

GM644
PE03-042

GM

ATTACHMENT "2A" Continued

Book 2 of 7

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

DETROIT , MI

CASE NUMBER: 06668486 VIN: 1GHDY138X22100832
MODEL YEAR: 2002
DATE OPENED: 2002-04-08 SERIES: BRAVADA AMD
DATE CLOSED: 2002-04-15 MILEAGE: 16000
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: DELAWARE CADILLAC, OLDS, SAAB
ERC PARENT: DEALER ADDRESS: 1606 PENNSYLVANIA AVE., WILMINGTON, DE, 19806, USA

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

803 Comeback Workmanship Other
0 REPAIR ATTEMPT(S) dissatisfied with dlr's svc
N51 Windshield Wipers Including Blades/Arms Inoperative
0 REPAIR ATTEMPT(S) wipers inoperative
N01 Steering General Other
0 REPAIR ATTEMPT(S) grinding noise when turning

Treatment by dealership service

CRM TO ADVISE:

"I would be more than happy to document your concern. We appreciate any type of feedback we can get from customers regarding our dealership's service practices. Our dealerships are reviewed on a routine basis within GM Motor Division and all this information is utilized by upper management when conducting those reviews." CRM ACTIONS: CRM to leave an FYI message for the AVM regarding customer concern.

Treatment by dealership service

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

CUST STATES: original owner/ veh has 60/60 gupp major guard CUST CONCERN: veh was having a metal to metal grinding noise when turning from left to right/ took veh to Delaware Oldsmobile in Wilmington, DE 302-656-3100/ states that dlr had to order parts which was a switch to make a light not come on/ then he noticed that the windshield wipers stopped working/ he took veh back to dlr who ordered parts for the windshield wipers/ then dlr ordered the wrong parts for the wipers and adv cust that it would be ok to drive veh/ cust states that this weekend, during a rainstorm, he noticed that the dlr removed the windshield wipers on veh and states that it was unacceptable to release the veh w/o windshield wipers / states that he is going to see an attorney today b/c he seeks to sue the dlr CUST SEEKS: to make a complaint against the dlr, stating that the dlr is rude and incompetent CRM ADV: cust that he feedback is appreciated and thanked him for bringing concerns to gm's attention CRM GAVE cust req; 0; 387124933
2002-04-08

and closed satisfied
tamika alexander/atx; 0; 387124944
02-04-08

CUST STATE HE WILL BE CONTACTING A LAWYER, DUE TO THE TREATMENT FROM THE DLR ON EVERY VISIT. CUST STATE THE DLR ADV THE CUST IT WILL BE 2 WEEKS BEFORE THE PARTS FOR THE WINDSHIELD WIPERS. CUST STATE THE DLR ADV THE CUST IT IS SAFE TO CONTINUE TO DRIVE THE VEH. CUST STATE IS REQUIRED BY STATE LAW THAT A VEH HAS WORKING WINDSHIELD WIPERS. CUST SEEKS TO HAVE FILE DOC'D, THAT HE WILL BE CONTACTING A LAWYER. CRM ATTEMPTED TO SPEAK W ITH THE SVC MGR, HE WAS

IN A MGR MEETING. CRM ADV THE CUST, THE CRM WILL DOC CALL. LA NIETRIA WILLIAMS ATX-CARS; 0;
387131703
2002-04-15

Cust left a voice message advising exec that the veh has been repaired. The cust thanked Mr. Lovejoy and exec for responding to his concerns. The cust states he is satisfied with the response he received and hopes that the dlr will be coached and counseled accordingly so that this will not happen to other customers. ***** Wade Kirkland /// <E><X><E><C>; 0; 387724086
2002-04-12

Exec called the cust and left a detailed message advising the cust that the exec office has received a message from Mr. Lovejoy to contact the cust. . Exec left the number to the exec office and requested the cust to call exec back if he would like to address his concerns in more detail. ***** Wade Kirkland***** <E><X><E><C>; 0; 387471189
2002-04-10

REC'D COPY OF EMAIL CUST SENT TO BILL LOVEJOY. CUST SEEKS EXECUTIVE INVOLVEMENT IN RESOLVING SITUATION WITH WIPERS. ATTN TAMPA EXEC; PLEASE CONTACT ME WHEN CASE IS ASSIGNED; I'LL FORWARD EMAIL. PLEASE REVIEW FILE AND ADVISE ME OF OUTCOME. CHRISTINE STEIN, DETROIT EXEC.; 0; 387308840
2002-04-15

Exec contacted Christene Stein to advise her of the comments made by the cust. Exec closing request satisfied. +++ Wade Kirkland/Exec; 0; 387743159

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

INCIDENT DATE:	INCIDENT TIME:	
INCIDENT LOCATION:		
DRIVER NAME:	DRIVER AGE:	
DRIVER DISABILITY:		
OWNER DESCRIPTION:		
ALLEGED DEFECTIVE COMPONENT:		
INCIDENT RESULT:		
POLICE REPORT:	ROAD CONDITION:	ROAD SURFACE:
NUMBER OF PEOPLE: 0	BODY INJURY:	
INJURIES:		
WAS ANOTHER VEHICLE INVOLVED:		
NUMBER OF VEHICLES: 0		
PROPERTY DAMAGE:		
WAS VEHICLE INSURED:	INSURANCE COMPANY NAME:	
	INSURANCE COMPANY ADDRESS:	
	AGENT NAME:	
	AGENT PHONE NUMBER:	
MORE INFORMATION:		
MAINTENANCE LOCATION:		
CURRENT LOCATION OF VEHICLE:		
IDENTIFY 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:
MILEAGE INSPECTED:
INVESTIGATIVE SUMMARY:
PAR 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:
NADA: 0
SALES TAX:

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

FINANCING:
LAUNCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON 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:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

INTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0

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

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



CASE NUMBER: 06694360 VIN: 1GHDY138X22211946
MODEL YEAR: 2002
DATE OPENED: 2002-04-11 SERIES: BRAVADA AND
DATE CLOSED: 2002-06-03 MILEAGE: 14000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: CROWLEY BUICK OLDSMOBILE, L.L.C.
BRC PARENT: DEALER ADDRESS: 223 BROAD STREET, BRISTOL, CT, 06010, USA

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

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) CSI RECEIVED 4/16/02

N51 Windshield Wipers Including Blades/Arms Other
1 REPAIR ATTEMPT(S) not working

K30 Automatic Transmission Shift - Late/Resitate
1 REPAIR ATTEMPT(S) VEH SHIFTING LATE/

886 CAC Resolved With Goodwill CAC Resolved With Goodwill
1 REPAIR ATTEMPT(S) smart care

T55 Protection Plan Administration (GM Purchase) Customer Satisfaction
0 REPAIR ATTEMPT(S) 12/13/Smart Care

D01 A/C Other
1 REPAIR ATTEMPT(S) motor fan replaced

Vehicle operation or design

INSTRUCTIONS TO CRM:

- *Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.htm]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

WAITING FOR CONFIRMATION FROM MBX THAT LETTER WAS SENT
WENDY SLAGHT/GL/PDX/CARS; 0; 388590793
2002-05-29

WAITING FOR CONFIRMATION FROM MBX THAT GOODWILL/LTR HAS BEEN SENT TO CUST.
DIANE E. CARD,CAC/PDX; 0; 391568970
2002-04-16

CSI RECEIVED 4/16/02; 0; 387823654
2002-04-16

CUST RESPONSE TO SURVEY, CUST STATES VEH IS NOT RELIABLE CRM CALLED CUST, CUST STATES THE VEH IS NOT TRUSTWORTHY, CUST STATES HE IS THINKING TO GET RID OF THE VEH, CUST STATES HE SEEKS TO HAVE CRM DOCUMENT THE FACT THAT HE WAS GIVEN A SMART CARE PACKAGE FOR HIS INCONVENIENCE WITH THE VEH BREAKING DOWN THREE TIMES & THEN THE CUST SERVICE REP @ CAC TOOK IT AWAY WITHOUT NOTIFYING THEM. CUST STATES THEY CALLED & FOUND OUT IT HAD BEEN REVOKED. CUST STATES THEY HAVE OWNED OVER 30 GM PRODUCTS & CUST WIFE IS UPSET ABOUT ANTI CUST SERVICE. CUST STATES HE IS GOING TO GET RID OF THE VEH & DOES NOT TRUST THIS VEH. CRM ADVISED CUST WILL RESEARCH THE CONCERN & CALL CUST ON TUES 4/23/02 BETWEEN 11 & 1 PM EST AFTER RESEARCHING THE CONCERN. CRM (CONT); 0; 387826239
2002-04-16

REVIEWED THE PREV REQST, CUST GOODWILL WAS RECORDED BECAUSE CUST ADVISED CRM THAT HE WAS GETTING RID OF VEH & CONTACTING BBB CUST PREV REQUEST #'S ARE C06454241 & C0 5894812 CRM WILL CALL CBUT ON 4/23/02 & ADVISE THERE NO GOODWILL WILL BE OFFERED, CUST HAS PREVIOUS CLOSING WITH BBB LETTER. CONCERN HAS BEEN ADDRESSED. CRM HAS PERMISSION FROM ACTING TM PABLO CABEVEDO TO CLOSE REQUEST DISSATISFIED. CRM/ PATTI SIMON/PDX/CAC 4/16/02; 0; 387826547
2002-04-23

CRM CALLED CUST, ADVISED THAT THE REQUEST WAS PREVIOUSLY CLOSED DISSATISFIED & THE SMART CARE PKG RECORDED, BECAUSE CUST HAD ADVISED THAT HE WAS GOING TO SELL VEH & WAS SEEKING TO CALL BBB. CUST STATES HE DID NOT ASK FOR BBB LETTER, CRM RESEARCHED CUST REQUESTS, & FOUND THERE ARE 3 OTHER FILES, CRM REVIEWED REQUESTS WITH TM MIKE CONNELL & FOUND THAT CUST HAD A SEPERATE CONCERN FROM THE ORIGINAL ONE WHEN HE CALLED CAC THE FIRST TIME, CUST WAS NEVER NOTIFIED THAT THE SMART CARE WAS TAKEN BACK. CRM ADVISED CUST WE WILL GO AHEAD & SEND THE SMART CARE TO ENSURE CUST SATISFACTION, CUST IS VERY PLEASED, CUST IS NOW A SATISFIED CUST. CRM HAS OVER THE SHOULDER APPROVAL FROM TM MIKE CONNELL TO SEND CUST A SMART CARE. CRM / PATTI SIMON/PDX/CAC 4/23/02; 0; 388415092
2002-04-23

BUSINESS REASONS FOR SMART CAR PROTECTION PLAN:

1) APOLOGETIC GESTURE
2) FOSTER GM/DEALER / CUSTOMER RELATIONS
3) RESTORE CUSTOMER CONFIDENCE IN VEHICLE
4) CUSTOMER EXPERIENCED CONSIDERABLE INCONVENIENCE
CRM VERIFIED CUST ADDRESS AS CORRECT/ CUST MILEAGE IS VERIFIED AS CORRECT/ CUST NAME IS CORRECT / CRM HAS OVER THE SHOULDER APPROVAL FROM TM MIKE CONNELL TO SEND SMART CARE. CRM/ PATTI SIMON/PDX/CAC 4/23/02; 0; 388416135
2002-04-23

MRP FOR 12 /12 SMART CARE IS \$215.00. CUST HAS ACCEPTED OFFER, TM APPROVAL FROM MIKE CONNELL, CUST ADDRESS, NAME & MILEAGE ARE VERIFIED BUSINESS REASONS ON FILE, CRM IS FORWARDING FOR APPROVAL. CRM/ PATTI SIMON/PDX/CAC 4/22/02; 0; 388417527
2002-04-23

gl reviewed request and will return to crm pending further attention
cindy slaght/gl/pdx/cars; 0; 388441091
2002-04-24

CUST ADVISED CRM THAT HE IS PLANNING ON KEEPING THE VEH NOW THAT IT IS REPAIRED, CUST STATES HE WAS UPSET AS WAS HIS WIFE BECAUSE PREVIOUSLY OFFERED GOOD WILL WAS OFFERED THEN TAKEN AWAY WITHOUT ADVISING HIM. CUST IS KEEPING THE VEH. FOR THE DURATION OF THE 12/12 SMART CARE. CRM/ PATTI SIMON/PDX/CAC 4/24/02 REQUEST CLOSED SATISFIED; 0; 388521699
2002-04-24

gl reviewed request and will submit for final review
cindy slaght/gl/pdx/cars; 0; 388529884
2002-04-24

Final approval.....mike jackson/GL/pdx; 0; 388535153
2002-04-25

Final Approval rec'd **** sent letter reference #RS0011 to MSX *** GMPP on it's way ****
Will leave file transferred to PETTIGRS to await confirmation from MSX that letter was sent
darcie horlacher/goodwill liaison/portland; 0; 388597774
2002-04-30

Waiting for confirmation from msx that GW/LTR has been sent.....Kari
Willson/cac/Pdx; 0; 389068613
2002-05-10

Waiting for MSX confirmation this goodwill has been sent out.....
Goodwill Liaison Franko Tarin-Portland; 0; 389913153
2002-05-16

Waiting for confirmation from msx that GW/LTR has been sent.....Ally
Karpstein/pdx/app; 0; 390438579
2002-05-20

Waiting for confirmation from msx that goodwill/letter has been sent.....Kari
Willson/cac/Pdx; 0; 390792790

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:
PLACE 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: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
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 PAID:
INTEREST RATE: DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

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

NUMBER OF INJURIES: 0
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:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



LEANDER , TX



CASE NUMBER: 06701851 VIN: 1GNDS13H322226126
MODEL YEAR: 2002
DATE OPENED: 2002-04-12 SERIES: TRAILBLAZER 2ND (4-D
DATE CLOSED: 2002-04-29 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: CHAMPION CHEVROLET
BRC PARTNT: DEALER ADDRESS: 11400 RESEARCH BLVD, ,AUSTIN, TX, 78759, USA

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

T22 CSI Reply Other
0 REPAIR ATTEMPT(S) CSI//survey rec'd 4/12/02
S01 Service General Other
1 REPAIR ATTEMPT(S) poor/unprofessional
C35 Bumper Other
1 REPAIR ATTEMPT(S) falling off
N51 Windshield Wipers Including Blades/Arms Other
REPAIR ATTEMPT(S) failed
C07 Window Other
1 REPAIR ATTEMPT(S) passenger didn't go up/down
C26 Console Other
3 REPAIR ATTEMPT(S) never attached

Vehicle operation or design

INSTRUCTIONS TO CRM:

- *Pinpoint / understand concern
 - * Determine Customers expectation
 - * Validate feature is on vehicle
 - * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/webknowledge]]. Click the Product Center Tab
 - * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corpolnt.htm]]
 - * Validate with dealership if necessary
 - * Coordinate with dealership to compare with another vehicle if necessary
 - * Schedule a follow up if issue is not resolved during call
- service satisfaction survey

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

Y STATES: dlrsbp was unprofessional and cust is dissat w/there selling practices. The mechanical concerns the veh is having are 1) the bumper fell, 2) had to take veh in twice for windshield wiper not working 3) center console was never attached, 4)lights have been worked on seven times 5) door panel replaced 4X's, 6) back door handle broke 7) door insulation on left back passenger door fell off. 8) air bag light is staying on, 9) light fuses keep blowing.

CUST SEEKS: to get issues resolved w/the veh.
CRM ADVISED: will contact cust later to discuss. danielle ford/pdx/cac; 0; 387964364
2002-04-12

CSI//survey rec'd 4/12/02
Malinda carner/cac/pdx; 0; 387456834
2002-04-18

Crn called cust and there was no answer. Crn will send unable to contact survey letter.
request closed satisfied. danielle ford/pdx/cac; 0; 387987989
2002-04-18

gl reviewed and forwarded for printing.....joan staton/goodwill liaison/pdx;
0; 388005363
2002-04-29

CUST STATED SHE RECEIVED LETTER IN REGARDS TO HER SURVEY SHE SENT IN..... CUST STATED HER
VEH NOT REPAIRED. CUST STATED DLR SENT HER A CARD STATING HER PARTS HAVE ARRIVED.CRM
ASKED CUST WHEN WAS THE LAST TIME THE DLR WAS ADVISED SHE HAS AN ISSUE WITH ALL THE CONCERNS
SHE STATED SHE IS HAVING CUST STATED APPROX. 1 MONTH AGO.....CUST STATED DLR DID NOT KNOW
ABOUT THE DOOR LEAKING FOR THE LAST MONTH CUST NOT HAPPY THAT THEY HAVE HAD TO REPLACE THE
HEADLIGHTS IN THE PAST. CUST STATED THEY HAVE TAKEN THIS VEH AND THE SITUATION TO HIGHER
AUTHORITY....CUST STATED SHE IS GOING THROUGH ARBITRATION AT THIS TIME.CRM ADVISED CUST
WOULD SEE IF COULD TRANSFER TO ADR SINCE SHE IS IN PROCESS OF BBB AT THIS TIME CUST
DISCONNECTED THE PHONE.....CRM WITH TM MARCIA ALAJOKI APPROVAL CLOSING REQUEST DISSAT. NO
BBB CUST GOING THROUGH BBB AT THIS TIME.. DOLORES CURRY/CAC/PDX; 0; 388957792
2002-04-29

CUST HAD ADR CASE NUMBER 06331233 DOLORES CURRY/CAC/PDX; 0; 388957826

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
GRADE:
TERMARKET:
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:
HEATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

INTERNAL CASE NUMBER:
TITLE NAME:

DATE:

BUSINESS: * BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



ENTER , MI



CASE NUMBER: 06702510 VIN: 1GKDT13B422103008
MODEL YEAR: 2002
DATE OPENED: 2002-04-12 SERIES: ENVOY 4WD (4-DOOR)
DATE CLOSED: 2002-04-12 MILEAGE: 15000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME: JIM BRADLEY PONTIAC, BUICK, GMC TRUC
BRC PARENT: DEALER ADDRESS: 3500 JACKSON RD., ANN ARBOR, MI, 48103, USA

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

N17 Tail Lamps Wiring/Switch Inoperative
3 REPAIR ATTEMPT(S) bulb needs replaced
N51 Windshield Wipers Including Blades/Arms Inoperative
0 REPAIR ATTEMPT(S) not working

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

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

Cust states that she is the original owner. Cust states that she would like to document some concerns with her veh. Cust states that she has had numerous taillights replaced and now she has to have another one replaced. Cust states that her windshield wipers are not working. Crw offered to contact the dealer and address her concerns but the cust declined and stated that she would just like to have a file started. Crw advised cust that her concerns were documented and provided her with her request number. Crw is closing file satisfied.
Nicole Day/Tampa/cac; 0; 387463682

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

INCIDENT DATE:
INCIDENT LOCATION:
DRIVER NAME:
DRIVER DISABILITY:

INCIDENT TIME:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY: ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER HAC:
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:

LEASE @ BUY-BACK: 0
ERP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

DAMAGE:
OTHER:
BRANCH:
COUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



NAUGATUCK

CT



HOME PHONE:



CASE NUMBER: 06711183 VIN: 1GNDT138722237420
MODEL YEAR: 2002
DATE OPENED: 2002-04-15 SERIES: TRAILBLAZER 4WD (4-D
DATE CLOSED: 2002-04-15 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: LOEHMANN-BLASIUS CHEVROLET INC
BRC PARENT: DEALER ADDRESS: INTR 84 AT SCOT, WATERBURY, CT, 06705, USA

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

851 Windshield Wipers Including Blades/Arms Other
1 REPAIR ATTEMPT(S) STOP WORKING

Treatment by dealership service

CRM TO ADVISE:

"I would be more than happy to document your concern. We appreciate any type of feedback we can get from customers regarding our dealership's service practices. Our dealerships are viewed on a routine basis within XXX Motor Division and all this information is utilized upper management when conducting those reviews." CRM ACTIONS: CRM to leave an FYI message for the AVM regarding customer concern.

Treatment by dealership service

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

CUST WIFE BROKE DOWN ON SATURDAY IN THE RAIN HAD NO WINDSHIELD WIPERS. TOOK VEH INTO SALEM CHEVY IN NAUGATUCK. WAS TOLD BY SERVICE MGR THAT HE WAS NOT ONE OF HIS CUSTOMERS. AND HIS CUSTOMERS CAME FIRST. COULD GIVE HIM A APPOINTMENT IN 2WEEKS. CUST STATES THEY WOULD NOT EVEN LOOK AT VEH. VEH IN NOW AT LOEHMANN-BLASIUS CHEVY FOR REPAIRS. DENISEGRIZZARD/CAC/PDX; 0; 387734061

*****PAI INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER 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
MSRP:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,

LOCATION:

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

*****VEHICLE INFORMATION*****

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

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

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

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



LONDON , KY



CASE NUMBER: 06743204 VIN: 1GHDT138322229656
MODEL YEAR: 2002
DATE OPENED: 2002-04-19 SERIES: BRAVADA AND
DATE CLOSED: 2002-05-03 MILEAGE: 5410
SOURCE: DELIVERY DATE:
BRC TYPE: REP No DEALER NAME: TINCHER-WILLIAMS CHEV OLDS INC
BRC PARENT: 06682081 DEALER ADDRESS: US 25 S, LONDON, KY, 40741, USA

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

C30 Mirrors - Interior/Exterior Other
1 REPAIR ATTEMPT(S) MOTOR BURNING
N51 Windshield Wipers Including Blades/Arms Inoperative
0 REPAIR ATTEMPT(S) MOTOR BURNING

Vehicle operation or design

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

customer closed case per jay brown.....complete file
georgette walker/repurchase 58432; 0; 389276903
2002-04-22

customer called.....states he has faxed me the registration and lien holder
information. crm explained that as soon as i get the file back from quality i will fax the
offer and will call him first. georgette walker/repurchase 58432; 0; 388331394
2002-04-22

contact lien holder.....spoke with teresa to get payoff. she will call the
customer to get authorization to give me the payoff. teresa then called me back with the
information.

FIRST NATIONAL BANK
MAIN AND 4TH ST.
LONDON, KY 40741 CONTACT: TERESA 04-22-02
BUYOUT: \$34,471.47 GOOD TILL 5-2-02 PER DIEM \$7.4032
GEORGETTE WALKER/REPURCHASE 58432; 0; 388331394
2002-04-26

fax closing letters to dealer and customer.....georgette walker/repurchase
58432; 0; 388676677
2002-04-19

*****EXECUTIVE SUMMARY*****

decision maker: russ neighbors, avm, node 404028 mailbox 8167
transaction: trade repurchase
reason for repurchase: electrical-memory mirrors do not hold memory. calls 11 communications
error radio intermittent and wiper system.
dealer contact: jay brown, service manager 606-864-5790
*****georgette
walker/repurchase 58432; 0; 388078779
2002-04-19

initial contact avm.....russ neighbors, avm. node 404082 mailbox 8167....asked that he get back with me because my calculation of upgrad and usage do not match what he has on the pra. georgette walker/repurchase 58432; 0; 388079131
2002-04-19

contact dealer.....spoke with jay brown-service managre 606-864-5790(correct phone number).....explained the process involved and received a fax number from him and told him i would contact the customer next to get the informaiton i need form himand it would probably be wondray before i would get back with him on the offer. georgette walker/repurchase 58432; 0; 388079245
2002-04-19

.....left vm that i need copy of registration, title if they have it, and lien holder name, address, phone number and account number of loan. asked customer to fax me that informaiton and to contact me to explain the process between 8 and 4:15 est m-f. georgette walker/repurchase 58432; 0; 388079502
2002-04-22

.....left vm to contact me and that i need copy of registraton and title and lien holder information. georgette walker/repurchase 58432; 0; 388325541
2002-04-22

*****REPURCHASE SUMMARY*****
gm supervisor sheldon bright authorized voluntary trade repurchase due to memory mirrors do not hold memory and radio and wipers work intermittantly. usarp \$36,697.00
replacement vehicle cost.....\$33,549.96
less usage.....\$1,320.00
less upgrade.....\$2,934.00
total customer cost.....\$4,254.00
trade repurchase amount.....\$29,295.96
*****georgette walker/repurchase 58432; 0; 388337896
2002-04-22

contact dealer.....spoke with jay brown, svc. mgr. 606-864-5790. crm advised that i have faxed the offer and release agreement to the customer and to the dealer as well along with the dealer confirmation letter and all i need him to do is sign the dealer letter and fax it back and once i get all the papers back i will contact him to set up a closing date. georgette walker/repurchase 58432; 0; 388337989
2002-04-22

make offer.....606-864-8621...left vm and explained the offer and that i have faxed the papers to the number he provided and is any questions to contact me. georgette walker/repurchase 58432; 0; 388338253
2002-04-22

return dealer call.....jay brown received my fax and his general manager stated he thought he would get 310 account and crm advised that this is done at 237 level unless he purchased this vehicle from another dealer and he can fax me proof of what it cost the dealership. jay stated he would get with the mg and get back with me. georgette walker/repurchase 58432; 0; 388344410
2002-04-22

contact dealer.....spoke with jay brown and he said the net net is ok with his boss and he has faxed me the dealer confirmation letter signed and crm verified that i did believe it. georgette walker/repurchase 58432; 0; 388355733
2002-04-23

customer called.....said he can not afford vehicle if he has to pay \$4,254.00 and tax on total amount but he can afford it if he only pays tax on \$4,254.00 and he talked to jay brown yesterday and jay said he total cost with taxes wouldbe over \$5,000 because of tax on total amount. crm advised that i would contact jay to find out if kentucky

is a tax different state or not. customer stated that jay had submitted to get the taxes back on the original vehicle. crm asked why he did that and he said jay said there was only couple days left to file to get the taxes back. customer states he has a relative who can help the transaction of getting the taxes back because she works for the government and can get it stopped if necessary. customer states he is not at home and will call me back in 30 to 45 minutes. georgette walker/repurchase 58432; 0; 388412427
2002-04-23

called dealer.....spoke with jay brown and he states that in kentucky you pay tax on the full amount it is not a tax different state and that is why they filed to get the taxes back. crm asked who was getting the taxes back the dealership or the customer and he stated the customer. georgette walker/repurchase 58432; 0; 388415028
2002-04-23

customer called.....crm explained that kentucky is not a tax different state and that he would have to pay tax on the purchase price but the dealership filed and he would get back 97% of his sales tax from his first purchase. customer stated that would be ok and that his phone is going dead and he would find a place at noon to fax me the signed papers. phone went dead. he called back again and repeated himself and the phone went dead again. georgette walker/repurchase 58432; 0; 388415150
2002-04-23

received signed papers.....notate book and status.....submit file for gm signature.....georgette walker/repurchase 58432; 0; 388442984
2002-04-23

contact customer..left vm that he can close on this on 4-30 and that i would contact jay brown to let him know of the closing date, and if this is inconvenient to please let me know. georgette walker/repurchase 58432; 0; 388443173
2002-04-23

contact dealer.....spoke with jay brown and it is ok to close on 4-30. georgette walker/repurchase 58432; 0; 388443287
2002-04-25

image file and sent to rvdc on 4-24; 0; 388580578

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

IS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



JASPER, GA



CASE NUMBER: 06781192 VIN: 1GEDS13E922174746
MODEL YEAR: 2002
DATE OPENED: 2002-04-26 SERIES: BRAVADA 2WD
DATE CLOSED: 2002-04-26 MILEAGE: 11079
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: LAWSON CHEV-OLDS INC
BRC PARENT: DEALER ADDRESS: 545 HWY 515 S, JASPER, GA, 30143, USA

