTIALITY

This transmission may contain information that is privileged, confidential and protected by the attorney-client work product privileges. If you are not the addressee, note that any disclosure, copying, distribution or use of the contents of this message is prohibited. If you have received this transmission in error, please destroy it and notify me immediately at the following telephone number: (612) 729-7410.

Daniel J. Brennan
Brennan Law Office

3541 45th Avenue South
Minneapolis, MN 55406

Telephone: (612) 729-7410
Facsimile: (612) 728-1092

November 14, 2003

Mr. James W. Furlong II
General Motors Corporation
Business Resource Center

Subject: [REDACTED] v. General Motors Corporation

Dear Mr. Furlong:

Thank you for your communication regarding your review and assessment of the above referenced case. While I appreciate that additional information will be necessary to finalize a repurchase of [REDACTED] vehicle, should we arrive at that point sometime in the future, we are not at that point now. Until that time, I can not advise my client to provide private financial and personal identification information to you. We will be happy to do so in a timely manner should we reach an agreement regarding settlement that necessitates the requested information.

At this time I can tell you that [REDACTED] Envoy odometer currently reads 39,910. [REDACTED] paid cash for his vehicle, so there is no lien information to provide. Your letter correctly identifies the VIN as 1GKDT138722146970.

Thank you for your attention to this matter. I look forward to your assessment of this case.

Sincerely,



Daniel J. Brennan
Email: brennanlaw@qwest.net

cc: Todd E. Gadka, Esq.