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

K30 Automatic Transmission 1 REPAIR ATTEMPT(S)	Other BROKEN
D07 Blower Motor - HVAC 1 REPAIR ATTEMPT(S)	Click/Ticking NOISY
W51 Windshield Wipers Including Blades/Arms 1 REPAIR ATTEMPT(S)	Inoperative MOTOR NOT WORKING
T44 Maintenance Certificate (Oil Change) REPAIR ATTEMPT(S)	Customer Satisfaction GOODWILL
B85 CAC Resolved With Goodwill 0 REPAIR ATTEMPT(S)	CAC Resolved With Goodwill GOODWILL

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

SURVEY REC'D-CUST STATES THE VEHICLE HAS BEEN IN THE SHOP 19 DAYS OF THE LAST 6 MONTHS. CUST STATES HAS HAD THE TRANSMISSION REPLACED, WIPER MOTOR REPLACED, FAN BLOWER MAKES NOISE. VERY DISSATISFIED WITH THE VEHICLE. OLDSMOBILE HAS GIVEN THEM A MONTH PAYMENT BACK. CRM CALLED THE CUSTOMER AND SHE STATES THAT THE VEHICLE IS FIXED AND WORKING WELL NOW. CUST STATED SHE PURCHASED HER OLD VEHICLE BACK BECAUSE OF ALL THE PROBLEMS. CRM OFFERED THE CUST A FREE OIL CHANGE:

BUS REASONS:
CUSTOMERS INCONVENIENCE
VEH WAS IN THE SHOP 26 DAYS FOR THE LAST 6 MONTHS
TO FOSTER THE CUSTOMER/DEALER RELATIONSHIP
TO RETAIN A LOYAL GM CUSTOMER

THE CUSTOMER ACCEPTED THE OFFER. CRM HAS LEVEL ONE EMPOWERMENTIM-GOLGESBY
A VIN SEARCH WAS PERFORMED AND FOUND ONE REQ 05906730-DID NOT SEE ANY GOODWILL IN DOC-A LETTER WAS SENT; CUSTOMERS ADDRESS WAS VERIFIED
FORWARDING TO LIASON NEWTON FOR COMPLETION. AGNES PAUL/CARS/TAMPA; 0; 388678765
2002-04-26

PRE-APPROVE REQUEST FOR COMPLIMENTARY OIL CHANGE FOR LEVEL 1 CRM ON OGLESBY TEAM
VIN SEARCH COMPLETED - 1 OTHER REQUEST FOUND - NO GDWL
PAMELA MORRAU/TPA GOODWILL LIAISON; 0; 388681650
2002-04-26

FINAL APPROVED. ALLEN PRESTON / GOODWILL LIAISON / TAMPA; 0; 388693726

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
IDENTIFY 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:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:
ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MERP:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
FINANCE:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
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*****

FEDERAL 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:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



MONMOUTH, IL



CASE NUMBER: 06829209 VIN: 1GNDT13S722242018
MODEL YEAR: 2002
DATE OPENED: 2002-05-07 SERIES: TRAILBLAZER 4WD (4-D
DATE CLOSED: 2002-05-15 MILEAGE: 10469
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME: BRUCE FOOTE CHE-OLD-CAD INC
BRC PARENT: DEALER ADDRESS: 1349 S MAIN, MONMOUTH, IL, 61462, USA

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

N51 Windshield Wipers Including Blades/Arms Inoperative
1 REPAIR ATTEMPT(S) did not operate
S13 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) REIM REQUESTED FOR REPAIR

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- Identify sp Determine Customer's expectation
- Determine Customers expectation
- * Determine if any manufacturer / parts warranty remains in effect
- * Probe to determine if consumer has an "Extended Warranty" GMPP or other
- * Reference WKC [[GOODWILL RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Goodwill/Goodwill_Main.htm] section on how to make decision,
review warranty history, and other appropriate documents.
- * Validate repair has already been performed and whether by dealer or independent
 - (If not repaired - Change call type to "Repair Request")
 - (If already repaired at Dealership - Review with Service management to determine
cause of failure and consider reimbursement at dealership.)
 - (If already repaired at Independent - Review all relevant materials per SOG and
P&P and make appropriate "Goodwill" decision.
 - (Note: Never make a "Final" commitment without appropriate documentation.)

* If necessary follow Dawn Wright letter "Goodwill" processing [[GOODWILL RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Quickref/content/goodwill.htm>]

* If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm>]

Vehicle reimbursement or Goodwill decision - Repair already done

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

CRM CONTACTED THE DLR & SPOKE TO THE SVC MGR STEVE PEARSON. STEVE STATES THAT THE CUST DID NOT WANT TO WAIT FOR THE DLR TO REPAIR THE VEH. CUST WANTED THE DLR TO DROP EVERYTHING TO REPAIR HER VEH. STEVE STATES THAT THE CUST CHOSE TO TAKE VEH TO AN INDEPENDENT THEREFOR IT HER RESPONSIBILITY. CRM WILL ADVS CUST THAT THERE WILL NOT BE A REIM B/C DLR WAS GOING REPAIR VEH HOWEVER CUST CHOSE TO TAKE VEH TO AN INDEPENDENT. JAIMISSAIDAGE PDX CAC; 0;

289717845
2002-05-08

CRM CONTACTED CUST & L/M FOR CUST TO CALL CAC. CRM WILL CHECK FILE ON 5-15-02
*****NEXT CRM*****IS CUST CALLS IN PLS SEEK A CALL BACK TIME FOR MONDAY
THROUGH FRIDAY 630-3 PM PST THANKS JAIMESANDAGE PDX CAC; 0; 389718179
02-05-07

cust states she is the original owner, purchase veh from friendly chev in springfield chev,
cust states that her windshield wiper would not work on monday 5-6-02 & that she took the
veh to bruce foote chev & was advsd cust that she needs to bring veh back in 1 hour. cust
states that the dlr did not have a loaner veh for cust to borrow. cust states that she took
it to brian morath automotive (indepdendent). cust seeks to be reim for the repair. crm
advsd cust that crm would research. crm contacted Bruce Foote & spoke to svc advsr Robert.
Robert states that the cust did bring in the veh & the windshield wipers were inop. Robert
verified that it was raining steadily & that he would not have driven without wipers. SVC
MGR steve pearson is out of the office today. crm will contact back on wednesday 5-8-02.
crm advsd cust that crm would need to do further research & set a call back for Wednesday 5-
8-02 between 10-12 pm cst (8-10 am pst) jaimesandage pdx cac; 0; 389632990
2002-05-08

CUST RETURN CALL FROM WORKING CRM. CUST STATES SHE CAN BE CONTACTED AFTER 4:00 CDT (2:00PM
PDT) ANY TIME DURING THE WEEK. FORWARDING PER TM KILKEN ABBOTT. DARRREN HURLEY/CAC/PDX; 0;
389742033
2002-05-09

CRM WILL CONTACT CUST ON FRIDAY 5-10-02 BETWEEN 130-200 PM PST JAIMESANDAGE PDXCAC; 0;
389795369
2002-05-10

crm contacted cust & l/m for cust to call cac. *****NEXT CRM*****pls
seek a call back monday through friday 630-3 pm pst thanks jaimesandage pdx cac; 0;
9911310
02-05-13

cust states that she can be contacted before 7am
cust seeks to be called back before 7 am
crm will msg prev crm cust states that her bill was \$609.99
frances alvarez/atx/cac; 0; 390175783
2002-05-15

CUST STATES CALLING IN REGARDS TO RHIM. CRM ADVISED CUST DUE TO TAKING VEH TO IDEEP, DLRSHP
WILL NOT REIM CUST. CUST STATES WENT TO DLRSHP AND STATES DLRSHP WAS NOT WILLING TO WORK
WITH CUST, NO LOANER GIVEN, STATED COULD NOT TAKE TO WORK, AND WAS RAINING HORRIBLY AND NOT
SAFE AND STATES THE DLRSHP PURCHASED VEH IS 250 MILES AWAY. CUST STATES WILL PAY THE LABOR
BUT STATES CHEVY SHOULD REIM CUST FOR PARTS. CRM SPOKE WITH SVC MGR STATES CUST WOULD NOT
WAIT AN HR TO LOOK AT VEH AND STATES COULD HAVE DONE NOTHING ELSE. STATES THE SHOP WAS FULL
AND ADVISED CUST COULD LOOK AT VEHICLE IN AN HR. STATES THE IDEEP PURCHASED PARTS FROM
DLRSHP AND IT TOOK A WEEK TO FIX. STATES CAN TAKE RECEIPTS TO SELLING DLR TO SEE WHAT THEY
CAN DO. SVC MGR DOES NOT WANT TO BE INVOLVED. CRM ADVISED CUST AND CUST STATES CANNOT DEAL
WITH DLRSHP, STATES HAS TRIED TO PURCHASE VEHICLE THERE AND HASNT BEEN THERE. STATES THEY
WERE NOT FULL, THERE WERE MECHANICS STANDING AROUND AND SOMEONE CALLED IN AND THEY TOLD THEM
THEY DIDNT HAVE TO CONT..; 0; 390343779
2002-05-15

CONT.. MAKE AN APPOINTMENT. CUST STATES THAT IS ONLY VEHICLE ANS IS VERY UPSET B/C FEELS
LIKE TREATED HORRIBLE B/C SHE IS A WOMAN. CUST STATES WOULD BE WILLING OT PAY FOR LABOR BUT
TEANICE FOR NOTHING AND DISCONNECTED CALL. CRM SPOKE TO TM/ ANN BURTON WHO ADVISED CRM TO CALL
CUST AND ADVISE TO SEND DOCS TO CAC AND WOULD REVIEW. CUST STATES TOTAL BILL \$699 CRM CALLED
CUST BACK AND CUST STATED NO DID NOT WANT TO DO THAT AND DISCONNECTED CALL. REIM IS OFF THE
TABLE. REQUEST CLOSED DISAT-BEE LETTER. TEAM SPECIALIST APPROVAL/ELIZABETH GRISA JENNIE
BERTZ/CAC/PDX; 0; 390345106
2002-05-15

APPROVAL CRM REVIEWED FILE & BEE LETTER & IS SENDING TO MBX FOR
PRINTING.....APRIL NEWCOMB/POK/APP; 0; 390352790

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

RE 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*****

SOURCE: 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:
AFTERMARKEIT:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

* BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

EARLY QUALITY FEEDBACK REPORT

CASE ID:	EQF-03
VIN NUMBER:	1GNES16S128102140
BUILD DATE:	03/18/2002
SOLD DATE:	06/14/2002
INTERVIEW DATE:	07/29/2002
VERBATIM:	The wipers and the electrical necessities on the dashboard went out. It no longer occurs. It was like this two weeks after delivery. I noticed this when turning on the wipers. It hasn't been serviced.

CASE ID:	EQF-06
VIN NUMBER:	1GNDDT138422301879
BUILD DATE:	10/26/2001
SOLD DATE:	11/03/2001
INTERVIEW DATE:	12/13/2001
VERBATIM:	The windshield wipers only work on certain occasions. This is pretty random. I noticed this after delivery. This has not been serviced.

CASE ID:	EQF-08
VIN NUMBER:	1GNDS138022451589
BUILD DATE:	04/11/2002
SOLD DATE:	04/23/2002
INTERVIEW DATE:	05/31/2002
VERBATIM:	The windshield wipers weren't working. It doesn't occur anymore. It wasn't like this when I took delivery; I noticed a month later. It has been serviced, and they replaced the motor for the wipers. It was the component.

EARLY QUALITY FEEDBACK REPORT

CASE ID:	EQF-09
VIN NUMBER:	1GKET16S825104177
BUILD DATE:	04/02/2002
SOLD DATE:	06/25/2002
INTERVIEW DATE:	07/30/2002
VERBATIM:	The windshield wipers didn't work at all. I don't know why this has occurred. I first noticed this within two weeks. This has been serviced by replacing some parts to it. This has been corrected.

CASE ID:	EQF-12
VIN NUMBER:	1GNDS13S022198842
BUILD DATE:	07/13/2001
SOLD DATE:	07/29/2001
INTERVIEW DATE:	09/08/2001
VERBATIM:	The windshield wipers stopped working and had to be replaced. I noticed this when I was driving home the second week I had the car and the wipers just came on and never went off. This no longer occurs because they have fixed it. It was not like this upon delivery. It happened two weeks later. I don't know if it was something wrong with the actual component or wiring. This is no longer a problem.

CASE ID:	EQF-15
VIN NUMBER:	1GNDD13SX22247892
BUILD DATE:	06/01/2001
SOLD DATE:	08/20/2001
INTERVIEW DATE:	11/02/2001
VERBATIM:	The problem was that the windshield wiper motor went out. The problem was noticed when I was coming from work and it was raining. When I tried to use my wipers, I realized that they were not working. The problem does not occur. It was not like this when I took delivery. The problem occurred two weeks later. I don't know how the problem occurred. The problem has been serviced. The service provider put in a new windshield wiper motor. It was the actual motor component.

EARLY QUALITY FEEDBACK REPORT

CASE ID:	EQF-18
VIN NUMBER:	1GKDT13S822118893
BUILD DATE:	03/09/2001
SOLD DATE:	04/30/2001
INTERVIEW DATE:	06/12/2001
VERBATIM:	The windshield motor went out on me at 1100 miles. I noticed this problem when I was taking a trip and it was raining. The problem with the wipers does not occur anymore. I first noticed this problem about a month after delivery. The problem was serviced by the provider replacing the motor of the windshield wipers.

CASE ID:	EQF-18
VIN NUMBER:	1GKDT13S822143856
BUILD DATE:	08/08/2001
SOLD DATE:	05/31/2001
INTERVIEW DATE:	07/10/2001
VERBATIM:	The windshield wiper didn't work. We've had this fixed. It was like this when I took delivery. They said it was something about the switch.

CASE ID:	EQF-21
VIN NUMBER:	1GKDT13S822112026
BUILD DATE:	02/28/2001
SOLD DATE:	03/15/2001
INTERVIEW DATE:	06/12/2001
VERBATIM:	Windshield wipers didn't work. It was a wiring problem. It was serviced, they put a wire in there. It works now. They never worked from the beginning but they're fine now. Noticed on delivery.

EARLY QUALITY FEEDBACK REPORT

CASE ID: EQF-22
VIN NUMBER: 1GNDS13S822121209
BUILD DATE: 03/16/2001
SOLD DATE: 03/24/2001
INTERVIEW DATE: 06/13/2001
VERBATIM: The windshield wipers did not work. This occurred the second week after delivery. I did not notice this until it rained the first time. The dealer replaced the motor for the wipers. The problem has been corrected.

CASE ID: EQF-25
VIN NUMBER: 1GNDS13S822363613
BUILD DATE: 01/09/2002
SOLD DATE: 01/19/2002
INTERVIEW DATE: 02/28/2002
VERBATIM: The windshield wipers stopped working. I noticed this when I went to turn them on and they did not move. They did work properly and I they stopped because there was a short in a wire. This problem occurred two days after delivery. I have had this problem serviced and to correct this problem they replaced the motor. This problem no longer occurs.

CASE ID: EQF-28
VIN NUMBER: 1GNES16S630145647
BUILD DATE: 10/14/2002
SOLD DATE: 10/24/2002
INTERVIEW DATE: 12/02/2002
VERBATIM: My windshield wipers went out. I noticed it when it was raining. It no longer occurs. It wasn't like this upon delivery. I noticed the problem within two weeks from delivery. The problem has been serviced. The service provider replaced a motor. I think it was the component.

EARLY QUALITY FEEDBACK REPORT

CASE ID:	EQF-31
VIN NUMBER:	1GNES16S836139982
BUILD DATE:	10/03/2002
SOLD DATE:	10/18/2002
INTERVIEW DATE:	11/22/2002
VERBATIM:	The windshield wipers stopped working. There was a shortage. I used them one day and they didn't stop moving. I couldn't turn them off and it killed my battery. The problem does not still occur. It was not like this when I took delivery. I noticed this about two or three weeks after delivery. The problem has been serviced, and they ordered some parts.

CASE ID:	EQF-34
VIN NUMBER:	1GNES168732140030
BUILD DATE:	08/24/2002
SOLD DATE:	10/30/2002
INTERVIEW DATE:	12/07/2002
VERBATIM:	I have a problem with the wipers. The motor is not working. There are no specific conditions that this problem occurs under. It no longer occurs. I didn't notice it upon delivery. This problem has been serviced. The service provider installed a new motor.

CASE ID:	EQF-36
VIN NUMBER:	1GKE8169038128582
BUILD DATE:	08/12/2002
SOLD DATE:	08/25/2002
INTERVIEW DATE:	10/31/2002
VERBATIM:	The windshield wiper stopped working. I got in the vehicle, and the wipers wouldn't work. I noticed this problem about a week after delivery. This problem has been serviced and no longer occurs.

EARLY QUALITY FEEDBACK REPORT

CASE ID:	EQF-37
VIN NUMBER:	1GNDT138632153226
BUILD DATE:	08/10/2002
SOLD DATE:	08/23/2002
INTERVIEW DATE:	10/31/2002
VERBATIM:	The windshield wipers don't work at all. There is a noise associated with this problem. The noise sounded like the motor was grinding. This problem still occurs and was like this on delivery. This problem hasn't been serviced.

CASE ID:	EQF-39
VIN NUMBER:	1GNDS13S632224723
BUILD DATE:	11/22/2002
SOLD DATE:	11/28/2002
INTERVIEW DATE:	01/05/2003
VERBATIM:	During a snow storm, my wipers stopped working. There was a bad connection in the fuse box that caused this. This problem no longer occurs because the dealer repaired the fuse. I don't know if it was like this upon delivery.

CASE ID:	EQF-47
VIN NUMBER:	1GNET168438152125
BUILD DATE:	10/25/2002
SOLD DATE:	11/13/2002
INTERVIEW DATE:	12/16/2002
VERBATIM:	The windshield wipers quit working. I noticed problem when it was snowing and I tried to use the wipers and they wouldn't work. The problem still occurs. The problem occurred two weeks ago. The problem has been serviced. The service provider replaced the windshield wiper motor to fix the problem. The problem was in the actual component.

EARLY QUALITY FEEDBACK REPORT

CASE ID: EQF-48
VIN NUMBER: 1GNES16S038139349
BUILD DATE: 10/02/2002
SOLD DATE: 11/04/2002
INTERVIEW DATE: 12/16/2002
VERBATIM: The windshield wiper motor went out. One day, when it was raining, it just shut off. I brought it in for service and this has been resolved. It was like this upon delivery and this no longer occurs.

CASE ID: EQF-50
VIN NUMBER: 1GNES18S426124407
BUILD DATE: 06/24/2002
SOLD DATE: 07/18/2002
INTERVIEW DATE: 08/30/2002
VERBATIM: The windshield wipers stopped working. I noticed this problem when it was raining really hard and they would not work. I even turned the car on and off, and they still did not work. I just received the car yesterday, and as of yesterday, they were fine. The problem was serviced. The service provider replaced the windshield wiper motor. It was not like this when I took delivery.

CASE ID: EQF-51
VIN NUMBER: 1GNES18S726124224
BUILD DATE: 06/24/2002
SOLD DATE: 07/19/2002
INTERVIEW DATE: 08/30/2002
VERBATIM: The windshield wipers did not work. This problem occurred during a rainy day. The problem has been serviced with a replaced wiper motor. This problem no longer occurs. I noticed this problem about a couple days after delivery.

EARLY QUALITY FEEDBACK REPORT

CASE ID: EQF-83
VIN NUMBER: 1GKE8168128133948
BUILD DATE: 06/19/2002
SOLD DATE: 07/22/2002
INTERVIEW DATE: 06/29/2002

VERBATIM: The wiper module went out and the wipers did work at all. I noticed this problem in the middle of a very bad thunderstorm. The problem no longer occurs. I noticed this problem three weeks after delivery. This problem has been serviced by the dealer with a replacement module.

CASE ID: EQF-83
VIN NUMBER: 1GKE8168228136777
BUILD DATE: 06/25/2002
SOLD DATE: 07/19/2002
INTERVIEW DATE: 06/30/2002

VERBATIM: The windshield wipers stopped working. I turned them on during a rainstorm. They wouldn't come on. This still occurs. I didn't notice this upon delivery. I first noticed it three weeks after delivery. It has been serviced. They fixed the problem, but I don't know how.

CASE ID: EQF-89
VIN NUMBER: 1GNET165X28133884
BUILD DATE: 06/19/2002
SOLD DATE: 06/02/2002
INTERVIEW DATE: 09/09/2002

VERBATIM: The windshield wiper motor went bad. The problem was noticed after the first rain storm. The problem does not still occur. The vehicle was like this when I took delivery. This problem has been serviced. The service provider replaced the windshield wiper motor. The fault was with the entire component.

EARLY QUALITY FEEDBACK REPORT

CASE ID:	EQF-02
VIN NUMBER:	1GNES16S236114164
BUILD DATE:	08/12/2002
SOLD DATE:	09/14/2002
INTERVIEW DATE:	10/24/2002
VERBATIM:	The windshield wiper motor is down. I noticed it when it was raining one morning. This problem has been fixed. It wasn't like this when I took delivery.

CASE ID:	EQF-03
VIN NUMBER:	1GNES16S136116511
BUILD DATE:	08/16/2002
SOLD DATE:	09/10/2002
INTERVIEW DATE:	10/24/2002
VERBATIM:	The windshield wipers quit working on me. It was the windshield wiper motor. It burned up. I took it in for service and the service provider fixed it. Now, the sprayer doesn't work, and the reservoir is full of water. It wasn't like this when I took delivery.

CASE ID:	EQF-04
VIN NUMBER:	1GNES16S336114629
BUILD DATE:	08/13/2002
SOLD DATE:	09/13/2002
INTERVIEW DATE:	10/23/2002
VERBATIM:	The windshield wiper motor has gone out twice. I noticed this problem the first time I encountered rain. The problem no longer occurs. I noticed this problem two days after delivery. The problem has been serviced. The problem hasn't occurred since I took it in for service. They replaced the motor and they found water in the motor. They also replaced a switched circuit the second time I took it in.

EARLY QUALITY FEEDBACK REPORT

CASE ID: EQF-65
VIN NUMBER: 1GKES16S536114810
BUILD DATE: 08/13/2002
SOLD DATE: 09/13/2002
INTERVIEW DATE: 10/23/2002

VERBATIM: The windshield wipers stopped working. It wasn't like this when I took delivery of the car. I first noticed this within the first week of owning the vehicle. The windshield wipers did work properly at one point, but they just stopped. I took the vehicle in for service, and the service provider changed something that makes the windshield wipers work. It was a component that wasn't working.

CASE ID: EQF-66
VIN NUMBER: 1GNES16S236118915
BUILD DATE: 08/22/2002
SOLD DATE: 09/11/2002
INTERVIEW DATE: 10/22/2002

VERBATIM: The windshield wiper stopped working. I first noticed this problem about two weeks after delivery. This problem has been serviced and fixed. The service provider put in a new relay switch. I don't know if they replaced the whole motor. I don't know if it was the actual component or the wiring.

CASE ID: EQF-67
VIN NUMBER: 1GKET16S636114358
BUILD DATE: 08/13/2002
SOLD DATE: 09/06/2002
INTERVIEW DATE: 10/21/2002

VERBATIM: The windshield wipers don't work. The problem was noticed two weeks ago. When you start up, it just doesn't work at all. It has not been serviced. I didn't notice it upon delivery.

EARLY QUALITY FEEDBACK REPORT

CASE ID: EQF-69
VIN NUMBER: 1GKE8169536108900
BUILD DATE: 08/02/2002
SOLD DATE: 08/31/2002
INTERVIEW DATE: 10/15/2002

VERBATIM:

The vehicle had no wind shield wipers whatsoever. It was raining and I went to use the wind shield wipers and there were none. The problem does not occur anymore because it was serviced and now I have windshield wipers. This was not noticed upon delivery, I noticed this about a week and a half after.

CASE ID: EQF-70
VIN NUMBER: 1GNES166X36103322
BUILD DATE: 07/23/2002
SOLD DATE: 08/19/2002
INTERVIEW DATE: 08/26/2002

VERBATIM:

The windshield wiper motor, and wiper operation switch shorted each other out. These items did work after delivery. Exactly 30 days after delivery, these went out. I had to drive in the rain without any wipers. This has been serviced. The provider replaced the wiper motor, and the switch. This problem does not occur anymore. Now the large plastic collar near the area where the key goes in, is loose, and there is a gap. This occurs when I put the steering wheel up.

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER:

ADDRESS:

Drexel Hill

PA

HOME PHONE: 6106225540

CASE NUMBER: 1-100041448

VIN: 1GNWT168836103364

MODEL YEAR: 2003

DATE OPENED: 2003-05-16

SERIES: TrailBlazer

DATE CLOSED: 2003-06-30

MILEAGE: 6000.0000000

SOURCE: Phone

DELIVERY DATE:

SRC TYPE: N/A/c

DEALER NAME: Rothrock Chevrolet, Inc.

SRC PARENT:

DEALER ADDRESS: 780 Baltimore Pike, Springfield, PA, 19064-0151, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

Inoperative

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

Windshield wiper; ; 2003-05-16

2003-05-21

f/u w/cust re:concern; ; 2003-06-30

2003-06-12

f/u w/cust re:concern...vehic repaired by Chevy dlr under terms of warranty?; ; 2003-06-30

2003-06-12

CEM cldd cust @ [REDACTED]; ; 2003-06-12

2003-06-12

CEM cldd cust @ [REDACTED]; ; 2003-06-12

2003-06-17

Make 2nd call to cust to verify repair and cust satisfaction.; ; 2003-06-30

2003-06-30

CEM made contact w/Mrs Joanne Shipman @ [REDACTED]; ; 2003-06-30

2003-06-30

SR update.; ; 2003-06-30

2003-06-30

Service Request has been Closed Satisfied.; ; 2003-06-30

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

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:

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:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

HRC WARRANTY DATE:

MSRP:

MSRP: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

FINANCE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAME:

BUSINESS:

0 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

LENGTH AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



Ellicott City
MD



HOME PHONE:

CASE NUMBER: 1-100549113 VIN: 1GKET168726130809
DATE OPENED: 2003-05-19 MODEL YEAR: 2002
DATE CLOSED: 2003-06-05 SERIES: Envoy
SOURCE: Phone MILEAGE: 17040.0000000
SRC TYPE: N/Yes DELIVERY DATE:
SRC PARENT: DEALER NAME: Baltimore Auto Group, Llc
DEALER ADDRESS: 8800 Ridge Road, Ellicott City, MD, 21043-4122, USA

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

BS1 Power Windshield Wiper - Motor / Blades / Arms
0 REPAIR ATTEMPT(S) Inoperative

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

Repeat wiper concerns and SES light; ; 2003-05-19
2003-05-19

Repair details; ; 2003-05-19
2003-05-19

SR followup; ; 2003-05-19
2003-05-19

Repair details; ; 2003-05-19
2003-05-19

I; ; 2003-05-19
2003-05-28

Followup; ; 2003-05-28
2003-05-28

SR followup; ; 2003-05-28
2003-06-02

SR followup; ; 2003-06-02
2003-06-02

Repair details; ; 2003-06-02
2003-06-02

I; ; 2003-06-02
2003-06-02

GMPP Smartcare for 12 months 12,000 miles; ; 2003-06-02
2003-06-02

Created: CAC_RS0013. SR#1-100549113; ; 2003-06-02

2003-06-02

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-06-02
2003-06-02

GNPP Smartcare for 12 months 12,000 miles; ; 2003-06-03
2003-06-03

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2003-06-03
2003-06-03

Service Request has been Closed Satisfied.; ; 2003-06-03
2003-06-05

SR in Status of Closed has been Re-Opened by WILLISS; ; 2003-06-05
2003-06-05

completed gnpp smart care contract for 12 months/12,000 miles.; ; 2003-06-05
2003-06-05

Service Request has been Closed Satisfied.; ; 2003-06-05

*****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:
LEASE 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:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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:

November 5, 2003

[REDACTED]
Ellicott City, MD [REDACTED]

Service Request: S1-100549113
[REDACTED]

Thank you for your support of GMC. 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 Smart Care Plan for your 2002 GMC Envoy, Vehicle Identification Number 1GKET16S726130809, is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on November 5, 2003, and 17,040 odometer miles
- 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 GMC customer.

If you have any future questions, please feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 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,

Lois Price
Customer Relationship Manager

RS0013-A/snw

Motor Insurance Corporation
National Mechanical Service Center
P.O. Box 8888
Chicago, IL 60680-8888

JUN 19 2003

Please process the attached GMFP Contract Registration form:
Customer Information:

Customer Name: [REDACTED]

Request Number: SI-100049113

Personal Use: Commercial Use:

Reason for adding GMFP: Wiper motor fails repeatedly

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN: 1GKET16572W130809

Year: 2002 In-Service Date: 7/1/02 Mileage: 17,040

Division Dealer Code Information: (Circle one below)

Pontiac - 3-89101 GMC Truck - 8-81704 Oldsmobile - 3-89801
Buick - 4-89001 Chevrolet - 1-79811 Cadillac - 8-89008
Medium Duty Truck - 8-81708

Payment Approval and Type:

General Motors has agreed to: (Check one below)

- Approve and pay for a new plan - no GMFP coverage currently
 Authorize a new plan or upgrade; customer will pay total cost
 Approve and pay for an upgrade; apply original coverage refund to Division making request
 Pay for all coverage costs; refund original coverage cost to customer; see special instructions below
 Cancellation

Special Instructions:

- Transferable Non-Transferable
 Transfer all claims to new policy
 Endorse selling dealer code to Division code.
(Selling dealer to keep profit. Division is debited the dealer's profit.)

Payment Approval:
CPN (decision maker): Lois Price

Plan Selection: Smart Care 12 months/12,000 miles

Team Manager/Supervisor: Melissa Armstrong Date: 6/15/03

Contract Registration

New Used On Car Off Car Low

VEHICLE IDENTIFICATION NUMBER (must be 17 characters) 1GKEET16S7261301809 **PLAN PURCHASE DATE** 06/05/03
YEAR 2001 **MAKE** GMC **MODEL** Envoy **CURRENT ODOMETER** 17040 **4 WHEEL DRIVE**

FIRST NAME [Redacted] **LAST NAME** [Redacted] **FLEET** **ON EMPLOYEE**
NAME OF BUSINESS OR MUNICIPALITY [Redacted] **ADDRESS** [Redacted]
CITY Ellicott City **STATE** MD **ZIP CODE** [Redacted]

The Plan provider is authorized to charge my account for the cost of the agreement and my share of any subsequent contributions.
DEALER NAME GMC Division **DEALER CODE** 51417044 **PROMOTION CODE** [Redacted]
ADDRESS P.O. Box 33172 **CITY** Detroit **STATE** MI **ZIP CODE** 48232-5172

OR **DEALER NAME** GMC Division **ADDRESS** P.O. Box 33172 **CITY** Detroit **STATE** MI **ZIP CODE** 48232-5172

LEASE **WHEELS** **MAJOR BRAND** **WALK BRAND** **BASE BRAND** **SMART PROTECTION** **SMART PROTECTION PLUS**

Mechanical Terms
THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.
IN-WARRANTY The time and mileage of any plan selected will be calculated from the date and mileage on the vehicle at the date of the purchase of the earlier option. Plans not be purchased only at the date of vehicle purchase. Certain plans have an additional 12-month extension or 25,000-mile extension or optional extension is selected.
OUT-OF-WARRANTY

VEHICLE IN SERVICE DATE (to change option) [Redacted] **TERMINAL** [Redacted] **OPTIONAL CONTRACTOR IN** [Redacted] **PRICE** [Redacted]

MAINTENANCE TERM: The time and mileage for Smart Care will be calculated from the date and mileage on the vehicle at the purchase date of this agreement. The time and mileage of Smart Care Plus begin on the same date as the manufacturer's warranty and stops when:

SMART CARE **SMART CARE PLUS** **TERMINAL** [Redacted] **PRICE** [Redacted]

OPTIONAL COVERAGE (select all that apply):
REPLACEMENT **BUSINESS** **FLAMMABLE** **EMERGENCY** **THEFT/COMPLEY** **THE ROAD HAZARD**

By signing this, I agree to all the terms and conditions on this form. I acknowledge that purchase of this agreement is not required to order or purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this registration, a Coverage Agreement will be mailed to the address indicated above.

CUSTOMER SIGNATURE [Redacted] **DATE** 6/5/03

NET TOTAL \$ [Redacted] **TAX** \$ [Redacted] **TOTAL** \$ [Redacted]

ORIGINAL COPY

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Clio , MI



CASE NUMBER: 1-103379527 VIN: 1GKBT16S936114936
MODEL YEAR: 2003
DATE OPENED: 2003-05-28 SERIES: Envoy
DATE CLOSED: 2003-05-28 MILEAGE: 3500.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Patsy Lou Buick-GMC, Inc.
BRC PARENT: DEALER ADDRESS: G5111 Corunna R, Flint, MI, 48532, USA

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

B51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

wiper motor failure intermittently; ; 2003-05-28
2003-05-28

call to dlr svc mgr; ; 2003-05-28
2003-05-28

Service Request has been Closed Satisfied.; ; 2003-05-28

*****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:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



South Bend

WA

HOME PHONE: 3604553393

CASE NUMBER: 1-104288146 VIN: 1GNES168436124747
MODEL YEAR: 2003
DATE OPENED: 2003-05-30 SERIES: TrailBlazer
DATE CLOSED: 2003-05-30 MILEAGE: 11689.000000
SOURCE: Phone DELIVERY DATE:
REC TYPE: N/Yes DEALER NAME: Titus-Will Chevrolet Sales, Inc.
REC PARENT: DEALER ADDRESS: 2425 Carriage Loop SW, Olympia, WA, 98502, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Wipers; ; 2003-05-30
2003-05-30

To sched appt; ; 2003-05-30
2003-05-30

To advise of recall; ; 2003-05-30
2003-05-30

Service Request has been Closed Satisfied.; ; 2003-05-30

*****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:

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*****

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER SAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

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 PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

PLACEMENT VIN:

TITLE BRAND:

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

NUMBER OF INJURIES: 0
CONCERNS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAME: * BUSINESS: 0
BUSINESS: DATE OF ACCIDENT:
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 SOURCE:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Meridian, MS



CASE NUMBER: 1-105065834 VIN: 1GNES168226104091
MODEL YEAR: 2002
DATE OPENED: 2003-06-02 SERIES: TrailBlazer
DATE CLOSED: 2003-06-06 MILEAGE:
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/ANO DEALER NAME:
SRC PARENT: DEALER ADDRESS:

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

M51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

RFT-Windshield Wiper Operation; ; 2003-06-02
2003-06-02

Dissat Closing; ; 2003-06-06
2003-06-06

TM closed file Dissatisfied.; ; 2003-06-06
2003-06-06

Service Request has been Closed Dissatisfied.; ; 2003-06-06

*****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:

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,

PHONE NUMBER:
PRODUCT CODE:

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

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

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

LOCATION:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Palmer , MA

CASE NUMBER: 1-105616327 VIN: 1GNFT168726111650
MODEL YEAR: 2002
DATE OPENED: 2003-06-04 SERIES: TrailBlazer
DATE CLOSED: 2003-06-25 MILEAGE: 22001.0000000
SOURCE: Email DELIVERY DATE:
SRC TYPE: N/A Yes DEALER NAME: Chevrolet-Oldsmobile-Cadillac of Chicopee, Inc.
SRC PARENT: DEALER ADDRESS: 505 Memorial Drive, Chicopee, MA, 01020-5076,

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Chevrolet TrailBlazer Owner Assistance; ; 2003-06-04

RE: Chevrolet TrailBlazer Owner Assistance; ; 1970-01-06
2003-06-10

follow up-windshield wiper/brake lights; ; 2003-06-10
2003-06-05

call dir for diagnosis; ; 2003-06-05
2003-06-05

call dir for info; ; 2003-06-05

RE: Chevrolet Trailblazer Owner Assistance; ; 2003-06-10
2003-06-17

5-day follow up; ; 2003-06-12

RE: Chevrolet Trailblazer Owner Assistance; ; 2003-06-11
2003-06-12

cust called in; ; 2003-06-12
2003-06-12

calling cust; ; 2003-06-12
2003-06-12

maint ltr for LOF rotation; ; 2003-06-12
2003-06-12

maint ltr LOF rotation; ; 2003-06-12
2003-06-12

Created: CAC_RS0022. SR#1-105616327; ; 2003-06-12
2003-06-12

Goodwill Status has been changed from: Not Initiated to Pending BITEL; ; 2003-06-12
2003-06-12

Maintenance Letter for a tire rotation and lube, oil, and filter service was final
approved.; ; 2003-06-13
2003-06-12

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2003-06-12
2003-06-13

Service Request has been Closed Dissatisfied.; ; 2003-06-13
2003-06-19

SR in Status of Closed has been Re-Opened by CHIBBARD; ; 2003-06-19
2003-06-19

call AVM as FYI; ; 2003-06-19
2003-06-19

Created: CAC_MN0001. SR#1-105616327; ; 2003-06-19
2003-06-19

FAVM Sefa Damon 914055 8384; ; 2003-06-19
2003-06-20

and BBB ltr; ; 2003-06-20
2003-06-20

Created: CAC_MN0001. SR#1-105616327; ; 2003-06-20
2003-06-20

BBB ltr; ; 2003-06-24
2003-06-20

SR update; ; 2003-06-20
2003-06-20

Avm interim response; ; 2003-06-23
2003-06-24

Correspondence Rejected; ; 2003-06-24
2003-06-24

BBB LETTER HAS BEEN APPROVED.; ; 2003-06-24
2003-06-24

Service Request has been Closed Dissatisfied.; ; 2003-06-24
2003-06-24

SR in Status of Closed has been Re-Opened by NEWTON; ; 2003-06-24
2003-06-24

ST WANTS TO SPEAK WITH DONNA CHIBBARD (K58208); ; 2003-06-24
2003-06-24

TRANSFERRED TO VOICEMAIL; ; 2003-06-24
2003-06-25

Service Request has been Closed Dissatisfied.; ; 2003-06-25

*****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:

RE 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*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
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:
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:
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:

*****BHC CONTACT INFORMATION*****

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

November 5, 2003

[REDACTED]
Palmer, MA [REDACTED]

Service Request: S1-105616327
[REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 2002 Chevrolet TrailBlazer. 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,

Donna Chibbero
Customer Relationship Manager

MN0001-T/mrb

November 5, 2003

[REDACTED]
Palmer, MA [REDACTED]

Service Request: S1-105616327
[REDACTED]

We are sorry you have experienced concerns with your 2002 Chevrolet TrailBlazer. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary tire rotation and lube, oil, and filter service. Present this letter to any Chevrolet dealership for redemption.

If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 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,

Donna Chibbaro
Customer Relationship Manager

RS0022-T/mm

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary tire rotation and lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

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

CASE NUMBER: 1-106758661 VIN: 1GKE8168526121853
DATE OPENED: 2003-06-06 MODEL YEAR: 2002
DATE CLOSED: 2003-06-06 SERIES: Envoy
SOURCE: Phone MILEAGE: 16500.0000000
BRC TYPE: N/Yes DELIVERY DATE:
BRC PARENT: DEALER NAME: Central Auto Sales, Inc.
2098, USA DEALER ADDRESS: 2401 N Columbia St, Milledgeville, GA, 31061-

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

B51 Power Windshield Wiper - Motor / Blades / Arms
0 REPAIR ATTEMPT(S) Inoperative

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

REVIEWS GENERAL Scanned: 2003-06-04-13.59.30.000000, MSXDocNum: VIN; ; 2003-06-06
2003-06-06

Call cust for adv; ; 2003-06-06
2003-06-06

Call dlr to adv; ; 2003-06-06
2003-06-06

Service Request has been Closed Satisfied.; ; 2003-06-06

*****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:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
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: ,

LOCATION:

1-106758661

GMC Service Satisfaction Survey

Please make any corrections to your name, address or telephone number here:

**** Dissatisfied Customer ****

Gray GA
[Redacted Address]

Home telephone [Redacted]
Change to: ()

Please provide us with your preferred Email address:
[Redacted]

Dear Mr Charles L. Tilman:

Our records indicate that you had your 2002 Envoy serviced at Classic Motors of Milledgeville on April 28, 2003. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Classic Motors of Milledgeville.

Sincerely,
Charles F. Ugolino
Charles F. Ugolino
Director of Operations

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

Please check this box if you no longer own/lease this 2002 Envoy, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON APRIL 28, 2003, COMPLETE THIS SURVEY. ****

About Your GMC Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|-------------------------------------|-------------------------------------|-----------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | Yes | No | Does Not Apply/Not Required | Don't Know | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|--|--------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? ... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 6. Were you offered transportation options? | Yes | No | Does Not Apply/Not Required | Don't Know | | |
| 7. How satisfied were you that you were kept informed about the status of your service request? | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Was your vehicle ready by the original time promised? | Yes | No | No Time Promised | | | |
| | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |



16NES166525121859 90176

28316068163 00000168899 086488

054-1

GSI 101319

About Your Service Consultant/Advisor - continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
How satisfied were you with the explanation you were given of all services performed?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how satisfied were you with your Service Consultant?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About Service Delivery

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
11. When you picked your vehicle up, how satisfied were you with:					
- The time it took to complete the transaction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The ease of getting your vehicle?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The condition in which it was returned?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Yes	No			

12. Were ALL of your service concerns corrected on this service visit? Yes No

If NO, why not? (check all that apply)

<input type="checkbox"/> Condition explained - repair not necessary	<input type="checkbox"/> Parts not available
<input type="checkbox"/> Work performed did not correct the problem	<input type="checkbox"/> I declined repair
<input type="checkbox"/> Service Department could not duplicate problem	<input checked="" type="checkbox"/> Other (please specify) <i>This was third time having same problem. Not keeping parts stock. Having to wait for parts to be shipped.</i>
<input type="checkbox"/> Service Department was too busy	<input type="checkbox"/> Don't know

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Yes	No			
14. Were you given a copy of the completed repair order/invoice? ..	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
	Yes	No	Don't Know/Not Sure		
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Classic Motors of Millersville?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Definitely Satisfied	Probably Satisfied	Might/Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2002 Envoy?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Are you ...	<input checked="" type="checkbox"/> Male	<input type="checkbox"/> Female			
20. Your age ...	<input type="checkbox"/> Under 25	<input type="checkbox"/> 25-34	<input checked="" type="checkbox"/> 35-44	<input type="checkbox"/> 45-54	<input type="checkbox"/> 55-64
				Yes	No
21. May we include your name when providing this information to your dealership?			<input type="checkbox"/>	<input checked="" type="checkbox"/>	

22. Do you have any other comments/recommendations about Classic Motors of Millersville?
I think they need to keep up to date on a photo & how to fix break down on other vehicle instead of relying on a manager.

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the GMC Customer Assistance Center: 1-800-488-8782

I'm still waiting on a call. So that they can fix a problem in front End. Mechanic didn't know how to repair problem

Please return this questionnaire in the self-addressed, postage-paid envelope to:
 GMC, P.O. BOX 10084, TOLEDO, OH 43809-0084

0599

Siebel Reports:

CaseId: 1-107507502

Name: [REDACTED]

Address: [REDACTED]

City: Portola

State: CA

zip: [REDACTED]

Country: USA

Owner_phone:

Vin: 1GNET168236119095

Open_date:

Make: Chevrolet

Closed_date:

Model: TrailBlazer

Source: White Mail

Odometer: 12000

BRC_type: RepurchaseYes

UCC: N81

UCCdesc: Power Windshield Wiper - Motor / Blades / Arms

Call_notes: Inoperative

Work_Desc: Inbound customer

Remarks

1-107507502 on 6/10 @ 10 pm EST

REQUEST FOR ASSISTANCE Scanned: 2003-06-09-17.34.47.000000, MSXDoc

CRM ATTACHED LETTER FROM CUST WITH SAME CONCERN

Outbound to field rep

same concern

LTR REGARDING SAME CONCERN ATTACHED TO FILE

SAFETY Scanned: 2003-06-09-17.35.05.000000, MSXDocNum: 0315000703

Inbound from AVM

1-107507502 on 6/18 between 6-8 pm EST.

Outbound to customer

1-107507502 on 6/23

Outbound to customer

1-107507502 on 6/27

Confidential Information

CASE ASSESSMENT BY: T.Thackray

CARS Request No: 1-107607602

Customer Name: [REDACTED]

Year of Vehicle: 2003 Make: Chev Model: Trailblazer 4WD Current Mileage: 13,600

Vehicle ID No.: 1GNET168X36118085 In Service Date: 12/21/02 Purchased: New

What is customer seeking: Repurchase

What is customer eligible for: Repairs

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Windshield Wiper Motor

02/10/03	4,763	1	Windshield Wiper Motor Replaced
03/03/03	6,879	2	Windshield Wiper Arm Replaced
05/06/03	11,066	2	Windshield Pump R&R/Rpl

OTHER SYMPTOM / COMPLAINT: Emergency Brakes

05/06/03	11,066	2	Park Brake Adjust
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OTHER SYMPTOM / COMPLAINT: Header on Hatchback

03/03/03	6,879	2	RR / RF Mid R&R/RPL
----------	-------	---	---------------------

OTHER SYMPTOM / COMPLAINT: Fog on Windshield from A/C

05/06/03	11,066	2	Cowl Area Reseal
----------	--------	---	------------------

OTHER SYMPTOM / COMPLAINT: Both Tail Lights Burned Out

No repair order

Total Days Reported Out of Service: 5

VEHICLE MEETS PRESUMPTION: YES: NO:

Arbitrate case: Settle case: xxx

Case Recommendation for Customer Satisfaction (based on a review of documentation):

AVM and/or DEALER RECOMMENDATION:

Team Manager Approval:

Date:

Confidential Information

CASE ASSESSMENT BY: T.Thackray

CARS Request No: 1-187607882

Customer Name: [REDACTED]

Year of Vehicle: 2003 Make: Chev Model: Trailblazer 4WD Current Mileage: 13,680

Vehicle ID No.: 1GNET163X38148085 In Service Date: 12/21/02 Purchased: New

What is customer seeking: Repurchase

What is customer eligible for: Repairs

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Windshield Wiper Motor

Date	Mileage	Count	Description
02/16/03	4,763	1	Windshield Wiper Motor Replaced
03/03/03	5,979	2	Windshield Wiper Arm Replaced
05/06/03	11,066	2	Windshield Pump R&R/Rpl

OTHER SYMPTOM / COMPLAINT: Emergency Brake

Date	Mileage	Count	Description
04/06/03	11,998	2	Park Brake Adjust

OTHER SYMPTOM / COMPLAINT: Header on Hatchback

Date	Mileage	Count	Description
03/03/03	6,879	2	RR / RF NID R&R/RPL

OTHER SYMPTOM / COMPLAINT: Fog on Windshield from A/C

Date	Mileage	Count	Description
05/06/03	11,966	2	Cowl Area Repair

OTHER SYMPTOM / COMPLAINT: Both Tail Lights Burned Out

No repair order

Total Days Reported Out of Service: 6

VEHICLE MEETS PRESUMPTION: YES NO

Arbitrate case: Settle case:

Case Recommendation for Customer Satisfaction (based on a review of documentation):
Crm recommends offering cust a 60/90 Value Guard \$100 deductible. This will address any future concerns that cust has past the NVW.

AVM and/or DEALER RECOMMENDATION:

Team Manager Approval:

Date:

Customer Claim Form

Case Number: CHV0344828
Contact Date: 08/23/03
Start Date: 08/23/03

Customer Name Address

PORTOLA, CA

Vehicle Information

Name(s) that appear on vehicle title: [REDACTED]
Is vehicle titled to a business? no Percentage of time vehicle used for business purposes:
Transmission Type: Automatic Number of vehicles registered in California by vehicle owner/lessee: 2
Make: Chevrolet Model: Trailblazer Model Year: 2003 Current Mileage: 13900
Vehicle Identification Number: 1GNET16SXC35119095
Servicing Dealer/City/State: CEASAR'S NUGGET MOTORS INC.,
Selling Dealer/City/State: CEASAR'S NUGGET MOTORS INC., QUINCY, CA
Insurance Carrier: State Farm Policy Number: 891057-E18-858
Has vehicle been in an accident? Yes ___ No X Date of accident:
Description of Damage: .

Purchase/Lease Information (complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 12/22/02	Mileage at purchase:	Lease Date:	Mileage at lease:
Purchased As: New		Leased As:	
Is the vehicle in your possession? yes		Is the vehicle in your possession?	
Lienholder's Name: GMAC		Leasing Company's Name:	
Address: _____		Address:	
City/St/Zip: _____		City/St/Zip:	
Phone: () - _____		Phone:	

Resolution Sought

The consumer no longer wants the vehicle. Not interested in further repairs. Vehicle is an inconvenience.

Signature of Owner(s): _____
I am authorizing my lienholder/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.
Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

To: Ms. Debbie Berry
Fax#: 18663112782
From: Rosa Tinoco
Sep 11, 2003

Re: /CHV0344928
TotalPages: 2

TO: Ms. Debbie Berry COMPANY:



AUTO LINE

POST DECISION SETTLEMENT FORM

Customer: _____

Case Number: CHVD344928Manufacturer: ChevroletDate: September 10, 2003

The parties named above have agreed to the settlement outlined below as the basis for a final resolution of the issues brought before the arbitrator in this case.

By signing this agreement, the parties have agreed to have this settlement supercede the decision rendered by the arbitrator.

The terms of the settlement are as follows:

Parties of Debbie Berry of Chevrolet Motor Division and consumer Ms. Melissa Scheuchenshuber, have reached a new settlement. Chevrolet has offered consumer a straight repurchase of her 2003 Chevrolet Trailblazer, for the following amounts:
Cash purchase price of \$34,919.44; Sales Tax of \$2534.96; Tags and License of \$494.00. A usage deduction will be taken at 10,000 miles, which totalled \$2909.95. Completion of this transaction should take approximately 30 days. Consumer has accepted this offer.

 Customer (print name)

 Manufacturer's Representative (print name)

 Signature

 Signature

 Date

 Date

2003 TRAILBLAZER EXT LT 4WD
 62U DK GRAY METALLIC /L6G
 95H MED PENTER/DK PENTER ACCENTS
 ORDER NO. FMM84D/TDC STOCK NO.
 VIN 1GNH16SX36119095

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD98016008

MODEL & FACTORY OPTIONS	MRP	INV AMT	RETAIL - STOCK
CT15806 TRAILBLAZER EXT LT 4WD	32885.00	29760.93	INVOICE 08/23/02
AJ7 DR/PASS FRT & SIDE AIRBAGS	350.00	301.00	SHIPPED 08/23/02
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C	EXP I/T 09/10/02
Q90 LOCKING DIFFERENTIAL-REAR AXLE	270.00	232.20	INT COM 09/10/02
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 08/22/02
M30 4 SPEED ELECTRONIC AUTOMATIC TRANSMISSION WITH OVERDRIVE	0.00	0.00	KEYS 8315K 8315K
QTR P245/65R17 ALL-SEASON WOL CW-/ OFF ROAD TIRES (REPLACES STD/OPT PKG TIRES)	140.00	120.40	WFP-S QTR OPT-1
UC6 AM/FM RADIO, RDS, 5 DISC CHANGER, AUTO TONE CONTROL, AND ETR (REPLACES STD/OPT PKG RADIO)	395.00	339.70	BANK: GMAC - 085
UB1 VEHICLE COMMUNICATIONS PKG INCL: ONSTAR COMMUNICATIONS SYS W/1 YR SAFE & SOUND PLAN, LIGHT SENSITIVE ISRV MIRROR	870.00	748.20	CHG-TO 06-477
VK3 FRONT LICENSE PLATE MOUNT	N/C	N/C	SHIP WT: 4851
YF5 CALIFORNIA EMISSIONS	N/C	N/C	HP: 32.1
ZM5 UNDERBODY SHIELD PACKAGE	130.00	111.80	GVW: 6400
EQ3 DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WEL W/CONFL	585.00	503.10	GVWF: 3200
18J EXT LT PREF EQUIPMENT GROUP	N/C	N/C	GVWR: 3400
			GMS: 31673.58
			SUPPLR: 32940.52
			NTR: 1/2
			MEMO 1781.25

TOTAL MODEL & OPTIONS	35625.00	32117.33	ACT 237	31673.58
DESTINATION CHARGE	625.00	625.00	H/B 261	1068.75
DEALER CO-OP ADVERTISING		178.13	ADV 261	178.13

TOTAL	36250.00	32920.46	PAY 310	32920.46
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		31358.43		

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

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

CHASAR'S NUGGET MOTORS INC.

REMIT TO GMAC NO. 085
 VIN 1GNH16SX36119095
 \$ 32920.46 INV 1AD98016008
 DUE 09/10/02 DEALER 06-477



RVDC Case: 59957

BAC Case Number	1107507902	Vehicle is going to:	Auction	In Vehicle Drivable?	Y	Issue 10001
Customer Name	[REDACTED]	Dealer Accts Pay Applied?	Y	Issue Release	Y	
Original VIN	1G8ZT16Z3511028	This vehicle was repurchased as a result of a: Voluntary settlement of a GM alternative dispute resolution program				
BAC	187311	Relieves Sales Tax?	Y	Year Brand?		
Dealership Name	CELANO'S BUDGET MOTORS INC.	Reason for not relieving Sales Tax:				
Dealer	BRD SHERMAN, SERVICE MANAGER	Original Sales Tax Paid In	SDMIL CA	Repermitted Under Laws of	State CA	
Dealer Phone	830-341-0800	Vehicle Must Preemptively of LEMON LAWS? Y				
Dealer Fax	830-341-0804	Closing Schedule:	2003-09-23	Established on:	2003-09-18	
Delivery Date	2003-11-21	Y or, where BAC is 0				
Buyback Price	13600	Location: [REDACTED]				
Transmission	A	Contact Name:				
DOT Cost (D)	15124	Address 1:				
MSRP	28200.00	Address 2:				
MSRP	23726.00	City				
Case Number	59957	State				
TAC Case Number		Zip				
Type of Transaction	SR	Phone #1:				
Replacement VIN		Phone #2:				
Replacement Type	ADR Mediated - 558 or State	Comments: BAC CASE NUMBER 1-107507902 CALIFORNIA VOLUNTARY BSB CASE- COMPLIANCE DATE 30-09-03. CUSTOMER'S NAME CUTS OFF IN THE PAYEE FIELD, CUSTOMER'S LAST NAME IS SCHEUCHENZER.				
Replacement Source	PRA ADR AVM GREN RANGEL	GM Legal Case Number:				
Reason for Recharge: FRONT WIPERS STALL		GM Counsel Name: N/A				
		GM Counsel Contact Method: N/A				
		Address 1:				
		Address 2:				
		City				
		State				
		Zip				
		Phone #1:				
		Phone #2:				
Len Front Amount	21166.28	Len Front Release on:	2003-10-18	Per Diem	0.00	
Customer Due in GM:	0.00	Dealer Due	0.00			
Check Information						
Collector		Merchant		Merchant's Address		
Check Amt	3873.25	Check Amt	0.00			
Payee1:	GEORGE OR MELISSA SCHEUCHENZER	Payee1:	GMAC			
Payee2:	A. CELANO'S BUDGET MOTORS INC.	Payee2:	06300228901			
Address1:	P.O. BOX 1788	Address1:	2802 WEST ADIA PLIA			
Address2:		Address2:	FRESNO			
City:	ORANGE	City:	BLAKE 1098			
State:	CA	State:	FRESNO			
Zip:	92668	Zip:	93727			
Phone #1:	830-341-1801	Phone #1:	422-217-3000			
Phone #2:	830-341-1802	Phone #2:	830-341-1801			
		Account:	PAYOR COMMITMENT			
		Account #:	06300228901			

**GENERAL MOTORS
BUSINESS RESOURCE CENTER
STRAIGHT/LEASE REPURCHASE CHECKLIST**

APF	APF
_____ GM CARD BASED ON BUYBACK FORM (L.A.)	_____ SIGNED BILL OF SALE ON ORIGINAL VEHICLE
_____ COPY OF TITLE OR REGISTRATION	
_____ WARRANTY HISTORY	_____ AGY ON TRADE-IN DOCUMENTATION (L.A.)
_____ INCENTIVES FROM <u>MSRP</u> IN BARS	_____ BBB/LEMON LAW RULING (L.A.)
_____ DESCRIPTIONS OF INCENTIVES <u>MSRP</u> IN BARS	_____ RECEIPTS FOR ANY AFTER-MARKET ITEMS (L.A.)
_____ CHECK REQUEST FORM	_____ SIGNED REPLACEMENT OFFER LETTER
_____ RVDC SPECIAL INSTRUCTIONS FORM (L.A.)	_____ SIGNED RELEASE AGREEMENT
_____ RVDC CALCULATION WORKSHEET	_____ SIGNED DEALER CONFIRMATION LETTER
_____ FRA FORM	_____ GM CARD BASED ON BUYBACK FORM (L.A.)
_____ INVOICE ON ORIGINAL VEHICLE	_____ STATEMENT OF FINANCE CHARGES FROM BANK
_____ INVOICE FOR CONVERSION PACKAGE (L.A.)	_____ INVOICE FOR ATTORNEY FEES (L.A.)
_____ (L.A.) MEANS IF APPLICABLE	_____ REPAIR ORDERS FOR REASON FOR REPURCHASE

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	[REDACTED]
VIN#	1GNUT168X36118995
Year-Make and Model:	2003 CHEVROLET TRAILBLAZER

LIENHOLDER INFORMATION:

Lienholder Name:	GMAC 800-800-4022
Lender Contact Person and Date:	KAREN 09-11-2003
Physical Address:	2900 WEST AGUA FRIA FREEWAY SUITE 1095
City/State/Zip	PHOENIX, AZ 85027
Phone:	602-877-4000
Fax Number:	602-355-5031
Account Number:	800003435001
Dealer Buyout/Payoff Amount:	\$1,165.26
Buyout/Payoff Expiration Date:	10-10-2003
Pay Rate:	6%

File Number
1-107697682

BRC REPURCHASE WORKSHEET

Worksheet filled out by:
KEITH COCHRAN

Old Vehicle VIN:
1GNET18E338F19888

New Vehicle VIN:

Date:
07/1/08

TO 918652333841 P. 84/18

SEP 17 2003 17:07 FR 517E

				Lease Term	MO	MI	Lease Usage	Mi	Int
1		1	Base Price	\$34,919.44	1		Dealer Buyout Price		
2		2	Conversion Price		2		Payments (opt)		
3		3	Tax	\$2,594.00	3		Pre-Payment(s) (Pro-rate)		
4		4	Reg./Lic./Title (opt)	\$404.00	4		Cap Cost Reduction		
5		5	Aftermarket Items		5		Tax		
6		6	Finance Charges		6		Reg./Lic./Title (opt)		
7		7	Incentives (deduct)		7		Other		
8		8	Total Purchase Price	\$37,945.49	8		Total Additions	\$8.00	
9		9			9				
10		10	Usage/Depreciation	\$2,908.95	10		Usage/Depreciation		
11		11	Damage		11		Damage		
12		12	Over Allowance		12		Over Allowance		
13		13	Negative Equity		13		Negative Equity		
14		14			14		Security Deposit		
15		15	Total Deductions	\$2,908.95	15		Incentives		
16		16			16		Total Deductions	\$0.00	
17		17			17				
18		18	Total Repurchase Amount	\$35,036.45	18		Total Repurchase Amount	\$0.00	
19		19			19				
20		20	Total Payoff Amount	\$31,165.20	20		Dealer Buyout Price (From Line 1)	\$8.00	
21		21			21				
22		22	Total Refund to Customer	\$3,873.25	22		Total Refund to Customer	\$0.00	
23		23			23				
24		24			24				
25		25	Estimated Auction Price	\$23,725.00	25		Estimated Auction Price		
26		26	Projected Loss	(\$11,313.45)	26		Projected Loss	\$0.00	

PAYMENT METHOD			
Payment(s)	Amount	Contact(s)	
A Credit to Dealership			BAC Code
B Check to Customer			Dealer Name
C Check to Lienholder & Customer			
D Check to Lienholder			
E Check to Attorney (1099 info)			
F Check to Other			

M-C
G.M. Signature
Date 7/1/08

Ver: 4-0-2002

electronic Preliminary Repurchase Authorization (ePRA)

(**To go from field to field, use the TAB KEY)

1. Date (mm/dd/yyyy): 09/09/2003
 2. Customer Name: [REDACTED]
 3. Customer Address: [REDACTED]
 4. Customer City, State, and Zip: Portola, Ca
 5. Primary Customer Phone #: [REDACTED]
 6. Additional Customer Phone #: [REDACTED]
 7. Customer fax #: [REDACTED]
 8. Cust Drivers Licenses #: [REDACTED]
 9. State tax % rate: [REDACTED]

Cochran
9-10-03
11:00**Customer Vehicle Info**

10. Year/Make/Model: 2003 Chevrolet Trailblazer
 11. VIN (17 Digits): 1GNET169330110005 12. Current Mileage: 15,600
 13. Purchased: NEW

Detail your agreement with the Dealer and Customer on the following items:

Dealership that will handle entire transaction:

14. Dealership Name: CEASAR'S NUGETT MOTORS
 15. Dealership Phone #: 530-283-0800
 16. Dealership Contact Name and TITLE: Bud Sherman Service Mgr
 17. Dealership Contact Phone # (if different than Dealership #):
 18. Dealership Contact Fax #: FAX 530 283-3394
 19. Dealership BAC: 187311 Region: Western

20. What GOODWILL TOOLS were offered?

Component Coverage Letter
 Maintenance Letter
 Owner Loyalty Certificate
 GM SmartCare
 GMPP

Miscellaneous Reimbursement
 American Express Check
 Other
 NOTHING OFFERED

21. Was a TRADE Repurchase offered?

YES

22. If this will not be a Trade Repurchase, Please explain Why? CUST WILL NOT ACCEPT**TAC case number is required and if not available, Please explain why not?**

23. CAC Case Number: 1-107807802 24. TAC Case Number:

25. If no TAC number, Explain: DLR DID NOT GET TAC INVOLVED26. Reason for Repurchase (include specific mechanical failure): FRONT WIPERS STALLS

27. This case was resolved by: Field Decision working with open case in Tampa ADR

28. Does this vehicle meet the presumption of Lemon Law in applicable state? YES

29. Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (if Retail, please include 28 digit account # or 10 authorization code).30. Type of TRANSACTION? STRAIGHT REPURCHASE31. Vehicle Damage (explain what damage is present and who is responsible): NONE KNOWN

32. If a Trade Repurchase, New VIN (17 Digits) or Order Number (8 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION:

33. New Vehicle Year/Make/Model:

34. Upgrade Downgrade Difference Amount (PURCHASED NEW ONLY: Old MSRP to New MSRP):

35. Lease/Depreciation Amount:

(Standard Usage Formula = Current mileage/100,000 multiplied by purchase price; **NOTE: This may vary by individual State Lemon Law) (if waived, please explain Why)

-Please show how you arrived at this usage amount: 10000/120000*34819.44=\$2900.95

36. Remarkable Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other):

37. Lease Termination Terms:**38. Who will be responsible for the Taxes and/or Fees? General Motors****- If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.)****Explain: 45.00 DOC FEE, 253485 SALES TAX, 484.00 LIC FEES AND 5.00 TIRE FEE****39. I have reviewed with the customer what is Negative Equity/Overallowance and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): YES*****NO Rebates are to be applied to the replacement vehicle*****GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle****Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed****40. General Comments/Special Instructions:****41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 09/09/2003****42. Authorizer Name: CHRIS D'ANGELO****43. GM Position: AVM****44. VoiceMail Node: 80837 Mailbox Number: 26318****45. Email Address:****Save this document using the customer's last name plus the last 8 of the VIN as the filename.****Attach this saved file to a Lotus Notes document and E-mail this SPRA to SPRA@GMExport.com****Forward any supporting documentation to FAX- 888-827-4129**

Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.

Jul 11 03 02:38P



P.8

CASE # CHV0344928

AUTO 12/22/2002 TO 12/22/2009 11. 5AIP82D

16NET145K24118093	CHEV
02/13/2003	00 00/00/2003 02 0000 2003
011 0 0 00000	0261 3200.4



SNAC
FD 01 01 28
COCKEYSVILLE

ND

21030

54420050108190006C

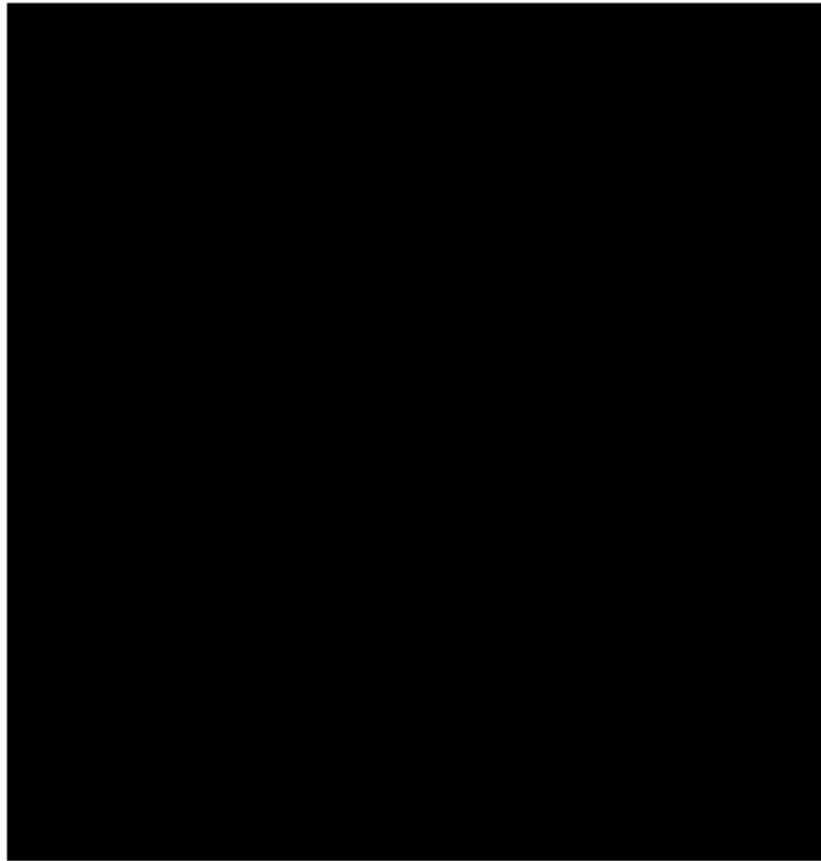
STATE OF MARYLAND
DEPARTMENT OF TRANSPORTATION
VEHICLE REGISTRATION CARD

T8172160

Sep 12 09 08:43a



P.9



RCMPR010

CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY

09/09/03

PROCESSING SOURCE: CHEVROLET

14:41:36

VIN: 1G8WT168X 36119098 HELLS SCH: 13 MDC YR: 03 ORD NO: FMB4D PAGE NO: 1

ORATE: 07/23/02 ORDER FAX: OFFPR: 070 DLVY SS/SITE CD: 13 06477

DATE: 12/21/02 DLVY FAX: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOW: 12/24/02 ORDER BY:

CANC:

CANC DOW:

TRADE:

DLVY TO:

TRD DOW:

SRVC IN:

CHEVROLET

SRVC OUT:

CANC SRVC IN:

--INCENTIVES--

CODE	FAX	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 06477	0002281777E	12/25/02	32.28	DR	0.00	9
XMC	01	13 06477	000000	01/04/03	4,674.78	OP	0.00	9

COMMAND --->

NO MORE RECORDS

FF01=HELP

02=CURE INV

03=REV SCHM

FF07=PGUP

08=PGDN

FF09=CURE OPT

10=SPL INST

11=CLR ORD

P/W:

RINFP071

INCENTIVE PROGRAM CATALOG INQUIRY

09/09/03

START BROWSE

PROCESSING SOURCE: CHEVROLET

14:41:43

INCENTIVE CODE/LVL: INC ____

PAGE NO: 1

PN	INCTV	START	END	ST	LAST ACTIVITY
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME
(8)					
-	INC 292 GRP 04 GMAC 2003 RATE SUPPORT	07/08/03		P	09/05/03 110
-	INC 291 GRP 03 GMAC 2003 RATE SUPPORT	07/02/02		P	09/09/03 1,439
-	INC 278 GRP 02 GMAC 2002 RATE SUPPORT	05/19/01		P	09/02/03 1
-	INC 272 GRP 01 GMAC 2001 RATE SUPPORT	06/01/00		P	07/15/03 2
-	END 044 GRP 04 GMAC 2003 RATE SUPPORT	09/03/03		P	0 0
-	END 043 GRP 03 GMAC 2003 RATE SUPPORT	08/01/02		P	09/09/03 59
-	END 033 GRP 03 GMAC 2002 RATE SUPPORT	05/19/01		P	08/07/03 1
-	END 026 GRP 01 GMAC 2001 SPECIAL RATE	01/16/01		P	08/07/02 1
-	END 004 REG 03 WSA FRONTIER XM RADIO PGM	10/10/02	05/31/03	P	08/14/03 1
-	END 002 REG 04 GM XM RADIO PGM	06/03/03	12/30/03	P	09/09/03 10
-	END 001 REG 03 GM XM RADIO PGM	06/03/03	12/30/03	P	09/09/03 30
-	INC 009 REG HAWAIIAN DLX DLVRY CREDIT	01/01/93		P	09/04/03 262

COMMAND ==>

MORE RECORDS

FF01=HELP 03=PRV SCRN
 FF07=PGUP 08=PGDN

T/W:

2003 TRAILBLAZER EXT LT 4WD
 62U DK GRAY METALLIC /L6G
 95H MED FEWTER/DK FEWTER ACCENTS
 ORDER NO. F4WB4D/TDC STOCK NO.
 VIN 1GN BT16 SX 36119095

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48242-1114
 VEHICLE INVOICE 1AD98016008

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15006 TRAILBLAZER EXT LT 4WD	12885.00	29760.93	INVOICE 08/23/02
AJ7 DR/PASS FRT & SIDE AIRBAGS	350.00	301.00	SHIPPED 08/23/02
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C	EXP I/T 09/10/02
G80 LOCKING DIFFERENTIAL-REAR AXLE	270.00	232.20	INT COM 09/10/02
LL8 VORTEC 4200 SPI 16	0.00	0.00	PRC EFF 08/22/02
M30 4 SPEED ELECTRONIC AUTOMATIC TRANSMISSION WITH OVERDRIVE	0.00	0.00	KEYS S315K S315K
QTR P245/65R17 ALL-SEASON WOL ON-/OFF ROAD TIRES (REPLACES STD/OPT PKG TIRES)	140.00	120.40	WFP-S QTR OPT-1
UC6 AM/FM RADIO,RDS,6 DISC CHANGER, AUTO TONE CONTROL, AND STR (REPLACES STD/OPT PKG RADIO)	395.00	339.70	BANK: GMAC - 085
UR1 VEHICLE COMMUNICATIONS PKG INCL: ONSTAR COMMUNICATIONS SYS W/1 YR SAFE & SOUND PLAN, LIGHT SENSITIVE ISRV MIRROR	870.00	748.20	CHG-TO 06-477
YK3 FRONT LICENSE PLATE MOUNT	N/C	N/C	SHIP WT: 4851
YF5 CALIFORNIA EMISSIONS	N/C	N/C	HP: 32.1
ZM5 UNDERBODY SHIELD PACKAGE	130.00	111.80	GVW: 6400
ZQ3 DRIVER CONVENIENCE PACKAGE: DEVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WEL W/CONVL	588.00	503.10	GVWF: 3200
16J EXT LT PREF EQUIPMENT GROUP	N/C	N/C	GVWR: 3400
			GMS: 31673.58
			SUPLR: 32940.52
			STR: 1/2
			MEMO 1781.25

TOTAL MODEL & OPTIONS	35625.00	32117.33	ACT 237	31673.58
DESTINATION CHARGE	625.00	625.00	H/B 261	1068.75
DEALER CO-OP ADVERTISING		178.13	ADV 261	178.13

TOTAL	36250.00	32920.46	PAY 310	32920.46
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		31358.43		

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

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

YEARAR'S NUGGET MOTORS INC.

REMIT TO GMAC NO. 085
 VIN 1GNBT16SX36119095
 \$ 32920.46 INV 1AD98016008
 DUE 09/10/02 DEALER 06-477

JUL 11 03 02:32p

P.10

Case # CHV0344928

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE

Master Contract Number R.O.B. Number 6279333 Stock Number 3027

Buyer (and Co-Buyer) Name and Address (including County and Zip Code) [Redacted] PLUMAS
Creditor - Dealer (Name and Address) CEASAR'S MUGGET MOTORS 116 S MAIN STREET QUINCY CA 95971

By Buyer (and Co-Buyer), if any, who buy the vehicle below for cash or on credit, by signing this contract, you choose to buy the vehicle on credit under the terms of the terms and back of this contract. You agree to pay the Creditor - Dealer (including "buy" or "no" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

Table with 5 columns: Year, Make and Model, Odometer, Vehicle Identification Number, Primary Use For Which Purchased. Row 1: 2003, CHEVROLET TRAILBLAZER, 12, 1G8ST16SK36119095, []

Table with 5 columns: Annual Percentage Rate, Finance Charge, Amount Financed, Total of Payments, Total Sales Price. Row 1: 0.00, N/A, 31000.44, 32000.00, 32000.00

Table with 3 columns: Number of Payments, Amount of Payments, When Payments Are Due. Row 1: 36, N/A, Monthly, Beginning 08/18/03

Table with 2 columns: Description, Amount. Includes Total Cash Price (34919.44), Cash Price Vehicle, Cash Price Accessories, Dealer Fee, Sales Tax, License Fee, Dealer Credit, Other fees, and Total Cash Price (499.00).

STATEMENT OF INSURANCE table with columns for Vehicle Insurance (Theft, Collision, Comprehensive, Liability, Medical Payments) and Premiums.

Application for Optional Credit Insurance. Includes checkboxes for Credit Life, Buyer, Co-buyer, and Cash. Includes fields for Credit Life, Credit Disability, and Total Credit Insurance Premiums.

Check the insurance and credit disability insurance are not intended to obtain credit. They will not be furnished unless you sign and agree to pay the extra cost. Check the insurance is based on your actual payment schedule. The insurance may not pay all the way on the contract if you make the payment. Check the insurance company name.

You are applying for the credit insurance described above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have received your...

George Scheuchenzuber

Jul 11 03 02:52P

1. Total Price \$ 5,000.00

2. Amount Paid to Insurance Company \$ 400.00

3. Total Development \$ 400.00

4. Amount Financed (B less C) \$ 3,199.99

5. Finance Charge \$ 100.00

Total Amount to be Financed \$ 3,299.99

6. Monthly Payment \$ 100.00

7. Term of Loan 36 months

8. Annual Percentage Rate (APR) 12.99%

9. Finance Charge \$ 100.00

Total Amount to be Repaid \$ 3,699.99

830-832-1282 P. 11

read above. Your signature below means that you agree that (1) You are not eligible for coverage if you have received your last birthday. (2) You are eligible for disability coverage only if you are covered by unemployment insurance. (3) Only the Primary Driver is eligible for disability insurance. (4) LIABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE BEEN TREATED BY A DOCTOR OR OPERATOR OF THE LAST 6 MONTHS.

Not Covered

287

BUYER'S SIGNATURE

Signature: [Signature]

Date: _____

SELLER'S SIGNATURE

Signature: [Signature]

Date: _____

HOW THIS CONTRACT CAN BE CHANGED.

This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

X [Signature] X [Signature]

SELLER AGREES TO FINANCE ACCOUNT.

YOU MAY BE REQUIRED TO PROVIDE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE REGULAR PAYMENTS ON BOTH THE RETAIL SALE CONTRACT AND THE LOAN.

Make of Loan From: VA

Int'l: VA Finance Charge: VA

APR: VA Points: VA

Months of: VA

This Loan is shown in Item 8.

AUTO BROKER FEE DISCLOSURE

If this contract reflects the purchase of a new motor vehicle, the sale is not subject to a fee received by an auto broker from an insurer the following law is checked:

Name of auto broker receiving fee, if applicable:

NOTICE OF RESCINCTION RIGHTS

Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on back page of the Buyer's Guide and receipt if Seller is unable to sign this contract.

Buyer: [Signature] Co-Buyer: [Signature]

IF YOU ARE TO LEASE THIS VEHICLE UNDER THE LEASE PLAN, YOU MUST READ THE LEASE PLAN AGREEMENT AND SIGN IT.

IF YOU ARE TO PURCHASE THIS VEHICLE, YOU MUST READ THE PURCHASE CONTRACT AND SIGN IT.

IF YOU ARE TO PURCHASE THIS VEHICLE, YOU MUST READ THE FINANCING CONTRACT AND SIGN IT.

IF YOU ARE TO PURCHASE THIS VEHICLE, YOU MUST READ THE WARRANTY CONTRACT AND SIGN IT.

IF YOU ARE TO PURCHASE THIS VEHICLE, YOU MUST READ THE INSURANCE CONTRACT AND SIGN IT.

IF YOU ARE TO PURCHASE THIS VEHICLE, YOU MUST READ THE TITLE CONTRACT AND SIGN IT.

IF YOU ARE TO PURCHASE THIS VEHICLE, YOU MUST READ THE REGISTRATION CONTRACT AND SIGN IT.

IF YOU ARE TO PURCHASE THIS VEHICLE, YOU MUST READ THE SALES TAX CONTRACT AND SIGN IT.

IF YOU ARE TO PURCHASE THIS VEHICLE, YOU MUST READ THE LICENSE CONTRACT AND SIGN IT.

IF YOU ARE TO PURCHASE THIS VEHICLE, YOU MUST READ THE SALES TAX CONTRACT AND SIGN IT.

IF YOU ARE TO PURCHASE THIS VEHICLE, YOU MUST READ THE LICENSE CONTRACT AND SIGN IT.

Do not sign this agreement before you read it or if it contains any blank spaces.

You are entitled to a complete title in copy of this agreement.

You can pay the full amount due under this agreement at any time.

If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid obligations evidenced by this agreement.

I have a complaint concerning this sale, you should try to resolve it with the seller.

If you are unable to resolve the complaint, you may file a complaint with the Department of Motor Vehicles, or any appropriate agency.

This contract is subject to the rules and regulations of the Department of Motor Vehicles.

Signature: [Signature] Co-Buyer Sign: [Signature]

THERE IS NO COOLING OFF PERIOD

Vehicle law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle does not meet your needs, or wish you had selected a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal causes, such as fraud.

YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT BEFORE SIGNING BELOW.

YOU ACKNOWLEDGE THAT YOU HAVE READ AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU RECEIVED WITH THIS CONTRACT.

Jul 11 03 02:54p George Scheuchenzuber
you change your name, operate the vehicle above too much, or wish you had
acquired a different vehicle. After you sign below, you may only cancel this
contract with the agreement of Dealer or for legal cause, such as fraud.

630-832-1222 P. 18
THIS CONTRACT IS SUBJECT TO THE U.S. BANKRUPTCY
COMPLETELY FILLED IN COPY OF THE COM
I HEREBY AGREE TO THE FOLLOWING TERMS AND CONDITIONS.

Buyer Signature X [Signature] Date 12/20/2002 Buyer Signature [Signature] Date 12/20/2002

De-Dealer and Other Dealer - If the buyer is a person, he is responsible for paying the dealer debt. An other person who is not the buyer is not responsible for paying the dealer debt. If the dealer has a security interest in the vehicle and the dealer is not the buyer, the dealer is not responsible for paying the dealer debt.

Other Owner Signature X _____ Address _____

Dealer Signature X _____ Date 12/20/2002 Title _____

BMW FORD NO. 88-24 100
This contract is subject to the U.S. Bankruptcy
Court in the event of a liquidation or reorganization
of the dealer.

CUSTOMER/TRUTH IN LENDING COPY

3095



Overallowance / Incentives / Negative Equity Form

Customer # [redacted] Request # 1-107507003 BBB # C4U034923

This form may be used to identify possible overallowance and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any overallowance and/or incentives prior to arbitration or voluntary repurchase.

Use the charts below to help determine overallowance and incentives.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale) -- (Selling Price) (before tax, tag, etc)	\$ <u>34919.44</u>
MSRP (from BARS Invoice)	minus \$ <u>36250.00</u>
Difference	\$ <u>-1330.56</u>
(If positive, look for Overallowance)	

Trade Allowance (from dealer Bill of Sale)	\$ <u> </u>
*ACV Amount (from the dealer's ACV form) -- (from dealer)	\$ <u> </u>
Difference	minus \$ <u> </u>
(If positive, this is the Overallowance amount)	

If Overallowance and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB

Purchase Price (from dealer Bill of Sale) -- (before tax, tag, etc.)	\$ <u>34919.44</u>
Incentives not included in Purchase Price (from BARS) (Do not include fuel fill credit, dealer incentives or GM card credited back to customer)	minus \$ <u> </u>
Overallowance (difference between Trade Allowance & ACV)	minus \$ <u> </u>
Actual price of Vehicle that should be presented to BBB for ATA	\$ <u>34919.44</u>



POST DECISION SETTLEMENT FORM

Customer: [REDACTED] Case Number: CHV0344928
 Manufacturer: Chevrolet Date: September 10, 2003

The parties named above have agreed to the settlement outlined below as the basis for a final resolution of the issues brought before the arbitrator in this case.

By signing this agreement, the parties have agreed to have this settlement supersede the decision rendered by the arbitrator.

The terms of the settlement are as follows:

Parties of Debbie Bary of Chevrolet Motor Division and consumer Ms. Melissa Schenckensuber, have reached a new settlement. Chevrolet has offered consumer a straight repurchase of her 2003 Chevrolet Trailblazer, for the following amounts: Cash purchase price of \$34,919.44; Sales Tax of \$2534.96; Tags and License of \$494.00. A wearage deduction will be taken at 10,000 miles, which totalled \$2909.95. Completion of this transaction should take approximately 30 days. Consumer has accepted this offer.

Customer (print name)

Manufacturer's Representative (print name)

Signature

Signature

Date

Date



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

09-18-2003

[REDACTED]
Orangeth, CA. [REDACTED]

RE: 1GNET16SX36119095, 2003 CHEVROLET TRAILBLAZER CLOSING CONFIRMATION LETTER

Dear Mr. Or Mrs. Schwenchenzber:

The following parties, [REDACTED] have agreed to the closing date outlined below as the date that the Repurchase is to be completed.

The closing date has been set for 09-22-2003.

Thank you for your cooperation

Sincerely,

Keith Cochran
Repurchase Specialist
1-800-231-1841 ext. 57764

cc: **Bud Sherman**

General Motors Division
5701 East Hillsborough Avenue, Suite #2300, Tampa, FL 33610

GM Vehicle Inquiry System Summary

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

[Help](#)

VIN :	1GNRT16SX36119095
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VEHICLE INFORMATION

Merchandising Model :	CT15806 - 2003 TRAILBLAZER EXT 4WD	Warranty Start Date :	12/21/2002				
BAES Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	CESAR S NUGGET MOTORS INC. 116 E MAIN QUINCY, CA 95971-9797 (530) 283-0600	Selling Source :	13 - CHEVROLET				
		Site Code :	06477				
		Business Associate Code :	167311				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	FDI Status :	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
03012	TRANSMISSION SHIFT LOCK AND IGNITION KEY REMOVAL OVERRIDE	05/21/2003	Open

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	12/21/2002	12 miles	12/21/2005	36012 miles
72/100000 SHEET METAL RUST-THROUGH	12/21/2002	12 miles	12/21/2008	100012 miles
36/36000 SHEET METAL CORROSION	12/21/2002	12 miles	12/21/2005	36012 miles
96/80000 PCM/CC EMISSIONS	12/21/2002	12 miles	12/21/2010	80012 miles
36/36000 FEDERAL EMISSIONS	12/21/2002	12 miles	12/21/2005	36012 miles
36/50000 CALIFORNIA EMISSION	12/21/2002	12 miles	12/21/2005	50012 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
05/06/2003	036107	#	C0010 - COWL AREA RESEAL	11086 miles
05/06/2003	036107	#	N3860 - W/S PUMP R&E/RPL	11086 miles

05/06/2003	036107	#	H2400 - PARK BRAKE ADJUST	11086 miles
03/03/2003	035289	#	A2953 - APPLIQUE, CENTER HIGH MOUNT STOP LAMP - COLOR/CLEAR COAT	6879 miles
03/03/2003	035289	#	C3050 - RR RF MLD R&R/RPL	6879 miles
03/03/2003	035289	#	B1784 - W/S WIPER ARM RPL	6879 miles
03/03/2003	035289	#	C2421 - LT INST PNL R&R/RPL	6879 miles
02/10/2003	035040	#	N3520 - W/S WIPER MOTOR RPL	4763 miles
09/17/2002	032939	#	Z6999 - PREDELIVERY INSPECTION FLUID ADDS	5 miles
08/23/2002	A19095	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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**GMC**

1-GENERAL MOTORS BUSINESS RESOURCE CENTER

09-12-2008

[REDACTED]
Georgia, CA [REDACTED]**STRAIGHT SETTLEMENT OFFER**

Subject: Repurchase of 2003 Chevrolet Trailblazer 1GNET165X36119098, 1-107807902

[REDACTED]
We regret that you are dissatisfied with your 2003 Chevrolet Trailblazer 1GNET165X36119098 and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for \$35,028.48. This offer is calculated by using the following figures:

Purchase Price	\$ 34,919.44
Plus tax	\$ 2,534.96
Plus title, license fees	\$ 494.00
Less usage	\$ 2,909.95
TOTAL REPURCHASE PRICE	\$ 35,028.45
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 10-18-2008	\$ 31,165.20
TOTAL AMOUNT TO CUSTOMER	\$ 3,873.25

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

General Motors will repurchase VIN 1GNET165X36119098 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-255-5811 by 09-15-2008. The conditions of the straight 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 free and clear title is provided at the time of repurchase (payoff original loan)
- ⇒ a "Power of Attorney" form is signed at the time of repurchase *and only for this occasion, if needed (supplied by General Motors)*
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)

If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Conair's Rugged Motors Ltd.. Please allow us 14 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date. I can be reached at (800) 231-1841 ext. 57764 if you have any questions or concerns.

Sincerely,

Keith Cochran
Business Resource Center

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

Signature and Date

Fax Transmittal**BETTER BUSINESS BUREAU***Serving Northeast California*

Telephone: (916) 443-6643

Fax: (916) 443-0376

400 F Street
Sacramento, CA 95814

Date:

Attention:

Debbie Barry

From:

BBB

Number of pages (including this cover):

Comment(s):

Reply requested: Yes No

CEASAR'S

1165 Main St.
Oakland, CA 94612-9000
(510) 441-0000

GRANVILLE

CA

PAGE 1

Table with columns for dates (07/18/03, 09/17/02), codes (03, 00/00/00), vehicle info (CHEVROLET TRAILBLAZER), VIN (1GNT16HX16119095), and other identifiers (1114, 16828, 0 0000).

CUSTOMER STATES CHECK FOR...
BILL CODE
when we arrived at dealer I...
if they took off the bottom...
to inspect the differential...
not so I waited until they...
on the...
CUSTOMER STATES LEFT...
BILL CODE
At this time they saw what...
Seeing it could not be...
what the apparent leak was...
They did not feel the need...
CUSTOMER STATES CHECK FOR...
BILL CODE
spoke to Bud regarding this...
the vehicle does run rough...
however this week is the first...
the lights are not in...
CUSTOMER STATES CHECK...
BILL CODE
that it could be temp related...
my belief and understanding...
is that it runs abnormally...
first five minutes during...
CUSTOMER STATES...
BILL CODE

DECLARATION OF WARRANTY
PRELIMINARY ESTIMATE #
AUTHORIZED BY X
REVISED ESTIMATE (1)
REVISED ESTIMATE (2)
REVISED ESTIMATE (3)
I HEREBY ACKNOWLEDGE THAT I WAS ADVISED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE

GEORGE A. SCHROEDER
 PO BOX 1788
 39 KATO WAY
 GARAGE

CA 94102

CEASAR'S

SALES

1187 W. 14th St.
 San Francisco, CA 94115
 (415) 774-0800

07/18/03	03	CHEVROLET	TRAILBLAZER	1GNET16K26119098	1114	16828	0	0000
09/17/02	00/00/00	03	00/00/00 00:00	5A19820	.00	00	07/18/03	
57232							GRAY	0

CUSTOMER STATES THIS IS A TRADE-IN. ALL TRADE-IN VEHICLES MUST BE TO A GM DEALER WITHIN 90 DAYS OF PURCHASE. ALL TRADE-IN VEHICLES MUST BE WITH CUSTOMER'S REGISTRATION AND LICENSE. ALL TRADE-IN VEHICLES MUST BE WITH CUSTOMER'S TITLE AND LICENSE. ALL TRADE-IN VEHICLES MUST BE WITH CUSTOMER'S REGISTRATION AND LICENSE.

Paul J. Schrod
SALES MGR.

DATE RECEIVED

WARRANTY INFORMATION

THE BRAND, MODEL, MAKE, YEAR, COLOR, ALL INFORMATION, OTHER EXPENSE ON THIS WARRANTY IS THE SOLE RESPONSIBILITY OF THE BUYER. THE BUYER IS RESPONSIBLE FOR ANY DAMAGE CAUSED BY NEGLIGENCE OR IMPROPER USE OF THE PRODUCT. THE BUYER IS RESPONSIBLE FOR ANY DAMAGE CAUSED BY NEGLIGENCE OR IMPROPER USE OF THE PRODUCT. THE BUYER IS RESPONSIBLE FOR ANY DAMAGE CAUSED BY NEGLIGENCE OR IMPROPER USE OF THE PRODUCT.

PRELIMINARY ESTIMATE # _____

ESTIMATE BY	DATE	TIME	BY
ESTIMATE (1)			
ESTIMATE (2)			
ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE PRELIMINARY ESTIMATE.

X _____

SALES MGR. / SALES MGR. / SALES MGR.

05/22/03 068988

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000



C03012-S
May, 2003

Dear Chevrolet Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that certain 2002 and 2003 model year Chevrolet TrailBlazer and TrailBlazer EXT vehicles fail to conform to Federal Motor Vehicle Safety Standard 114, Theft Protection. These vehicles are equipped with a mechanical override that could allow the ignition key to be removed with the shift lever in a position other than PARK. In addition, these vehicles have an override that can allow the transmission to be shifted out of PARK with the ignition in the OFF position. These overrides are not permitted unless the vehicle has a locking steering column and the overrides have covers that can only be removed with a screwdriver or other tool.

What Will Be Done: Your Chevrolet dealer will eliminate these conditions by disabling the overrides. This service will be performed for you at no charge. Additionally, your Chevrolet dealer will update your Owner's Manual with an insert.

How Long Will The Repair Take? This service correction will take approximately 15 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer: Please contact your Chevrolet dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. Your Chevrolet dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the Chevrolet Customer Assistance Center at 1-800-830-2438. The deaf, hearing impaired, or speech impaired should call 1-800-833-2438 (utilizes Text Telephones, TTY).

If, after contacting the Chevrolet Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

GEORGE A SCHEUCHZUBER
PO BOX 1728
35 HATO WAY
GRANVILLE CA 96103-



115 E. Main St.
Dubuque, IA 52001-0003
(562) 443-0000

05/04/03	01	CHEVROLET	TRAILBLAZER	10MT16XK1G119093	1118	11000	0	0000
05/17/02	00/00/00	03	00/00/00 00:00	SAFES0	.00	00	05/05/03	
36107			510-83-1281			GRAY		0

REPAIR LINE 02
 CUSTOMER STATES REAR TAILGATE OUTSIDE UPPER BEZEL LOCKS
 BILL CODE - W
 40⁰³ 31⁰² Sublet
 C0010

REPAIR LINE 03
 CUSTOMER STATES WINDSHIELD WASHERS INOPERATIVE
 BILL CODE - W
 N3860 7

REPAIR LINE 03
 CUSTOMER STATES RIGHT REAR BRAKE LIGHT INOPERATIVE
 BILL CODE - W
 DEL

DATE RECEIVED - 102003

~~Old Brake Light~~
 O/S MARKING BRAKE WON'T HOLD
 H2800 9

<small>WARRANTY OF MERCHANTABILITY</small> THE BUYER HEREBY ACCEPTS THE WARRANTY OF MERCHANTABILITY OF THE GOODS PURCHASED FROM THE SELLER. THE SELLER MAKES NO WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND THE BUYER RELEASES THE SELLER FROM LIABILITY IN CONNECTION WITH THE SALE OF THE PRODUCTS.			
<small>WARRANTY FOR SERVICE</small> I hereby warrant the work done on this car to be done by me, together with the materials used, for the period of one year or one hundred miles, whichever comes first, from the date of completion of the work. This warranty is void if the work is done by anyone other than me or my authorized service technicians. I agree to pay for any parts or materials used in the repair, and I agree to pay for any labor charges incurred in the repair. I agree to pay for any travel charges incurred in the repair. I agree to pay for any other charges incurred in the repair. I agree to pay for any other charges incurred in the repair.			
I HEREBY ACKNOWLEDGE THAT I HAVE RECEIVED A GIVE CAR APPROVAL OF THE ABOVE REPAIRED ESTIMATE:			
AUTHORIZED BY: _____ DATE: _____ NAME: _____ BY: _____ DATE: _____ NAME: _____ BY: _____			



118 E. Main St.
Orange, CA 92667-9002
(714) 962-0000

CRASAR'S

CA

05/01/04	01	CHEVROLET	TRAILBLAZER	100T16000/11000	1.16	0279	0	0000
05/17/03	00/00/00	02	00/00/00 00:00	SALES	.00	00	02/03/03	
15200		530-892-1282	530-892-1282					0

REPAIR LINE 02
 C/S CARGO DOOR NOISY WHEN LIFTING UP
 BILL CODE -

PRINT #2953

62U

62U DR. Grey Metallic

88979921

REPAIR LINE 02
 C/S REPLACE BOTH WINDSHIELD WIPER BLADES
 BILL CODE -

B1784.444 394-7606
 11/11/11

DATE RECEIVED - 112002

1516757

REPL. CARGO DOOR LIFT 3.00 OF ~~...~~ PART 717
 SUBLET PART GULLY
 BODY SIM

PO 6518P

C2421.2
 056C

PLASTIC PICKLE

17-ROUTE
 FOR 5774H
 02H

(NO WASH)

WARRANTY INFORMATION

THE BUYER HEREBY ACCEPTS THE WARRANTY INFORMATION AND AGREES TO WAIVE ALL RIGHTS OF RECOVERY UNDER ANY OTHER WARRANTY, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND TO HOLD THE SELLER HARMLESS FROM ALL SUCH CLAIMS AND DAMAGES.

WARRANTY ESTIMATE #

AUTHORIZED BY	DATE	TIME	BY
ESTIMATE #1			
ESTIMATE #2			
ESTIMATE #3			

I HEREBY ACKNOWLEDGE THAT I HAVE REVIEWED & AGREE WITH APPROVAL OF THE ABOVE REVISION ESTIMATE.

NAME _____

ADDRESS _____

PHONE _____

DATE	DE	35289	SEP	10-1
W	.8	13	8	9.2

Replace Rear Deck Lid Valve
 straighten brackets, No Sticky Back
 Tape under peel off strip
 Remove & Re-install w/ Tape

DATE	DE	35289	SEP	10-1
W	3.0	15	3	7.7

ADJUST FRONT WHEEL PUMP, STOP
LEAK. FRONT WHEEL PUMP

ADJUST PARKING BRAKE

W	MI	NO. 36107	REF	IN - 1.0
	.3	13	.8	IN - 2.0

W	MI	NO. 36107	REF	IN - 10.0
	.4	13	1.0	IN - 20.0

W	MI	NO. 36107	REF	IN - 10.0
	.9	13	1.0	IN - 9.0

and ~~input~~ module bad, washers inop
 closed and wired module connector
 pulled 2 wires from mt cover broken

	AS	35040		Ta = 8.5
W	1.1	13	1.1	Ld = 7.8

	AS	35040		Ta = 17.4
W	1.0	13	1.3	Ld = 10.3

.....
facsimile transmittal

To: Chris Conlogue [redacted]

From: [redacted] Date: 6/27/2003

[redacted] Pages: 5

Urgent For Review Please Comment Please Reply Please Recycle

Please find the following purchase agreement and vehicle registration to correspond with and be filed to case #CHV0344928. Your forwarding efforts to whomever or wherever are appreciated.

Thank you,
[redacted]

.....

1. Other TIRE TAX \$ 5.00 495.00

2. Amount Paid to Insurance Companies

3. Total Original Price (A through G) \$ 495.00

4. Sales Tax \$ N/A

5. Dealer's Commission Fee Paid in State \$ 37998.40

6. Total Development

A. Gross Trade-In Yr Make \$ N/A

Model Color

VIN

B. Less Prior Credit or Lease Balance \$ N/A

C. Net Trade-In (A less B) (Indicate if a negative number) \$ 0.00

D. Deferred Development \$ N/A

E. Manufacturer's Rebate \$ N/A

F. Other \$ N/A

G. Cash \$ 4000.00

Total Development (C through G) \$ 4000.00

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 10 above)

7. Amount Financed (5 less 6) \$ 33998.40

Seller may keep part of these amounts.

wanted above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages of at least \$0.10 per hour or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE BEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS.** Refer to "Total Conditions Not Covered" in your policy for details.

Date Buyer Signature

Date Co-Buyer Signature

283

OPTIONAL GAP CONTRACT A gap contract (also called a loan contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the entire cost. If you choose to buy a gap contract, the cost is shown in line 11A. See your gap contract for details on the protection it provides.

Term N/A

Buyer X

SELLER ASSISTED LOAN

BUYER MAY BE REBOUNDED TO PLUSPLUS SECURITY. THE LOAN, AND WILL BE OBLIGATED FOR THE FULL PAYMENTS ON BOTH THE RETAIL SALE CONTRACT AND THE LOAN.

Make of Loan From N/A

Term \$ N/A Finance Charge \$ N/A

APR N/A Payable to N/A

Amount of \$ N/A

1. This Loan is shown in Item 6D.

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable:

SERVICE CONTRACT You may wish to purchase a service contract with the financing company for the term shown below for the price shown in line 11F.

Company N/A

Term Mile

Buyer X

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

NOTICE OF RESCISSION RIGHTS

Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on

You pay no finance charge if the August Payment, Item 7, is paid in full on or before .

BE AWARE: PUBLIC LIABILITY INSURANCE LIMITS PROVIDED BY LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNINSURED WHOSE OR YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

OUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE. IF YOU DO NOT HAVE FULL COVERAGE, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE SALE PRICE.

Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Signature

Change your mind, within the vehicle code time limit, or when you have used a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU OBTAIN DURING CONTRACT NEGOTIATIONS

RE

Jul 11 09 02:34p George Scheuchenzuber
you change your mind, decide the vehicle costs too much, or wish you had
acquired a different vehicle. After you sign below, you may only cancel this
contract with the agreement of the creditor and lender, such as a court

530-832-1282

p. 12

THIS CONTRACTOR/LENDER AGREEMENT IS A TRUE AND
COMPLETELY FILLED IN COPY OF THE CON-
TRACT AND EVERY OTHER DOCUMENT THAT YOU

Buyer Signature X _____

Buyer and Other Owners — This buyer is a person who is responsible for paying the auto's debt. An other owner is a person whose name is on the title to the vehicle but
is not liable to pay the debt. The co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.

Other Owner Signature X _____

Address _____

Seller Signature X _____

Date 12/20/2002

Tax _____

GM FORM NO. 99-C1 109
THIS AGREEMENT AND RECEIPT ARE VALID FOR PROGRAMS
ON WHICH SALES TAX IS COLLECTED. OTHER AGREEMENTS AS TO SALES TAX
MAY BE REQUIRED BY THE STATE, COUNTY OR LOCAL TAXING AGENCIES.

CUSTOMER/TRUTH IN LENDING COPY

30f3



Overallowance / Incentives / Negative Equity Form

Customer: XXXXXXXXXX Request # 1-107507502 BBB # CHV0344928

Straight _____ Trade _____ Mandated _____ Mediated _____

This form may be used to identify possible overallowance and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any overallowance and/or incentives prior to arbitration or voluntary repurchase.

Use the charts below to help determine overallowance and incentives.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale) -- (Selling Price) (before tax, tag, etc)	\$ 34,919.44
MSRP (from BARS Invoice)	minus \$ 36,250.00
Difference	\$ -1,330.56
(If positive, look for Overallowance)	

Trade Allowance (from dealer Bill of Sale)	\$ N/A
*ACV Amount (from the dealer's ACV form) -- (from dealer)	\$ N/A
Difference	minus \$ N/A
(If positive, this is the Overallowance amount)	

If Overallowance and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB

Purchase Price (from dealer Bill of Sale) -- (before tax, tag, etc.)	\$ 34,919.44
Incentives not included in Purchase Price (from BARS) (Do not include fuel fill credit, dealer incentives or GM card credited back to customer)	minus \$ N/A
Overallowance (difference between Trade Allowance & ACV)	minus \$ N/A
Actual price of Vehicle that should be presented to BBB for ATA	\$ 34,919.44

07/17/03



07/1703

CHAMPION

STREET ADDRESS

MODEL/TYPE

CHAMPION CHEVROLET
300 KENNEDY LANE
SPRINGFIELD, NEVADA 89502-2018
775-786-9111

DATE/TIME IN THE SHOP

MAKE

YEAR

MP (MILES PER GALLON) HIGHWAY CITY

500 CHAMPION

SERVICE ADVISOR

DATE	TIME	VEHICLE	MAKE	MODEL	YEAR	MPG	ADVISOR
08/29/03	15:31	2003 CHEVROLET TRAILBLAZER	GM	TRAILBLAZER	2003	24	081303

38698-14 MET 22.5L
 CLEAN UP SEAT TAPE ON GLASS AND STAY SHE
 THAT OTHER DEALER TRIED TO SHUT DOWN AT THE
 TRAY BROKE APPLIANCE

Body Shop

508
 512
 8
 6.13

THE INFORMATION CONTAINED ON THIS FORM IS FOR YOUR INFORMATION ONLY. IT IS NOT A CONTRACT. THE INFORMATION CONTAINED ON THIS FORM IS SUBJECT TO CHANGE WITHOUT NOTICE. THE INFORMATION CONTAINED ON THIS FORM IS NOT TO BE USED AS A BASIS FOR ANY CLAIMS OR DAMAGES. THE INFORMATION CONTAINED ON THIS FORM IS NOT TO BE USED AS A BASIS FOR ANY CLAIMS OR DAMAGES. THE INFORMATION CONTAINED ON THIS FORM IS NOT TO BE USED AS A BASIS FOR ANY CLAIMS OR DAMAGES.

APPROVED BY:

VEHICLE IDENTIFICATION NUMBER (VIN) _____

DATE/TIME IN THE SHOP _____

ADVISOR _____

APPOINTMENT _____

YES

NO

PRELIMINARY ESTIMATE

DESCRIPTION	DATE	TIME	BY
REPAIRS (1)			
REPAIRS (2)			

It does not apply to work exceeding the amount covered by GM or GM's dealers in GM, unless the amount is the person's liability to GM.

I HEREBY ACKNOWLEDGE THAT I HAVE NOTIFIED A SALES OR SERVICE REPRESENTATIVE OF THE ABOVE REPAIRS REQUESTED.

CHAMPION

CHEVROLET GEM

DATE: 8/29/03 . Debby Barry
 TO: _____
 COMPANY: Chevrolet Custom Service
 FROM: Vert Smith
 NUMBER OF PAGES: 5 INCLUDING THIS PAGE.
 FAX: (775) 786-4397 PHONE: (775) 786-3111 ext-283
 COMMENTS: _____

*** THE FOLLOWING PAGES ARE A CONFIDENTIAL COMMUNICATION INTENDED ONLY FOR THE PERSON OR COMPANY NAMED ABOVE. IF THE PERSON NAMED ABOVE IS NOT AT YOUR ADDRESS, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US BY MAIL. WE WILL GLADLY REIMBURSE YOUR TELEPHONE AND POSTAGE EXPENSE. THANK YOU.

GM Vehicle Inquiry System Vehicle Build

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

[Help](#)

VIN	1GNET16SX36119095
-----	-------------------

VEHICLE BUILD

Marketing Model :	CT15806 -2003 TRAILBLAZER EXT 4WD		
Gross Vehicle Weight Rating :	2906 kg (6406 lb)	Order Number :	FMWB4D
Build Date :	08/23/2002	Build Plant :	13606

OPTION CODES

AJ1 - DEEP TINTED GLASS W/DEEP TINT	AJ7 - DR/PASS FRT & SIDE AIRBAGS
AM7 - FOLDING REAR SEAT	AM9 - (INCLUDES CARGO NET)
AR9 - CLOTH FRONT BUCKET SEATS	A00 - REMOTE KEYLESS ENTRY (INCLUDES
AXP - MPV VIN IDENT POSITION	B30 - WHEELHOUSING & FLOOR CARPETING
B32 - VINYL FRONT FLOOR MATS	B33 - REAR COLOR KEYED FLOOR MATS
CJ2 - AIR COND, DUAL ZONE AUTOMATIC	C49 - ELECTRIC REAR WINDOW DEFOGGER
C7H - 6400 LB GVW RATING	DD7 - ISRV MIRROR W/COMPASS
DR2 - LIGHTED LH & RH VISOR MIRRORS	DK2 - ELECTRIC OSRV MIRROR W/DEFOGGER
DK7 - INTERIOR CUSTOM ROOF CONSOLE	EVA - EVAP EMISSION REQUIREMENT
GT4 - REAR AXLE - 3.73 RATIO	G80 - LOCKING DIFFERENTIAL-REAR AXLE
JF8 - BRAKE VAC POWER, 4 WHL DISC	KG4 - GENERATOR 150 AMP
K34 - CRUISE CONTROL	LL8 - VORTEC 4200 SFI16
M30 - 4 SPD AUTOMATIC TRANSMISSION	NC1 - EMISSION SYSTEM, CALIFORNIA LEV
N40 - POWER STEERING	N74 - 17" ALUMINUM SPORT WHEEL
N79 - FULL SIZE SPARE, STEEL WHEEL	OKL - PLANT - OKLAHOMA CITY
QTR - (REPLACES STD/OPT PKG TIRES)	S1M - SALES STOCK ORDERS
STW - W/CONTROLS	TB4 - LIFTGATE
T61 - DAYTIME RUNNING LIGHTS	T96 - FRONT FOG LAMPS
T98 - STAMPING VEHICLE IDENT NUMBER	UA6 - THEFT DETERRENT ALARM SYSTEM
UC6 - (REPLACES STD/OPT PKG RADIO)	UB1 - AND STEERING WHEEL CONTROLS
UG1 - UNIVERSAL GARAGE DOOR OPENER	UK6 - RADIO CONTROLS RE ST & HANDPHONE

UPC - TRAVEL NOTE	U68 - DRIVER INFO CENTER DISPLAY
U73 - FIXED MAST ANTENNA	VG8 - NOTICE TO BUYER LABEL
VK3 - FRONT LICENSE PLATE BRACKET	VP6 - NOISE CONTROL
VX8 - COMPLETE VEHICLE LABEL	VIK - LUGGAGE RACK CROSS-BARS
V73 - /CANADA	V76 - RECOVERY HOOKS
X88 - CHEVROLET CONVERSION	YA7 - CALIF. ASSY. LINE EMISSION TEST
YC5 - *FRONT & REAR CHROME BUMPERS	YD3 - BASE EQUIP FOR SCH GVW FL-FT AX
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
YF5 - CALIFORNIA EMISSIONS	ZM5 - SKID PLATE
ZQ3 - LIGHT SENSITIVE ISRV MIRROR	ZW7 - PREMIUM RIDE SUSPENSION
ZY1 - SOLID PAINT	18J -
688 - COMP FRT LH COMPUTER SEL SUSP	62U - DK GRAY METALLIC
788 - COMP FRT RH COMPUTER SEL SUSP	8HU - REAR SPRING
98T - REAR SPRING	9SH - MED PEWTER/DK PEWTER ACCENTS
95I - MED PEWTER/DK PEWTER INT TRIM	

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GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

09-18-2003

[REDACTED]
Orange, CA [REDACTED]

RE: 1GNBT168X36119095, 2003 CHEVROLET TRAILBLAZER CLOSING CONFIRMATION LETTER

[REDACTED]
The following parties, [REDACTED] have agreed to the closing date outlined below as the date that the Repurchase is to be completed.

The closing date has been set for 09-22-2003.

Thank you for your cooperation

Sincerely,

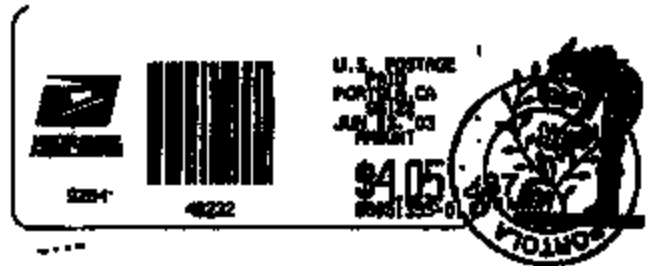
Keith Cochran
Repurchase Specialist
1-800-231-1841 ext. 57764

cc: **Bud Sherman**

General Motors Division
5701 East Hillsborough Avenue, Suite #2300, Tampa, FL 33610

P.O. Box 1057
Portola, CA
96122

RETURN RECEIPT
REQUESTED



JUN 09 2003



7002 0860 0008 7376 8938

Chevrolet Motor Division
Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-0170

48232-0170

Melvin & George Schuchman
P.O. Box 1057
Furish, CA 95122

Ph. (330) 833-1281

June 2, 2003

Chevrolet Motor Division
Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-3170

Dear Sir or Madam:

This letter is to inform as well as document the repetitive problems we have had with our 2003 Chevrolet Trailblazer, since purchasing it on December 20, 2002. We have had this vehicle back to the dealer, which is 45 miles from us, approximately 11 times. The problems that seem to repeat are with the windshield washer mechanism, and the handle on the rear hatch. Eight of our visits have been just for these two problems. After several visits these items were finally repaired, only to fail again. We have also had problems with the tail lights, and we are now scheduling another visit for the rear hatch as well as a dysfunctional emergency brake. The original point is very busy on several areas of the vehicle as well as quite a few run spots on the recently repaired handle. (We haven't even addressed this issue yet.) Unfortunately, we cannot afford to keep missing work to continue taking this vehicle to the dealer, 45 miles away. Each visit takes a few hours of our business day. This is becoming a very difficult situation. We filled out a customer satisfaction survey in February which was never responded to, and we have sent another in that we hope will get some attention. We feel like we are paying a lot of money for a vehicle that has caused us the too much hassle.

Sincerely,



In 1988 Kelly Group introduced the 1989

CASE # CHN0344928



electronic Preliminary Repurchase Authorization (ePRA)

(**To go from field to field, use the TAB KEY)

1. Date (mm/dd/yyyy): 09/09/2003
 2. Customer Name: [REDACTED]
 3. Customer Address: [REDACTED]
 4. Customer City, State, and Zip: Portola, Ca
 5. Primary Customer Phone #: [REDACTED]
 6. Additional Customer Phone #: [REDACTED]
 7. Customer fax #: [REDACTED]
 8. Cust Drivers Licenses #: _____
 9. State tax % rate: _____

Customer Vehicle Information

10. Year/Make/Model: 2003/Chevrolet/Trailblazer
 11. VIN (17 Digits): 1GNET16BX36119096 12. Current Mileage: 13,600
 13. Purchased: NEW

Detail your agreement with the Dealer and Customer on the following items:

Dealership that will handle entire transaction:

14. Dealership Name: CEASAR'S NUGETT MOTORS
 15. Dealership Phone #: 530-283-0600
 16. Dealership Contact Name and TITLE: Bud Sherman Service Mgr
 17. Dealership Contact Phone # (if different than Dealership #): _____
 18. Dealership Contact Fax #: _____
 19. Dealership BAC: 167311 Region: Western

20. What **GOODWILL TOOLS** were offered?

- | | | | |
|-------------------------------------|---------------------------|--------------------------|-----------------------------|
| <input type="checkbox"/> | Component Coverage Letter | <input type="checkbox"/> | Miscellaneous Reimbursement |
| <input type="checkbox"/> | Maintenance Letter | <input type="checkbox"/> | American Express Check |
| <input type="checkbox"/> | Owner Loyalty Certificate | <input type="checkbox"/> | Other |
| <input type="checkbox"/> | GM SmartCare | <input type="checkbox"/> | NOTHING OFFERED |
| <input checked="" type="checkbox"/> | GMPP | | |

21. Was a **TRADE** Repurchase offered? YES22. If this will not be a Trade Repurchase, Please explain Why? CUST WILL NOT ACCEPT**TAC case number is required and if not available, Please explain why not?**23. CAG Case Number: 1-107507502 24. TAC Case Number: _____25. If no TAC number, Explain: DLR DID NOT GET TAC INVOLVED26. Reason for Repurchase (Include specific mechanical failure): FRONT WIPERS, STALLS27. This case was resolved by: Field Decision working with open case in Tampa ADR

28. Does this vehicle meet the presumption of Lemon Law in applicable state? YES

29. Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Retail, please include 26 digit account # or 10 authorization code).30. Type of TRANSACTION? STRAIGHT REPURCHASE31. Vehicle Damage (explain what damage is present and who is responsible): NONE KNOWN**22. If a Trade Repurchase, New VIN (17 Digits) or Order Number (8 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION:** _____

33. New Vehicle Year/Make/Model: _____

34. Upgrade Downgrade Difference Amount (PURCHASED NEW ONLY: Old MSRP to New MSRP): _____**35. Usage/Depreciation Amount:**

(Standard Usage Formula = Current mileage/100,000 multiplied by purchase price; **NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)

-Please show how you arrived at this usage amount: 10000/120000*34919.44=\$2809.95

36. Aftermarket items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): _____

37. Lease Termination Terms: _____

38. Who will be responsible for the Taxes and/or Fees? General Motors

-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.)

Explain: 45.00 DOC FEE, 253498 SALES TAX, 464.00 LIC FEES AND 5.00 TIRE FEE

39. I have reviewed with the customer what is *Negative Equity/Overallowance* and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): YES

*NO Rebates are to be applied to the replacement vehicle

*GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40. General Comments/Special Instructions: _____

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 09/09/2003

42. Authorizer Name: CHRIS D'ANGELO

43. GM Position: AVM

44. VoiceMail Node: 80537 Mailbox Number: 36316

45. Email Address: _____

Save this document using the customer's last name plus the last 8 of the VIN as the Filename.

Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com

Forward any supporting documentation to FAX- 866-827-1129

Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.

Case # CHV0344928

Maintenance-2003 Chev Trailblazer

2/11/03	4,896 miles—oil change
3/17/03	6,976 miles—rotate and balance tires
4/14/03	9,275 miles—oil change w/ GM filter
6/20/03	12,411 miles—oil change w/ GM filter
7/16/03	16,624 miles—oil change w/ GM filter
7/17/03	16,670 miles—rotate and balance tires change air filter

Case # CHV0344928

History for [REDACTED] Chev Trailblazer
(dates listed are approximate)

- 12/22/02 Purchase of 2003 Chevrolet Trailblazer from Caesar's Nugget Motors
- 1/27/03 Took vehicle in with wiper fluid not working. Told service had to order a wiper assembly.
- 2/10/03 Took vehicle in to have new wiper assembly installed.
- 2/15/03 Took vehicle in to look at rear hatch which was bending when opened. Told service could not repair, but would order new header. Also we shouldn't use the hatchback of the vehicle. Service said they would call in two weeks. We did not receive a call but when we called in we were told that the header ordered for our vehicle was actually for an Oldsmobile Bravada. Service would have to re-order. We would be called when new header was in.
- 3/4/03 Took vehicle in to have new header installed but the header had been painted the wrong color. 'Were told we would have to come back after body shop re-paints header.
- 3/8/03 Took vehicle in to have new header installed on hatch. Wiper motor has again failed. New motor would be ordered.
- 4/14/03 Header has detached from the hatch for the second time. Service has re-attached with two-sided tape.
- 5/06/03 New wiper motor installed. Header has detached from hatch for the third time. Service spoke to auto glass specialist who will order special glue to re-attach. On this date the second of the burned out tail lights was replaced.
- 6/03/03 Wrote letter to GM regarding all of the problems with my vehicle. Delivery of this letter was confirmed on 6/09/03. This letter was never responded to.
- 6/09/03 Brought vehicle in to have emergency brake looked at, as well as to have the auto glass shop glue header on hatch. The emergency brake was found not working and service adjusted appropriately. I had previous arrangement at auto glass shop for this morning, but the owner of the shop was not in. On this day I also spoke to the new manager of the dealer where I purchased my car. I explained all of my problems with this vehicle. His advice to me was to trade my vehicle in, and take a loss. He could not refer me to any other assistance. I also phoned the Chevrolet Customer Assistance Center Manager to relay my concerns with my vehicle. I spoke to Melony Hines who assured me that the only thing she could do for was help me to make service appointments. I told her that I didn't need help making appointments but wanted care on my case in general, concerning the numerous repairs on it. Melony Hines could not help me or refer me to anyone.
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- ???? Periodically throughout this history, the driver locking mechanism would miss, not unlocking the doors on the rest of the vehicle. This was difficult to have looked at by service as it is an intermittent problem.

- ??? Another problem difficult for service to detect is the shaking and rattling the vehicle does when it is first started.
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- ??? 50% of the time vehicle is locked and then unlocked, driver side rear door handle will not open.
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- 7/14/03 No call from Terry Thackery.
- 7/16/03 Upon routine oil change a differential leak was discovered.
- 7/17/03 After still not receiving a return call from Terry, I once again called in to see what's up. Terry never called the dealer who services my vehicle. Now with only two business days left before arbitration, I wasn't any further along with my GM case rep. Once again she said she needed to talk to the service people and would call back at the end of the day. Terry did call this evening asking for me to please allow them to service my vehicle again. With no resolution this eve. Terry would call back in the am 7/18/03.
- 7/18/03 Terry asks again if I will agree to another service appointment. I offer to take vehicle to a different dealer but she felt our current service dept. was fine. She said she would call them to get me in, and call me back with appointment info. I assured her if I wasn't home she could reach me on my cell for us to confirm the service visit. I called back to ask if we could please not be given a small economy vehicle as a loaner. Mid size would be sufficient. She assured me an "upgrade". No return call re: service visit from Terry Thackery. My husband had to excuse himself from his job to call the dealer to find out if we had a time for service. We made the arrangement with service to drop off on eve. of 7/18 and pick up vehicle on 7/21. The day before arbitration. I was given a loaner vehicle that had ¼ tank of gas, (not enough to get to my home), the rear hatch door

would not close, the sliding door could not be closed from the outside. There was dog hair and dirt all over interior of vehicle. There was loose trash scattered and cigarette butts in an open ashtray. The air conditioning did not work on this lovely 100degree weekend. (The service mgr. did warn us however that the freon was not keeping a charge).

7/21/03 I spoke to Debbie Berry at GM re: my case. She phoned our service mgr. and asked Terry to call me back. Terry is now asking that I take my vehicle to a different dealer to be serviced again. Upon speaking to the person who serviced my vehicle today, the problem that was taken care of was the driver side rear door handle. The rod inside the door needed to be adjusted. The items remaining problems are as follows: recall item (this could not be fixed because they put the ordered part for my vehicle in another car.); driver door locking or not unlocking; reason for dead battery; identification of fluid leak as assembly lube on pinion shaft; shaking and excessive noise when car is first running.

Fax Transmittal**BETTER BUSINESS BUREAU***Serving Northeast California*

Telephone: (916) 443-6843

Fax: (916) 443-0376

600 F Street
Sacramento, CA 95814

Date:

Attention:

Debbie Barry

From:

BBB

Number of pages (including this cover):

Comment(s):

Reply requested: Yes No

F. EXEMPT LICENSE PLATES STATEMENT

Check the appropriate box:

- U.S. Government
- State Agency
- Public Fire Department (VC §9104)
- Other Political Subdivision (VC §9101)
- Voluntary Fire Department (VC §9104)
- Civil Air Patrol (VC §9105). The vehicle was transferred to the Civil Air Patrol by the U.S. Government, or one of its agencies.

G. NON-RESIDENT MILITARY EXEMPTION STATEMENT

You qualify for this exemption if your duty station is located in California and your vehicle is not used in a trade or business.

I am on active duty in the U. S. Uniformed Services with the _____ OR

I am a member of a force or civilian component of _____, which belongs to NATO.

I am now stationed at _____, California, with the _____

This can be verified by my commanding officer, who can be reached at _____

I am not a resident of California; my legal residence is _____

Military Identification Verified _____

H. NAME STATEMENT

Please print

I, _____ and _____ are one and the same person.

My name is misspelled. Please correct it to: _____

I am changing my name from _____ to _____

I. CREDIT FOR USE TAX PAID TO ANOTHER STATE STATEMENT

Purchase price = cost of vehicle including the value of any trade-in minus sales or use tax, insurance, or finance charges.

I paid \$ _____ for this vehicle/vessel.

I paid \$ _____ in sales tax, to a state other than California.

J. STATEMENT OF FACTS

I, the undersigned, state:

that all of the information collected to be presented at hearing for our 2003 Chevrolet Trailblazer on 7/22/03 is true to the best of My knowledge. I have participated in the compilation of information and can be reached at 530-836-1726 or 530-394-7607 during the hearing if necessary.

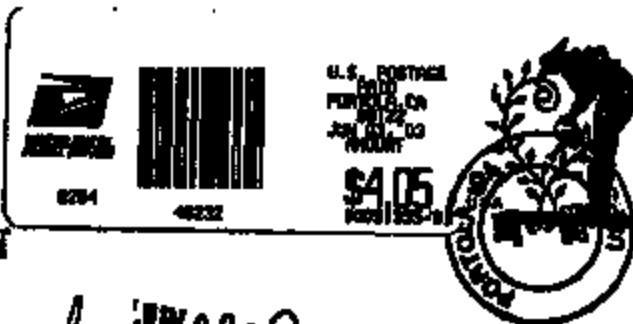
[Handwritten Signature]

K. APPLICANT'S SIGNATURE

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

[Handwritten Signature] DATE 7/21/03 DRIVER PHONE NO. 530 832 1281

P.O. Box 1057
Portola, CA
96122



RETURN RECEIPT
REQUESTED

JUN 09 2003

General Motors Corporation
P.O. Box 33170
Detroit, MI



7002 0840 0008 7176 8725

48232+5170 51

48232-5170

[REDACTED]
Pasadena, CA [REDACTED]
[REDACTED]

June 2, 2003

General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-3170

Dear Sir or Madam:

This letter is to inform as well as document the repetitive problems we have had with our 2003 Chevrolet Trailblazer, since purchasing it on December 20, 2002. We have had this vehicle back to the dealer, which is 45 miles from us, approximately 11 times. The problems that seem to repeat are with the windshield washer mechanism, and the handle on the rear hatch. Eight of our visits have been just for these two problems. After several visits these items were finally repaired, only to fail again. We have also had problems with the tail lights, and we are now scheduling another visit for the rear hatch as well as a dysfunctional emergency brake. The original paint is very hazy on several areas of the vehicle as well as quite a few rust spots on the recently repaired handle. (We haven't even addressed this issue yet.) Unfortunately, we cannot afford to keep making work to continue taking this vehicle to the dealer, 45 miles away. Each visit takes a few hours of our business day. This is becoming a very difficult situation. We filled out a customer satisfaction survey in February which was never responded to, and we have sent another in that we hope will get some attention. We feel like we are paying a lot of money for a vehicle that has caused us far too much hassle.

Sincerely,
[REDACTED]



Customer Claim Form

Case Number: CHV0344928
Contact Date: 08/23/03
Start Date: 08/23/03

Customer Name Address

[Redacted]
[Redacted]
PORTOLA, CA [Redacted]
[Redacted]

[Redacted]

Vehicle Information

Name(s) that appear on vehicle title: [Redacted]
Is vehicle titled to a business? no Percentage of time vehicle used for business purposes:
Transmission Type: Automatic Number of vehicles registered in California by vehicle ownership: 2
Make: Chevrolet Model: Trailblazer Model Year: 2003 Current Mileage: 13000
Vehicle Identification Number: 1GNET16SX36118095
Serving Dealer/City/State: CEASAR'S NUGGET MOTORS INC.,
Selling Dealer/City/State: CEASAR'S NUGGET MOTORS INC., QUINCY, CA
Insurance Carrier: State Farm Policy Number: 681057-E16-53B
Has vehicle been in an accident? Yes ___ No X Date of accident:
Description of Damage: :

Purchase/Lease Information (complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 12/22/02 Mileage at purchase: 12 miles Lease Date: Mileage at lease:
Purchased As: New Leased As:
Is the vehicle in your possession? yes Is the vehicle in your possession?
Lienholder's Name: GMAC Leasing Company's Name:
Address: P.O. Box 630071 Address:
City/State/Zip: Dallas TX 75263-0071 City/State/Zip:
Phone: 817-261-4422 800-200-4622 Phone:

Resolution Sought

The consumer no longer wants the vehicle. Not interested in further repairs. Vehicle is an inconvenience. Vehicle has cost owners extensive loss of work and travel costs due to consistent and repetitive repairs.

The consumers can no longer afford to continue bringing this vehicle in for repairs. They believe the return of the vehicle is the proper resolution for this.

Signature of Owner [Redacted]
I am authorizing [Redacted] acting or
lease of the vehicle named on this Customer Claim Form.
Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800 [Redacted]

**Step 4**

Attach one copy of the documents listed in Step 3 to the signed *Customer Claim Form*. We prefer that you photocopy and not staple them, as this will enable us to process your claim more quickly. We suggest that you do not send originals.

Step 5

Mail your signed *Customer Claim Form* and all accompanying documentation to: BBB AUTO LINE, 4200 Wilson Boulevard, Suite 800, Arlington, VA 22203. If possible, please use a larger size envelope so that you do not have to fold the documents.

In some cases, the manufacturer may contact you directly to discuss settlement options. Please let us know if you reach a settlement with the manufacturer.

If you would like more information about our program, you may request a free copy of our written *Operating Procedures*.

BBB AUTO LINE staff are here to help you. Please call me at (800) 955-5100 if you have any questions or we may be of assistance.

Sincerely,

Chris Conlogue at Extension 210

BBB AUTO LINE

June 23, 2003

Re: Scheuchenzuber vs Chevrolet Motor Division # CHV0344828


Portola, CA 

Dear Ms Melissa M Scheuchenzuber:

Thank you for contacting the BBB AUTO LINE program. We have opened your claim under the number shown above. In order to facilitate your claim, please do the following:

Step 1

Read the enclosed brochure *How BBB AUTO LINE Works*. This will explain the following:

- how to use our program;
- what steps you must take to enable us to investigate and process your dispute;
- what information will be considered in deciding your dispute;
- your rights in providing information that will be considered in the arbitration process;
- time periods in which your case will be handled;
- arbitration rules which set out the remedies that may be awarded in BBB AUTO LINE.

Step 2

Review the enclosed *Customer Claim Form*, which contains information that you gave to us on the telephone. If any information is missing or incorrect, write the additions or corrections directly on the form using dark ink. Please make sure that the VIN (vehicle identification number) has been correctly typed by the intake specialist, or that you have filled it in correctly.

Please complete the grid attached to the *Customer Claim Form* to give details about each vehicle problem on which your claim is based. Please attach additional sheets if the grid does not provide enough space.

The *Customer Claim Form* must be signed by all titled owners of the vehicle.

Step 3

Make one clear copy of the following documents, preferably on standard size paper:

- *Sale or lease agreement* containing the vehicle purchase price, sales tax, and other expenses associated with the purchase or lease of your vehicle;
- *Current vehicle registration*; and
- *All repair records and work orders for repairs to your vehicle*. Please include proof of payment if you are seeking reimbursement.

GM Vehicle Inquiry System Claim History

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

[Help](#)

VIN :	1GNET16SX36119095
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CLAIM HISTORY

Repair Order Date : 05/06/2003		Repair Order Number : 036107		Odometer Reading : 11085 miles					
Serviced By :	CRASAR S NUGGET MOTORS INC. 116 E MAIN QUINCY, CA 95971-9797 (530) 283-0600			Selling Source : 13 - CHEVROLET					
				Site Code : 06477					
				Business Associate Code : 167311					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/24/2003	389	01	#	C0010 - COWL AREA RESEAL	N/A	N/A	N/A	\$ 71.00	N
06/24/2003	389	02	#	N3860 - W/S PUMP R&R/RPL	22127653 - PUMP.WSW	N/A	N/A	\$ 64.88	N
06/24/2003	389	03	#	H2800 - PARK BRAKE ADJUST	N/A	N/A	N/A	\$ 46.94	N

Repair Order Date : 03/03/2003		Repair Order Number : 035289		Odometer Reading : 6879 miles					
Serviced By :	CRASAR S NUGGET MOTORS INC. 116 E MAIN QUINCY, CA 95971-9797 (530) 283-0600			Selling Source : 13 - CHEVROLET					
				Site Code : 06477					
				Business Associate Code : 167311					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/13/2003	386	01	#	A2953 - APPLIQUE, CENTER HIGH MOUNT STOP LAMP - COLOR/CLEAR COAT	N/A	EWP	N/A	\$ 166.99	N
05/16/2003	378	01	#	C3050 - RR RF MLD R&R/RPL	88979821 - MLDG KIT	EPW	N/A	\$ 392.37	Y
05/02/2003	374	02	#	B1784 - W/S WIPER ARM/RPL	22102195 - CAP.WSW A	B	N/A	\$ 45.56	N
05/02/2003	374	03	#	C2421 - LT INST FNL R&R/RPL	15157372 - COVER LP	N/A	N/A	\$ 20.53	N

Repair Order Date :		02/10/2003		Repair Order Number :		035040		Odometer Reading :		4763 miles	
Serviced By :	CEASAR S NUGGET MOTORS INC. 116 E MAIN QUINCY, CA 95971-9797 (530) 283-0600					Selling Source :			13 - CHEVROLET		
						Site Code :			06477		
						Business Associate Code :			167311		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
02/25/2003	355	01	#	N3320 - W/S WIPER MOTOR RPL	15094704 - MODULE	E	N/A	\$ 319.29	N		

Repair Order Date :		09/17/2002		Repair Order Number :		032939		Odometer Reading :		5 miles	
Serviced By :	CEASAR S NUGGET MOTORS INC. 116 E MAIN QUINCY, CA 95971-9797 (530) 283-0600					Selling Source :			13 - CHEVROLET		
						Site Code :			06477		
						Business Associate Code :			167311		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
09/27/2002	312	01	#	Z6999 - PREDELIVERY INSPECTION FLUID AIDS	N/A	N/A	N/A	\$ 5.99	N		

Repair Order Date :		08/23/2002		Repair Order Number :		A19095		Odometer Reading :		0 miles	
Serviced By :	CEASAR S NUGGET MOTORS INC. 116 E MAIN QUINCY, CA 95971-9797 (530) 283-0600					Selling Source :			13 - CHEVROLET		
						Site Code :			06477		
						Business Associate Code :			167311		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
08/27/2002	303	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	\$ 71.78	N		

CHECK HISTORY

Vehicle Has No Associated Check History.

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Case # CHV0344928

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- 7/14/03 No call from Terry Thackery.
- 7/16/03 Upon routine oil change a differential leak was discovered.
- 7/17/03 After still not receiving a return call from Terry, I once again called in to see what's up. Terry never called the dealer who services my vehicle. Now with only two business days left before arbitration, I wasn't any further along with my GM case rep. Once again she said she needed to talk to the service people and would call back at the end of the day. Terry did call this evening asking for me to please allow them to service my vehicle again. With no resolution this eve. Terry would call back in the am 7/18/03.
- 7/18/03 Terry asks again if I will agree to another service appointment. I offer to take vehicle to a different dealer but she felt our current service dept. was fine. She said she would call them to get me in, and call me back with appointment info. I assured her if I wasn't home she could reach me on my cell for us to confirm the service visit. I called back to ask if we could please not be given a small economy vehicle as a loaner. Mid size would be sufficient. She assured me an "upgrade". No return call re: service visit from Terry Thackery. My husband had to excuse himself from his job to call the dealer to find out if we had a time for service. We made the arrangement with service to drop off on eve. of 7/18 and pick up vehicle on 7/21. The day before arbitration. I was given a loaner vehicle that had ¼ tank of gas, (not enough to get to my home), the rear hatch door

would not close, the sliding door could not be closed from the outside. There was dog hair and dirt all over interior of vehicle. There was loose trash scattered and cigarette butts in an open ashtray. The air conditioning did not work on this lovely 100degree weekend. (The service mgr. did warn us however that the freon was not keeping a charge).

7/21/03 I spoke to Debbie Berry at GM re: my case. She phoned our service mgr. and asked Terry to call me back. Terry is now asking that I take my vehicle to a different dealer to be serviced again. Upon speaking to the person who serviced my vehicle today, the problem that was taken care of was the driver side rear door handle. The rod inside the door needed to be adjusted. The items remaining problems are as follows: recall item (this could not be fixed because they put the ordered part for my vehicle in another car.); driver door locking or not unlocking; reason for dead battery; identification of fluid leak as assembly lube on pinion shaft; shaking and excessive noise when car is first running.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Metairie, LA



CASE NUMBER: 1-107827239 VIN: 1GNES168426135035
MODEL YEAR: 2002
DATE OPENED: 2003-06-10 SERIES: TrailBlazer
DATE CLOSED: 2003-06-26 MILEAGE: 15627.000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Best Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 2600 Veterans Memorial Highway
Miramar, Kanner, LA, 70062-4712,

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Highly dissat w/ veh; ; 2003-06-10
2003-06-10

Svc Mgr; ; 2003-06-10
2003-06-11

1-107827239 DLR review history/repurchase possibility; ; 2003-06-11
2003-06-12

1-107827239 DLR discuss veh/cust/repurchase; ; 2003-06-11
2003-06-13

1-107827239 Miss Joseph update on repurchase 5-7 CDT 6-8 EDT p.m.; ; 2003-06-13
2003-06-11

1-107827239 AVM repurchase question FAVM Deanovich Michael 972075 8387; ; 2003-06-12
2003-06-11

Svc Mgr; ; 2003-06-11
2003-06-11

Svc Mgr repurchase notification of AVM contact; ; 2003-06-11
2003-06-12

AVM FAVM Deanovich Michael 972075 8387; ; 2003-06-12
2003-06-12

AVM FAVM Deanovich Michael 972075 8387; ; 2003-06-12
2003-06-12

AVM; ; 2003-06-12
2003-06-13

1-107827239 Service request update by Avm Mr. Mike Deanovich; ; 2003-06-13

2003-06-13

1-107827239 Please review comments by Avn Mr. Mika Deanovich...Thanks; ; 2003-06-13
2003-06-13

file update; ; 2003-06-13
2003-06-17

1-107827239 Miss Joseph respond to vms 6-8 p.m. EDT 5-7 p.m. CDT; ; 2003-06-17
2003-06-16

file update; ; 2003-06-16
2003-06-16

1-107827239 DLR input on cust; ; 2003-06-16
2003-06-17

1-107827239 DLR 3rd call go to Gen Mgr; ; 2003-06-16
2003-06-16

Svc Mgr; ; 2003-06-16
2003-06-16

Svc Mgr; ; 2003-06-16
2003-06-17

file update; ; 2003-06-17
2003-06-23

1-107827239 CAC_RS0006 no response to vms 5 business days; ; 2003-06-19
2003-06-19

Cust; ; 2003-06-19
2003-06-19

1-107827239 Miss Joseph responding to vms; ; 2003-06-19
2003-06-19

attempted contact; ; 2003-06-19
2003-06-19

1-107827239 Miss Joseph 2nd attempt vms response; ; 2003-06-19
2003-06-19

GNPP Smart Care; ; 2003-06-19
2003-06-19

24/24,000 Smart Care \$375 retail value; ; 2003-06-26
2003-06-19

Smart Care offer; ; 2003-06-19
2003-06-19

24/24,000 Smart Care retail value \$375.; ; 2003-06-19
2003-06-19

Created: CAC_RS0013. SR#1-107827239; ; 2003-06-19
2003-06-19

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-06-19
2003-06-19

24/24,000 Smart Care, \$375 retail value; ; 2003-06-24

2003-06-23

Goodwill Status has been changed from: Pending SITEL to Returned; ; 2003-06-23
2003-06-23

Correspondence Rejected; ; 2003-06-23
2003-06-26

1-107827239 DLX A/C repaired?; ; 2003-06-26
2003-06-24

Goodwill Status has been changed from: Returned to Pending SITEL; ; 2003-06-24
2003-06-24

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2003-06-24
2003-06-26

Svc Mgr; ; 2003-06-26
2003-06-26

Service Request has been Closed Satisfied.; ; 2003-06-26

*****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:
DAMAGE 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 BAC: FAX NUMBER:
DEALER NAME: BODY TYPE:
DEALER ADDRESS: , , TRIM:
CONTACT: , TRANSMISSION:
PHONE NUMBER: VEHICLE DRIVEABLE:
PRODUCT CODE: BRC WARRANTY DATE:
ENGINE TYPE: NADA: 0
MILEAGE @ BUY-BACK: 0 SALES TAX:
MSRP:

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

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

November 5, 2003

[REDACTED]
Metairie, LA [REDACTED]

Service Request: 1-107827239
[REDACTED]

Thank you for your support of Chevrolet. 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 Smart Care Plan for your 2002 Chevrolet TrailBlazer, Vehicle Identification Number 1GNES16S426135035, is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on November 5, 2003, and 15,627 odometer miles

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 Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 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,

Michael Glott
Customer Relationship Manager

RS0013-P

GMPP REQUEST FOR PROCESSING

Motors Insurance Corporation
National Mechanical Service Center
P.O. Box 6885
Chicago, IL 60680-6885

JUL 07 2003

Please process the attached GMPP Contract Registration form:
Customer Information:

Customer Name: _____

Request Number: 1-107827239

Personal Use: Commercial Use: _____

Reason for offering GMPP: Repair delay

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN# 1GNES16S426135035

Year: 2002 In-Service Date: 7-8-02 Mileage: 15627

Division Dealer Code Information: (Circle one below)

Pontiac - 2-89101 GMC Truck - 5-81784 Oldsmobile - 3-89801
Buick - 4-89801 Chevrolet - 1-70015 Cadillac - 6-89808
Medium Duty Truck - 9-81788

Payment Approval and Type:

General Motors has agreed to: (Check one below)

- Approve and pay for a new plan -- no GMPP coverage currently
- Authorize a new plan or upgrade; customer will pay total cost
- Approve and pay for an upgrade; apply original coverage refund to Division making request
- Pay for all coverage costs; refund original coverage cost to customer; see special instructions below
- Cancellation

Special Instructions:

- Transferable Non-Transferable
- Transfer all claims to new policy
- Endorse selling dealer code to Division code.
(Selling dealer to keep profit. Division is debited the dealer's profit.)

Payment Approval: CRM (decision maker): Mike Gladt

Plan Selection: 24/24 Smart Care

Team Manager/Supervisor: Bon Rittenhouse Date: 6-24-03

Contract Registration

MRP MRP MS Car MRP Car MRP LV

Vehicle Information
 Customer
 Dealer
 Lessor
 Plan Coverage and Price

VEHICLE IDENTIFICATION NUMBER (years 17 onward) PLAN PURCHASE DATE
1GNES160426135035 **06/24/03**
 YEAR MAKE MODEL CURRENT ODOMETER 4 WHEEL DRIVE
2002 Chevrolet Trailblazer 15627

MAILING ADDRESS (Name, Street, City, State, ZIP Code)
[REDACTED] **Metairie LA** [REDACTED]

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent cancellation(s).
 DEALER NAME **Chevrolet** DEALER CODE **170011** PROMOTION CODE
 ADDRESS **P.O. Box 33170** CITY **Detroit** STATE **Mi** ZIP CODE **48232**

NAME **Chevrolet**
 ADDRESS **P.O. Box 33170** CITY **Detroit** STATE **Mi** ZIP CODE **48232**

LEASE WHEEL MAJOR GUARD VALUE GUARD BASIC GUARD SMART PROTECTION SMART PROTECTION PLUS

MECHANICAL TERM

THE TERM OF THIS AGREEMENT EXCEEDS THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.
 IN-WARRANTY The fee and mileage limit of any selected plan commences on the date of the manufacturer's warranty and at zero miles. Certified plans have a 90 deductible unless an optional deductible is selected.
 OUT-OF-WARRANTY The fee and mileage of any plan selected will be calculated from the date and mileage on the vehicle on the date of the purchase of the service contract. Plans can be purchased only at the time of vehicle purchase. Certified plans have a 90 deductible. All other plans have a 90 deductible unless an optional deductible is selected.

VEHICLE SERVICE DATE (or 10/1/2003)	TERM-MO./YR.	OPTIONAL DEDUCTIBLE	PRICE
/ /	/	\$100 \$200	.00

MAINTENANCE TERM The fee and mileage limit for Smart Care will be calculated from the date and mileage on the vehicle on the purchase date of this agreement. The term and mileage limit of Smart Care Plus begins on the same date as the manufacturer's warranty and at zero miles.

SMART CARE	SMART CARE PLUS	TERM-MO./YR.	PRICE
<input checked="" type="checkbox"/>	<input type="checkbox"/>	24/24.000	0.00

OPTIONAL COVERAGE (Select all that apply)
 BUSINESS NUMBER BUS EMERGENCY SNOWFLOW TIRE ROAD HAZARD
 \$ **0.00**

By signing this, I agree to all the terms and conditions on this form. I acknowledge that purchase of this agreement is not required in order to purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this registration, a Coverage Agreement will be mailed to the address indicated above.

CUSTOMER SIGNATURE mylo 1-107827239	DATE 6-24-03	SUBTOTAL \$ 0.00
		TAX \$ 0.00
		TOTAL \$ 0.00

Vehicle Coverage Agreements are available online at www.gm.com/contracts/plan-coverage.html. NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT IN 60 DAYS, CALL 1-800-99-4333

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Tampa, FL



CASE NUMBER: 1-107894902 VIN: 1GNBT16S626135292
DATE OPENED: 2003-06-10 MODEL YEAR: 2002
DATE CLOSED: 2003-06-25 SERIES: TrailBlazer
SOURCE: Phone MILEAGE: 18000.0000000
BRC TYPE: N/AYes DELIVERY DATE:
BRC PARENT: DEALER NAME: Gordon Stewart Chevrolet, Inc.
DEALER ADDRESS: 16414 N Dale Mabry Hwy, Tampa, FL, 33618-1343, USA

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

W51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Veh Complaint-Wiper; ; 2003-06-10
03-06-10

RFI-Repair Status: Wiper Motor; ; 2003-06-10
2003-06-10

Service Request has been Closed Dissatisfied.; ; 2003-06-10
2003-06-25

Service Request has been Closed Dissatisfied.; ; 2003-06-25

*****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:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

LOCATION:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Canton , OH



CASE NUMBER: 1-108477633 VIN: 1GNFT16S236147716
MODEL YEAR: 2003
DATE OPENED: 2003-06-12 SERIES: TrailBlazer
DATE CLOSED: 2003-06-25 MILEAGE: 5206.000000
SOURCE: White Mail DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Ewing Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 929 Cleveland Ave NW, Canton, OH, 44702-1895, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

SAFETY Scanned: 2003-06-05-14.43.20.000000, MSKDocNum: 0315600073; ; 2003-06-12
2003-06-12

info; ; 2003-06-12
2003-06-14

to provide info; ; 2003-06-14
2003-06-18

1-108477633; ; 2003-06-25
2003-06-25

documentation of incident; ; 2003-06-25
2003-06-25

didn't sign name in previous file virignia beaty/tampa-corr; ; 2003-06-25
2003-06-25

Service Request has been Closed Satisfied.; ; 2003-06-25

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

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:

INSPECTORS NAME: INSPECTION DATE:

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

*****FAR 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:
BEC 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:

COUNT 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:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADE 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:

1-1084-71633



ROADSIDE
ASSISTANCE
PO BOX 50098
PHOENIX, AZ 85076-0098



GMC
P.O. BOX 33172
DETROIT, MI 48232

JUN 05 2003

48232+5172 51



MICHAEL P. DASKAVITZ

4641 Preserve Drive NW Canton, Ohio 44705-1691
Office Ph: 330-479-2966 Fax: 330-479-2966 Mobile Ph: 330-384-0315
email: mdaskavitz@gs.com

A FACSIMILE MESSAGE FOR:

To: Mr. Brian Strait
Company: General Motors Customer Service
PO Box 50098
Phoenix, AZ 85076-0098
Date: 6/2/2003 10:50 AM edt
Phone: 800-243-8872
Fax: 480-598-4567

Pages, including this cover page: 3

Dear Receiver:

Please deliver the attached 2 pages to Mr. Brian Strait.

THANK YOU!

RECEIVED
JUN 2 2003
By: Com/Kentode

MICHAEL P. DASKAVITZ

1441 Prosser Drive NW Canton, Ohio 44708-1691
 Office Ph: 330-479-2966 Fax: 330-479-2966 Mobile Ph: 330-284-0218
 email: mdaskavitz@aol.com

June 2, 2003

General Motors Customer Service
 Attn: Mr. Brian Strait
 PO Box 50098
 Phoenix, AZ 85078-0098

Ref: Case # 1-42675322
 VIN #: 1GNET1666236147716

Dear Mr. Strait

I am sure you can access the Customer Roadside Assistance notes concerning the above mentioned case, unfortunately I do not, as I was refused by both Raj, Louis and Steve any transcripts of the numerous conversations I had late Friday evening (5/30/02).

The bottom line as I see it is as follows: (Note: All times are approximate)

- 5/30/03 5:40 pm Windshield wipers fail to turn on -- severe thunderstorms in the area.
- 5/30/03 6:00 pm: I contact roadside assistance to have vehicle towed and clearly indicate my location next to light tower #42 within parking lot @ Tinseltown USA, 66th Avenue. Understanding Raj's command of the English language was nearly impossible.
- 5/30/03 6:50pm Tow truck (not a flatbed truck as is required) from Beldon Village Towing drives right by my vehicle, I beep horn & flash lights to no avail. Tow truck drives off.
- 5/30/03 6:51pm I re-contact Roadside Assistance. GM refuses to deliver replacement vehicle rental car, nor give any assurance that reimbursement for 6 people will be made should I contact a private limousine service. Staff refuses to make arrangements for a rental car to be delivered. Said that no dealership in area can be of assistance until Monday, June 2, 2003.
- 5/30/03 7:30pm Beldon Village Tow truck (not a flatbed) arrives again (driver Nate). He refuses to tow X4 with his truck as it requires a flatbed. Nate, speaks to Louis @ Roadside Assistance. Nate, also cannot accommodate transportation for 6 people.

Pg. 1 of 2



General Motors Customer Service
Attn: Mr. Brian Strat

5/30/03 9:16pm I begin to drive home. At 60+ MPH, unannounced windshield washer system activates and will not shut off, nearly causing a major accident.

5/30/03 9:50pm I re-contact Roadside Assistance and explain to Steve the instance as outlined above that the Windshield Washer Motor continues to run and smoke appears to be coming from engine compartment. He asks that I remove electrical fuse inline with wiper motor. (Note: I was already aware of which fuse it was, as I had changed it after Wiper blades failed to operate). Again, no arrangements can be made to have a rental vehicle delivered to residence.

I have contacted Mr. Red Rairigh at Ewing Chevrolet (PH: 330-464-8011 or 800-328-1014) to deliver this vehicle by noon today (6/3) for inspection and service.

Since no arrangements were made for a rental car by the Roadside Assistance staff and no dealership was available to service or inspect my vehicle on the Friday evening of the incident, Saturday, 5/31/03 or Sunday 6/1/03 I went ahead and rented a vehicle (capable of carrying 8 people) for my use as per the instructions given to me by Steve. The rental charge for the weekend was \$100.00. Not included were the numerous cell phone charges that were made to make applicable arrangements to rectify the situation. I was assured by Steve @ Roadside Assistance that re-imburement for these charges would not be a problem. Red informed me that if they (Ewing) were unable to make the needed repairs by this evening, that he would be glad to make additional arrangements for a rental vehicle through their preferred vendor.

Upon delivering the vehicle to Ewing, I will also need to make arrangements to have a factory defect relating to electrical components repaired on my 1998 CK Extended Cab Pickup (electric mirror switch) that I was just notified of as required by the national Traffic & Motor Vehicle Safety act. I feel compelled to report this recent occurrence with the 2003 TrailBlazer to the appropriate government authority as a serious safety malfunction.

I will anticipate that I will be receiving from you a check to cover the rental charges (\$100.00) incurred to date and that you will follow up as needed with Ewing Chevrolet as might be required.

Sincerely,



Michael P. Daskavitz

Cc: Red Rairigh - Ewing Chevrolet



GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Bessemer, AL

CASE NUMBER: 1-108915808 VIN: 1GNES16S436114428
 MODEL YEAR: 2003
 DATE OPENED: 2003-06-13 SERIES: TrailBlazer
 DATE CLOSED: 2003-09-17 MILEAGE: 19000.0000000
 SOURCE: White Mail DELIVERY DATE:
 BRC TYPE: ADRNo DEALER NAME: Ivan Leonard Chevrolet, Inc.
 BRC PARENT: DEALER ADDRESS: 1620 Montgomery Hwy, Hoover, AL, 35216-4977, USA

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

MS1 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

CHV0343934 06/12/2003 13:15:19:863; ; 2003-06-13
 2003-06-13

Ownership Escalated to BRC; ; 2003-06-13
 2003-06-13

Received- Initial CCF / Case scan; ; 2003-06-13
 2003-06-13

Acknowledgement (205) 481-3264; ; 2003-06-13
 2003-06-13

Customer (205) 481-3264; ; 2003-06-13
 2003-06-13

Dealer (205) 823-5120; ; 2003-06-13
 2003-06-13

AVM (Alex Bonduris) 404082 8294; ; 2003-06-13
 2003-06-13

BRC ADR Scanned: 2003-06-13-13.14.39.000000, MSXDocNum: FUR3EE99EF; ; 2003-06-13
 2003-06-13

BRC ADR Scanned: 2003-06-13-13.14.44.000000, MSXDocNum: FUR3EE9B1F; ; 2003-06-13
 2003-06-16

Spoke w/ Rick Knight (Finance Mgr); ; 2003-06-16
 2003-06-16

Avn Request to Update File; ; 2003-06-16
 2003-06-16

Avn Updated File; ; 2003-06-16
 2003-06-19

Spoke w/ Jim Yaw (Svc Mgr); ; 2003-06-19

2003-06-19

BRC ADR Scanned: 2003-06-19-15.16.02.000000, MSXDocNum: FUR3EP1C54; ; 2003-06-19

2003-06-25

AVM (Alex Bonduris) 205-410-0544; ; 2003-06-25

2003-06-27

AVM (Alex Bonduris) 205-410-0544; ; 2003-06-27

2003-06-27

GM Position; ; 2003-06-27

2003-07-01

GMPP; ; 2003-07-01

2003-07-02

Spoke w/ Jim Yaw (Svc Mgr); ; 2003-07-02

2003-07-09

AVM (Alex Bonduris) 205-410-0544; ; 2003-07-09

2003-07-15

AVM (Alex Bonduris) 205-410-0544; ; 2003-07-15

2003-07-17

AVM (Alex Bonduris) 205-410-0544; ; 2003-07-17

2003-07-18

GM Position; ; 2003-07-18

2003-07-21

Repurchase; ; 2003-07-21

2003-07-21

Replacement; ; 2003-07-21

2003-07-24

CHV0343934 07/24/2003 09:15:26:061; ; 2003-07-24

2003-08-06

Replacement; ; 2003-08-06

2003-08-08

Replacement; ; 2003-08-08

2003-08-11

Replacement; ; 2003-08-11

2003-08-14

Replacement; ; 2003-08-14

2003-08-15

Callback; ; 2003-08-15

2003-08-15

Replacement; ; 2003-08-15

2003-08-21

Callback; ; 2003-08-21

2003-08-27

Replacement; ; 2003-08-27
2003-08-27

Replacement; ; 2003-08-27
2003-09-04

Replacement; ; 2003-09-04
2003-09-05

VIN #; ; 2003-09-05
2003-09-10

Replacement VIN#; ; 2003-09-10
2003-09-11

Resolution- Customer Withdrew; ; 2003-09-11
2003-09-11

Settlement- Denied; ; 2003-09-11
2003-09-11

Closed-Withdrawn/Not Pursuing; ; 2003-09-11
2003-09-11

Service Request has been Closed Satisfied.; ; 2003-09-11
2003-09-16

SR in Status of Closed has been Re-Opened by FURLONGJ; ; 2003-09-16
2003-09-16

Replacement Vin; ; 2003-09-16
2003-09-16

Closed file; ; 2003-09-16
2003-09-17

Service Request has been Closed Satisfied.; ; 2003-09-17

*****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: JURIS:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,

PHONE NUMBER:
PRODUCT CODE:

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

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

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

LOCATION:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



Strongsville

OH



HOME PHONE: 4408468196

CASE NUMBER:	1-112121654	VIN:	1GKET168936132689
DATE OPENED:	2003-06-23	MODEL YEAR:	2003
DATE CLOSED:	2003-07-22	SERIES:	Envoy
SOURCE:	Phone	MILEAGE:	11600.0000000
BRC TYPE:	N/AYes	DELIVERY DATE:	
BRC PARENT:	3498,USA	DEALER NAME:	Gene Norris Oldemobile-GMC Truck, Inc.
		DEALER ADDRESS:	10170 Bagley Rd, Middleburgh Heights, OH, 44130-

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

reim hotel stay; ; 2003-06-25
2003-06-23

trip interruption; ; 2003-07-22
2003-06-25

1-112121654; ; 2003-07-22
2003-06-25

hotel reim 54.45; ; 2003-06-25
2003-07-07

hotel; ; 2003-07-07
2003-07-08

hotel; ; 2003-07-08
2003-07-09

reim hotel; ; 2003-07-09
2003-07-16

Service Request Ownership has changed FROM: KATHYH TO: CORDONT; ; 2003-07-16
2003-07-22

Reim; ; 2003-07-22
2003-07-22

Reim; ; 2003-07-22
2003-07-22

Service Request has been Closed Satisfied.; ; 2003-07-22

*****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:
 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*****

SOURCE: TRANSACTION:
 REQUEST TYPE:
 REPURCHASE REASON:
 DEALER BAC:
 DEALER NAME:
 DEALER ADDRESS: , ,
 CONTACT: ,
 PHONE NUMBER: FAX NUMBER:
 PRODUCT CODE: BODY TYPE:
 TRIM:
 ENGINE TYPE: TRANSMISSION:
 VEHICLE DRIVEABLE:
 LEASE @ BUY-BACK: 0 BRC WARRANTY DATE:
 MSRP: NADA: 0
 SALES TAX:
 DEPRECIATION:
 UPGRADE:
 AFTERMARKET:

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

NAME:
INTEREST PAID:
DEALER BUYOFF:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:
RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Molino , FL



CASE NUMBER: 1-112204210 VIN: 1GNS16S026119091
MODEL YEAR: 2002
DATE OPENED: 2003-06-23 SERIES: TrailBlazer
DATE CLOSED: 2003-07-30 MILEAGE: 19300.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: ADRNo DEALER NAME: Pete Moore Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 103 New Warrington Rd, Pensacola, FL, 32506, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Seeks Repurch; ; 2003-06-23
2003-06-23

Dir Input; ; 2003-06-23
2003-06-23

FYI; ; 2003-06-23
2003-06-23

BBB Letter; ; 2003-06-24
2003-06-23

Cancel Activity; ; 2003-06-24
2003-06-23

CHV0344875 <HD:>06/23/2003 06/23/2003 15:15:21:360; ; 2003-06-24
2003-06-24

BBB Start Date was set to 06/23/2003 in BR# 1-112204210; ; 2003-06-24
2003-06-24

GM Position; ; 2003-06-24
2003-06-24

Ownership Escalated to BRC; ; 2003-06-24
2003-06-24

Service Request Ownership has changed FROM: STOVERD TO: DEOREOM; ; 2003-06-24
2003-06-24

Customer @ 850-469-3061; ; 2003-06-24
2003-06-24

Pete Moore Chevrolet @ 850-486-7000; ; 2003-06-24
2003-06-24

AVM # 404082/8119; ; 2003-06-24

2003-06-25

AVM # 404082/8119; ; 2003-06-25

2003-06-27

CHEV0344875 06/27/2003 12:15:30:033; ; 2003-06-27

2003-06-27

CHEV0344875 06/27/2003 12:15:30:095; ; 2003-06-27

2003-06-27

BBB; ; 2003-06-27

2003-06-27

Settlement; ; 2003-06-27

2003-06-27

MVDN / FRA; ; 2003-06-27

2003-06-27

*** Executive Summary ***; ; 2003-06-27

2003-06-27

Service Request has been Closed Dissatisfied.; ; 2003-06-27

2003-07-01

SR in Status of Closed has been Re-Opened by JOHNSOR2; ; 2003-07-01

2003-07-01

Service Request Ownership has changed FROM: DEOREOM TO: JOHNSOR2; ; 2003-07-01

2003-07-01

Scanned: 2003-06-27-18.42.50.000000, MSXDocNum: 0317800160; ; 2003-07-01

2003-07-01

called Pete Moore Chevy; ; 2003-07-01

2003-07-02

LEGAL CORR FL INITIAL CONTACT LTR; ; 2003-07-02

2003-07-01

INITIAL CONTACT ATTEMPT; ; 2003-07-01

2003-07-01

called Pete Moore Chevy to speak w/ svc mgr; ; 2003-07-01

2003-07-01

l/vms for AVM; ; 2003-07-01

2003-07-01

received call from svc mgr from Pete Moore Chevy; ; 2003-07-01

2003-07-02

LEGAL CORR FL INITIAL CONTACT LTR-submitted; ; 2003-07-03

2003-07-02

Created:LEGCOR_IC0030. SR#1-112204210; ; 2003-07-02

2003-07-02

LEGAL CORR FL FRA APPT LTR; ; 2003-07-02

2003-07-02

LEGAL CORR FL FRA APPT LTR-submitted; ; 2003-07-03
2003-07-02

Created:LESCOR_LC0032. SR#1-112204210; ; 2003-07-02
2003-07-07

FYI to svu mgr Sam Smith; ; 2003-07-07
2003-07-02

FRA for 7/9/03 and cust will drop veh off day before; ; 2003-07-02
2003-07-03

LETTER APPROVED. ALLEN PRESTON / GOODWILL LIAISON / TAMPA; ; 2003-07-03
2003-07-03

LETTER APPROVED. ALLEN PRESTON / GOODWILL LIAISON / TAMPA; ; 2003-07-03
2003-07-07

received vme from AVM Larry Adler; ; 2003-07-07
2003-07-09

follow up w/ FRA at Pete Moore; ; 2003-07-10
2003-07-14

follow up w/ FRA at Pete Moore; ; 2003-07-16
2003-07-10

received call from svu mgr Sam Smith; ; 2003-07-10
2003-07-16

l/vme for AVM; ; 2003-07-16
2003-07-17

see if AVM called; ; 2003-07-17
2003-07-16

received return vme; ; 2003-07-16
2003-07-16

called cust/follow up on FRA; ; 2003-07-16
2003-07-16

l/vme for AVM; ; 2003-07-16
2003-07-18

check to see if AVM called; ; 2003-07-18
2003-07-17

received vme from AVM; ; 2003-07-17
2003-07-18

contact cust; ; 2003-07-18
2003-07-17

CHV0344875-1R <SD:>07/17/2003 07/17/2003 11:15:22:649; ; 2003-07-21
2003-07-18

LEGAL CORR DISBAT BBB LTR; ; 2003-07-18
2003-07-18

LEGAL CORR DISBAT BBB LTR-submitted; ; 2003-07-19
2003-07-18

Created: CAC_M00001. SR#1-112204210; ; 2003-07-18
2003-07-19

Approved; ; 2003-07-19
2003-07-21

BBB Start Date was set to 07/17/2003 in SR# 1-112204210; ; 2003-07-21
2003-07-21

CHV0344875-1R; ; 2003-07-21
2003-07-21

From Simmons to De Oro; ; 2003-07-21
2003-07-21

From Simmons to De Oro; ; 2003-07-22
2003-07-22

Service Request Ownership has changed FROM: JOHNSOR2 TO: DEOREOM; ; 2003-07-22
2003-07-23

Updating; ; 2003-07-23
2003-07-30

BBB GM Position; ; 2003-07-30
2003-07-30

GM position - Settlement Offer; ; 2003-07-30
2003-07-30

BBB GM Position; ; 2003-07-30
2003-07-30

Sales Docs; ; 2003-07-30
2003-07-30

Sales Docs; ; 2003-07-30
2003-07-30

CHV0344875-1R 07/30/2003 14:15:23:621; ; 2003-07-30
2003-07-30

BBB GM Position; ; 2003-07-30
2003-07-30

Cust Withdrew; ; 2003-07-30
2003-07-30

Cust Withdrew; ; 2003-07-30
2003-07-30

*** Executive Summary ***; ; 2003-07-30
2003-07-30

Service Request has been Closed Dissatisfied.; ; 2003-07-30

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:
VEHICLE DESCRIPTION:

DRIVER AGE:

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:

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

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

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

DEPRECIATION:
TRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:

NAME:

INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
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:

November 5, 2003

[REDACTED]
Molino, F [REDACTED]

Service Request: S1-112204210

[REDACTED]
We are sorry you continue to be dissatisfied with the decision made concerning your 2002 Chevrolet TrailBlazer. 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,

Rebecca Johnson
Customer Relationship Manager

MN0001-T/dh

Privileged and Confidential Information

CASE ASSESSMENT BY: Matt De Oro

9EBEL Request No: 1-112204210

Customer Name: [REDACTED]

Year of Vehicle: 2002 Make: Chevrolet Model: TrailBlazer Current Mileage: 19,300

Vehicle ID No.: 1GNES169028119081 In Service Date: 6/17/02 Purchased: New
If used: (date/miles)

What is customer seeking: Repurchase

What is customer eligible for: Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: AC failure

[REDACTED]			
06/17/2003	18,245	1	Press cycle switch replace (Cust states intermittently inoperable. Blows cold then hot. Low pressure switch inoperable - replaced.)
07/08/2003	19,290	3	HVAC control head reprogram (Cust states AC quits cooling at times. Ran diagnostics and found all modules needing updates. Dlr updated programs for HVAC, PCM, DMP etc.)
			3-day courtesy transportation

SECONDARY SYMPTOM/CONCERN: Windshield Wipers Inoperable

[REDACTED]			
07/01/2002	873	2	w/w wiper motor replace - inoperable 2-day courtesy transportation
08/31/2002	3,935	4	w/w wiper motor replace - inoperable due to water intrusion 5-day courtesy transportation
09/23/2002	4,957	3	w/w wiper motor replace - inoperable Wiperwasher system 2-day courtesy transportation
06/17/2003	18,245	1	w/w wiper motor replace - inoperable
07/08/2003	19,290	3	w/w wiper motor replace - (Cust states wipers inoperable at times. Replace w/ updated design)
			Final Repair Attempt

OTHER SYMPTOM/CONCERN: Miscellaneous

[REDACTED]			
07/24/2002	1,987	0	Fuel Tank Replace - SES light on 3-day courtesy transportation
07/08/2003	19,290	3	Recall 03012 - install plug and remove override lever Unable to Duplicate - Check for Fuel leak - None found

Total Days Out of Service: 19

VEHICLE MEETS PRESUMPTION: YES: NO:

Arbitrate case: Settle case:

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

Presumption NOT satisfied. CRM to advise cust and offer a 60/90 Value Guard \$100 in lieu of arbitration.

AVM and/or DEALER RECOMMENDATION:

Team Manager Approval:

Date:

Privileged and Confidential Information

Team Manager Approval:

Date:

Revised by r.fick 10/23/02

November 5, 2003

[REDACTED]
Molino, FL [REDACTED]

Service request: S1-112204210
[REDACTED]

Thank you for your recent correspondence dated June 27, 2003. We are sorry you are dissatisfied with your 2002 Chevrolet TrailBlazer. Our continued success depends upon the satisfaction our customers receive.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review your concerns we will be in contact with you to discuss this matter further.

Sincerely,

Rebecca Johnson
Customer Relationship Manager

LC0030-T/agg

November 5, 2003

[REDACTED]
Molino, FL [REDACTED]

Service request: S1-112204210
VIN: 1GNES16S026119091
[REDACTED]

Thank you for your recent correspondence received June 27, 2003 regarding your 2002 Chevrolet TrailBlazer. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

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

This letter is to confirm your scheduled repair opportunity at Pete Moore Chevrolet, Inc. located in Pensacola, FL. As per our conversation on July 1, 2003 this repair opportunity will take place on July 9, 2003.

If you have any further questions, please contact me at 1-800-231-1841 extension 57716 between 8:00 a.m. and 5:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

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

Sincerely,

Rebecca Johnson
Customer Relationship Manager

LC0032-T/agg

[Redacted]
Orlando, Florida
10 [Redacted]




7002 2030 0007 0541 3143

RECEIVED
JUN 27 2003
MS1

RETURN RECEIPT
REQUESTED

General Motors Corporation
P.O. Box 33100
Detroit, Michigan

RETURN RECEIPT
REQUESTED

48232/5170  48232/5170

Motor Vehicle Defect Notification
(Please print clearly in black ink, or type)

Be ORIGINAL

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

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

Description of continuing defect(s) or condition(s) Wiper Module, Trip Fail code 16c
Replaced fuel tank, Low Pressure Switch Trip Air Conditioner

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

Vehicle Make Chevrolet Model Trailblazer Year 2002

VIN 1G1NE511165102161119A11 Date of Delivery 6/17/02

Name and City/State of selling dealer or leasing company (if applicable) Pete Moore, Chevrolet
103 New Warrington Road Pensacola FL 32506

Name and City/State of authorized service agent(s) attempting previous repairs Pete Moore, Chevrolet
103 New Warrington Rd. Pensacola, FL 32506

Consumer Karen A. Edmonson
Address P.O. Box 387
Molokai, Florida 32577

Home phone (904) 587-5579
Work phone (904) 469-5261
Signature Karen A. Edmonson
Date Mailed 10/23/03

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records. (1.000)
Pink—Attorney General's copy, send by regular mail.

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER:

ADDRESS:

East Stroudsburg

PA

HOME PHONE: 5702236610

CASE NUMBER: 1-113293883

VIN: 1GNFT168136119910

MODEL YEAR: 2003

DATE OPENED: 2003-06-25

SERIES: TrailBlazer

DATE CLOSED: 2003-07-14

MILEAGE: 10741.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/Ayes

DEALER NAME: Solt Chevrolet-Oldsmobile, Inc.

BRC PARENT:

DEALER ADDRESS: PO Box 265, Nazareth, PA, 18064-0265, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

Inoperative

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

* ILR complaint; ; 2003-06-25

2003-07-07

EST; ; 2003-07-07

2003-07-07

Svc Mgr Bill Haag (Bellavia Buick, SAC 111234); ; 2003-07-11

2003-07-07

FYI; ; 2003-07-07

2003-07-11

FYI; ; 2003-07-11

2003-07-11

Empowered; ; 2003-07-11

2003-07-11

Created: CAC_RS0022. SR#1-113293883; ; 2003-07-11

2003-07-11

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-07-11

2003-07-11

Submitting LOF for approval; ; 2003-07-14

2003-07-14

Service Request has been Closed Satisfied.; ; 2003-07-14

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

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:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MERP:

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

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOFF:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOURCE:

*****ERC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

November 5, 2003

[REDACTED]
East Stroudsburg, PA [REDACTED]

Service Request: 1-113293883
[REDACTED]

We are sorry you have experienced concerns with your 2003 Chevrolet TrailBlazer. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, and filter service. Present this letter to any Chevrolet dealership for redemption.

If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 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 Kempf
Customer Relationship Manager

RS0022-P

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



Point Pleasant
NJ



HOME PHONE: 7326926149

CASE NUMBER: 1-114072861 VIN: 1GKFT168K26129167
MODEL YEAR: 2002
DATE OPENED: 2003-06-27 SERIES: Envoy
DATE CLOSED: 2003-06-30 MILEAGE: 23065.000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/AYes DEALER NAME: Jk III, Inc.
SRC PARTNT: DEALER ADDRESS: 5001 Auth Way, Marlow Heights, MD, 20746-4216, USA

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

W51 Power Windshield Wiper - Motor / Blades / AXTS

0 REPAIR ATTEMPT(S) Inoperative

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

Windshield Wipers; ; 2003-06-27
03-06-27

Roadside; ; 2003-06-30
2003-06-30

Service Request has been Closed Satisfied.; ; 2003-06-30

*****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:

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:
INTENANCE 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:
REPURCHASE REASON:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

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:	

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Herndon, VA



CASE NUMBER: 1-114267004 VIN: 1GNET16SX36150878
MODEL YEAR: 2003
DATE OPENED: 2003-06-28 SERIES: TrailBlazer
DATE CLOSED: 2003-06-28 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Sterling Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 46990 Harry Byrd Hwy, Sterling, VA, 20164-1816, USA

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

N51 Power Windshield Wiper - Motor / Blades / ARMS

0 REPAIR ATTEMPT(S) Inoperative

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

wiper problem; ; 2003-06-28
03-06-28

Service Request has been Closed Satisfied.; ; 2003-06-28

*****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:

NEWS 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
SERIAL:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VEH:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



Simpsonville

SC



HOME PHONE: 8642977689

CASE NUMBER:	1-114281523	VIN:	1GNES16S136140386
		MODEL YEAR:	2003
DATE OPENED:	2003-06-28	SERIES:	TrailBlazer
DATE CLOSED:	2003-07-09	MILEAGE:	10700.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/AYes	DEALER NAME:	Bennett Chevrolet-Buick Llc
BRC PARENT:		DEALER ADDRESS:	295 Danbury Rd, New Milford, CT, 06776-4313, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Whitton- Windshield Wipers; ; 2003-06-28
2003-07-01

Whitton- Windshield wipers; ; 2003-07-01
2003-07-02

Whitton- Windshield Wipers; ; 2003-07-02
2003-07-01

Whitton- Windshield Wipers; ; 2003-07-01
2003-07-02

Whitton-; ; 2003-07-02
2003-07-03

Whitton- Windshield wipers; ; 2003-07-03
2003-07-03

Whitton- Windshield Wipers; ; 2003-07-03
2003-07-03

Whitton- Windshield Wipers; ; 2003-07-03
2003-07-08

Whitton- Complaint Vehicle; ; 2003-07-09
2003-07-09

Whitton- Complaint vehicle; ; 2003-07-09
2003-07-10

Whitton-; ; 2003-07-09
2003-07-09

Whitton-; ; 2003-07-09

2003-07-09

Service Request has been Closed Satisfied.; ; 2003-07-09

*****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:

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 SAC:
DEALER NAME:
DEALER ADDRESS: , ,CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
ERC WARRANTY DATE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

GRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN: _

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

NUMBER OF INJURIES: 0.

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

CREATED:

IF SO, WHERE:

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

EXTERNAL CASH NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

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

CASE NUMBER: 1-114604850 VIN: 1GKDT138132120320
MODEL YEAR: 2003
DATE OPENED: 2003-06-30 SERIES: Envoy
DATE CLOSED: 2003-08-25 MILEAGE: 15000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/Yes DEALER NAME: Fairway Automotive Group, Inc.
BRC PARENT: DEALER ADDRESS: 1750 The Fairway, Jenkintown, PA, 19046-1606, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

SURVEYS SAFETY CSI INDEXED 6/30/03 Scanned: 2003-06-27-18.51.03.000000, MSXDocNum: VIN, ;
2003-06-30
2003-06-30

CAC_SU0003, phone number unavail, ; 2003-07-02
2003-06-30

Created: CAC_SU0003. SR#1-114604850; ; 2003-06-30
2003-07-02

Correspondence Rejected; ; 2003-07-02
2003-07-02

SU0003; ; 2003-07-07
2003-07-07

SURVIV; ; 2003-07-07
2003-07-07

CAC_SU0003; ; 2003-07-08
2003-07-07

Created: CAC_SU0003. SR#1-114604850; ; 2003-07-07
2003-07-08

APPROVED LETTER SU0003; ; 2003-07-08
2003-07-08

Service Request has been Closed Satisfied.; ; 2003-07-08
2003-07-23

SR in Status of Closed has been Re-Opened by CROSSANR; ; 2003-07-23
2003-07-23

wiper replacement concern; ; 2003-07-23

2003-07-29

114604850; ; 2003-08-25
03-07-24

Service Request Ownership has changed FROM: MATASAN TO: CROSSANR; ; 2003-07-24
2003-07-24

TM Reassigned Ownership; ; 2003-07-24
2003-07-25

Follow up on veh history - Dennis - Fairway Automotive; ; 2003-07-25
2003-07-25

veh history - Bergey's Buick Olds GMC - Bruce; ; 2003-07-25
2003-07-25

Submit for approval - GMPP Major Guard 60/60,000; ; 2003-07-25
2003-07-25

TM approved Major Guard - Theresa Baustian/TM/VDX; ; 2003-07-25
2003-07-25

Offer GW -; ; 2003-07-25
2003-07-28

follow up; ; 2003-07-28
2003-07-28

st calling back; ; 2003-07-28
03-07-28

Offered GW; ; 2003-07-28
2003-07-28

Created: CAC_RS0011. SR#1-114604850; ; 2003-07-28
2003-07-28

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-07-28
2003-07-28

Submit for approval - Major Guard - 60/60,000; ; 2003-07-29
2003-07-29

Please see feedback form.....; ; 2003-07-29
2003-07-29

Goodwill Status has been changed from: Pending SITEL to Returned; ; 2003-07-29
2003-07-29

Correspondence Rejected; ; 2003-07-29
2003-08-01

negotiation; ; 2003-08-01
2003-08-01

FP claims; ; 2003-08-01
03-08-01

Business Reasons; ; 2003-08-01
2003-08-01

Goodwill Status has been changed from: Returned to Pending SITEL; ; 2003-08-01

2003-08-01

Submit for approval - Major Guard - 60/60,000, ; 2003-08-05
2003-08-05

Major Guard - 60/60,000, ; 2003-08-07
2003-08-05

Goodwill Status has been changed from: Pending SITEL to Pending GM1; ; 2003-08-05
2003-08-07

approved; ; 2003-08-15
2003-08-07

Goodwill Status has been changed from: Pending GM1 to Approved; ; 2003-08-07
2003-08-25

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

*****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*****

SOURCE:
REQUEST TYPE:
PURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
CONSENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

*****ERC CONTACT INFORMATION*****

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

November 5, 2003

[REDACTED]
Ambler, PA [REDACTED]

Service Request: 1-114604850
[REDACTED]

Thank you for your recent comments regarding your 2003 GMC Envoy. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our GMC Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our GMC Customer Assistance Center at 1-800-462-8782 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. If you have already contacted the Customer Assistance Center, please disregard this letter.

GMC and your dealer's mutual goal is your total satisfaction with GMC products and services. We look forward to talking with you soon.

Sincerely,

Sandra Mata
Customer Relationship Manager

SU0003-P/mjr

November 5, 2003

[REDACTED]
Ambler, PA [REDACTED]

Service Request: S1-114604850
[REDACTED]

Thank you for your support of GMC. 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 Major Guard plan for your 2003 GMC Envoy, Vehicle Identification Number 1GKDT13S132120320, is for the following:

- 60 months or 60,000 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 GMC customer.

If you have any future questions, please feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 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,

Ryan Crossan
Customer Relationship Manager

RS0011-P/

About Your Sales Consultant - continued

	Completely Satisfied	Very Satisfied	Satisfied	Dissatisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you with the explanation of ...						
- Your vehicle's features and operation?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The warranty, owner's manual, and maintenance schedule?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The benefits of GMC's 24-hour Roadside Assistance?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. At the time of delivery, how satisfied were you with ...						
- The appearance of your new GMC?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- The operation of your new GMC?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Since taking delivery of your new vehicle, has your Sales Consultant or another dealership representative contacted you to thank you for your purchase and resolve any concerns?	Yes	No	Don't Know/Not Sure			
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
	Completely Satisfied	Very Satisfied	Satisfied	Dissatisfied	Not At All Satisfied	
10. Overall, how satisfied were you with the assistance you received from your Sales Consultant?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

A success story to be published. Outfit was a success story. Subject's name is [redacted]

About the Financial Process

	Completely Satisfied	Very Satisfied	Satisfied	Dissatisfied	Not At All Satisfied	Does Not Apply/Not Required
11. How satisfied were you that ...						
- The vehicle price and/or payments were discussed in a thorough and straightforward manner?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- You were given a thorough explanation of the financing options available?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. How satisfied were you with the review and explanation of all the paperwork?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Overall, how satisfied were you with how the financial process was handled by your dealership?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Summing Up Your Experience

14. Based on your overall purchase/lease and delivery experience, how satisfied are you with Fairway GMC Truck?	Completely Satisfied	Very Satisfied	Satisfied	Dissatisfied	Not At All Satisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Based on your overall purchase/lease and delivery experience, would you recommend this dealership?	Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Based on your experience to date, how satisfied are you with your 2003 Chevy?	Completely Satisfied	Very Satisfied	Satisfied	Dissatisfied	Not At All Satisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
17. Do you have any comments/recommendations about your:					
Dealership: <i>I had to wait many hours. Repairs that I was told I could call in I actually scheduled I had to wait. Reschedule for another day.</i>					
vehicle: <i>I cannot believe I have had to replace the windshield wiper more times in 3 years. I hope no one is damaged by anything in a car. This is a dangerous defect.</i>					
18. Are you ...	<input type="checkbox"/> Male	<input type="checkbox"/> Female			
19. Your age ...	<input type="checkbox"/> Under 25	<input type="checkbox"/> 25-34	<input type="checkbox"/> 35-44	<input type="checkbox"/> 45-54	<input checked="" type="checkbox"/> 55-64
					<input type="checkbox"/> 65 or older
20. May we include your name when providing this information to your dealership?	Yes	No			
	<input type="checkbox"/>	<input type="checkbox"/>			

Please return this questionnaire in the self-addressed, postage-paid envelope to:
 GMC, P.O. BOX 10864, TOLEDO, OH 43886-0864

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact GMC directly by calling the GMC Customer Assistance Center: 1-800-452-5752

GMPP REQUEST FOR PROCESSING

Motors Insurance Corporation
National Mechanical Service Center
P.O. Box 8855
Chicago, IL 60680-8855

AUG 20 2003

Please process the attached GMPP Contract Registration form.

Customer Information:

Customer Name: [REDACTED]

Request Number: 1-14604850

Personal Use: Commercial Use:

Reason for offering GMPP: Reinsurance repair history, cust's concern

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN# 1GKDT13S132120320

Year: 2003 In-Service Date: 12/02/02 Mileage: 15000

Division/Dealer Code Information: (Circle one below)

Pontiac - 2-89101 GMC Truck - 5-61784 Oldsmobile - 3-99001
Buick - 4-89001 Chevrolet - 1-70011 Cadillac - 8-99000
Medium Duty Truck - 9-61788

Payment Approval and Type:

General Motors has agreed to: (Check one below)

- Approve and pay for a new plan - no GMPP coverage currently
- Authorize a new plan or upgrade; customer will pay total cost
- Approve and pay for an upgrade; apply original coverage refund to Division making request
- Pay for all coverage costs; refund original coverage cost to customer; see special instructions below
- Cancellation

Special Instructions:

Transferable Non-Transferable

Transfer all claims to new policy

Endorse selling dealer code to Division code.
(Selling dealer to keep profit. Division is debited the dealer's profit.)

Payment Approval CRM (decision maker): Ryan Crossan

Plan Selection: 60140 Major Guard

Team Manager/Supervisor: Annie Gulosk Date: 07/28/03

Contract Registration

NEW RRP GM Cert RRP Cert RRP-LW

VEHICLE IDENTIFICATION NUMBER (max 17 characters) 1GKDT13S132120320 **PLAN PURCHASE DATE** 07/28/03
YEAR 2003 **MAKE** GMC **MODEL** Envoy **CURRENT ODOMETER** 15000 **4 WHEEL DRIVE** X

DEALER ADDRESS (omit state, city or zip code) 646 Meadowbrook Ave **CITY** Ambler **STATE** PA **ZIP CODE**

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent cancellations.
DEALER NAME GMC **DEALER CODE** 561764 **PROMOTION CODE**
ADDRESS PO Box 33172 **CITY** Detroit **STATE** MI **ZIP CODE** 48232

GMAC NAME OR GMC **ADDRESS** PO Box 33172 **CITY** Detroit **STATE** MI **ZIP CODE** 48232

LEASE **RENTAL** **BLACK GUARD** **VALUE GUARD** **BASIC GUARD** **SMART PROTECTION** **SMART PROTECTION PLAN**

MISCELLANEOUS TERMS

THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.
 The term and mileage limits of any selected plan equates to the same date on the manufacturer's warranty and at 100,000 miles. Certified plans have a \$0 deductible. All other plans have a \$0 deductible unless an optional deductible is selected.

VEHICLE IDENTIFICATION NUMBER (omit state) 12107102 **TERMS MODEL** 601 60,000 **OPTIONAL DEDUCTIBLE** \$100 \$200 **PRICE** 0:0

MAINTENANCE TERM The term and mileage limits for SMART CARE SMART CARE PLUS **TERMS MODEL** / / **PRICE** 0:0

FEES/CHARGES & OPTIONAL COVERAGE **BUSINESS** **HUMMER BUS** **EMERGENCY** **SNOWPLOW** **TIRE ROAD HAZARD** \$1 **PRICE** 0:0

By signing this, I agree to all the terms and conditions on this form. I acknowledge that possession of this agreement is not required in order to purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this registration, a Coverage Agreement will be mailed to the address indicated above.

CUSTOMER SIGNATURE on file 1-114604850 **DATE** 07/28/03

NET TOTAL \$ 0 0
TAX \$
TOTAL \$

Vehicle Information
 Customer
 Dealer
 Lender
 Plan Coverage and Fees

Example Coverage Agreements are available online at www.gmfinancialservices.com. NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT BY 88 DAYS, CALL 1-800-877-8888

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED] Wickliffe
ADDRESS: [REDACTED] KY [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-114940396 VIN: 1GNES168436114252
MODEL YEAR: 2003
DATE OPENED: 2003-07-01 SERIES: TrailBlazer
DATE CLOSED: 2003-07-09 MILEAGE: 14700.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/Yes DEALER NAME: Jarvis Motor CO.
BRC PARENT: DEALER ADDRESS: PO Box 790, Sikeston, MO, 63801-0790, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms
0 REPAIR ATTEMPT(S) Inoperative

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

Wiper failure; ; 2003-07-09
2003-07-01

Made contact; ; 2003-07-09
2003-07-03

Left message; ; 2003-07-09
2003-07-09

Follow up; ; 2003-07-09
2003-07-09

Made contact; ; 2003-07-09
2003-07-09

Thank you; ; 2003-07-09
2003-07-09

Service Request has been Closed Satisfied.; ; 2003-07-09

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

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:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

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:
ADDRESS:	CONTACT PHONE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Roslyn , PA

CASE NUMBER: 1-116043259 VIN: 1GKET16S826117387
 MODEL YEAR: 2002
 DATE OPENED: 2003-07-03 SERIES: Envoy
 DATE CLOSED: 2003-07-03 MILEAGE: 7500.0000000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: N/ANo DEALER NAME:
 BRC PARENT: DEALER ADDRESS:

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

No Symptom Indicated

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

Windshield wipers inoperative, ; 2003-07-03
 03-07-03

Contacting SVCE DEPT, ; 2003-07-03
 2003-07-03

Service Request has been Closed Satisfied.; ; 2003-07-03

*****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:

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:
INTERFERENCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Monmouth Junction
NJ

HOME PHONE:

CASE NUMBER: 1-116999755 VIN: 1GNDT13S322442779
MODEL YEAR: 2002
DATE OPENED: 2003-07-08 SERIES: TrailBlazer
DATE CLOSED: 2003-07-08 MILEAGE: 14000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Dayton Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: Route 130 Near Georges Rd, Dayton, NJ, 08810,

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

N51 Power Windshield Wiper - Motor / Blades / Arms
0 REPAIR ATTEMPT(S) Inoperative

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

Open; ; 2003-07-08
03-07-08
Service Request has been Closed Satisfied.; ; 2003-07-08

*****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:

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER 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
REP:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

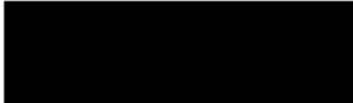
LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Pactone , IL [REDACTED]

CASE NUMBER: 1-118332019 VIN: 1GNET168836146616
MODEL YEAR: 2003
DATE OPENED: 2003-07-11 SERIES: Envoy
DATE CLOSED: 2003-07-11 MILEAGE: 9000.0000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/AYes DEALER NAME: Arnie Bauer Cadillac-GMC Truck Company
SRC PARENT: DEALER ADDRESS: 5525 Miller Circle Drive, Matteson, IL, 60443-2320,

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

RPI FRONT WIPERS; ; 2003-07-11
03-07-11

Service Request has been Closed Satisfied.; ; 2003-07-11

*****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:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Riverdale GA [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 1-120368827 VIN: 1GKES16SX26117765
DATE OPENED: 2003-07-17 MODEL YEAR: 2002
DATE CLOSED: 2003-09-05 SERIES: Envoy
SOURCE: Phone MILEAGE: 20400.0000000
BRC TYPE: N/Yes DELIVERY DATE:
BRC PARENT: DEALER NAME: Steve Rayman Pontiac-Buick-GMC Truck, LLC
DEALER ADDRESS: P.O. Box 430, Union City, GA, 30291-0430, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms
0 REPAIR ATTEMPT(S) Inoperative

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

pers incop X'3; ; 2003-09-05
03-07-30

1-120368827 call svc mgr; ; 2003-09-05
2003-08-11

Service Request Ownership has changed FROM: VEGAD TO: MOORED; ; 2003-08-11
2003-08-21

Service Request Ownership has changed FROM: MOORED TO: CONDOENT; ; 2003-08-21
2003-09-04

Veh status; ; 2003-09-04
2003-09-04

Veh status; ; 2003-09-04
2003-09-05

Veh status; ; 2003-09-05
2003-09-05

Service Request has been Closed Satisfied.; ; 2003-09-05

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER 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:

PAR STATUS:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEGAL LAW:

DEALER ADMINISTRATION:
RELEASE:

VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAME:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Joppa , MD [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-121091546 VIN: 1GNWT16S236134710
MODEL YEAR: 2003
DATE OPENED: 2003-07-18 SERIES: TrailBlazer
DATE CLOSED: MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Jerry s Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS:1940 E Joppa Rd,Baltimore,MD,21234-2798,USA

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

MS1 Power Windshield Wiper - Motor / Blades / Arms
0 REPAIR ATTEMPT(S) Inoperative

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

Wiper failure; ; 2003-07-18
2003-07-29
Cust-Request docs-Make sure vehicle is repaired; ; 2003-07-29
2003-07-28
Calling to get status on vehicle; ; 2003-07-28
2003-07-29
Calling to make sure vehicle was repaired and request docs; ; 2003-07-29
2003-07-29
Misc-Sed call CAC; ; 2003-07-29
2003-07-29
Created: CAC_RS0006. SR#1-121091546; ; 2003-07-29
2003-07-29
Call CAC submitted for approval; ; 2003-07-31
2003-07-31
Service Request has been Closed Satisfied.; ; 2003-07-31
2003-09-17
SR in Status of Closed has been Re-Opened by MATASAN; ; 2003-09-17
2003-09-17
docs attached; ; 2003-09-17
2003-09-17
docs attached; ; 2003-09-18
2003-09-17
REQUESTED DOCUMENTS indexed 9/17/03 Scanned: 2003-09-16-22.54.15.000000, MSXDocNum:
0325903339; ; 2003-09-18

2003-09-22

Cust-Request Docs; ; 2003-09-22
2003-09-19

Calling to request docs; ; 2003-09-19
2003-09-22

Calling to request docs; ; 2003-09-22
2003-09-22

Created: CAC_RS0006. SR#1-121091546; ; 2003-09-22
2003-09-22

Call CAC ltr submitted for approval; ; 2003-09-25
2003-09-25

Service Request has been Closed Satisfied.; ; 2003-09-25
2003-10-06

SR in Status of Closed has been Re-Opened by NEALDEN; ; 2003-10-06
2003-10-06

1-121091546 Cust called about wiper failure; ; 2003-10-06
2003-10-06

*See notes; ; 2003-10-06
2003-10-06

Customer calling for assistance; ; 2003-10-06
2003-10-17

Cust-Request docs; ; 2003-10-08
2003-10-06

Calling to request docs; ; 2003-10-08
2003-10-08

Customer calling for update; ; 2003-10-08
2003-10-10

Customer calling with update; ; 2003-10-10
2003-10-13

Misc- Inquire about proof of payment; ; 2003-10-10

*****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:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

November 5, 2003

[REDACTED]
Joppa, MD [REDACTED]

Service Request: 1-121091546
[REDACTED]

We would like to discuss your request for assistance regarding your 2003 Chevrolet TrailBlazer, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 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,

Genaro Dacus
Customer Relationship Manager

RS0006-P/amc

Mr. Brian Field
634 Nevada Rd.
Joppa, MD 21084-4822



Customer Assistance Center

ATTN: Genaro Dacus

SEP 15 2003

Chevrolet Division

General Motors Corporation

P.O. Box 33170

Detroit, MI 48232-5170





CHEVROLET

Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-0170

August 1, 2003

[REDACTED]
Joppa, MD [REDACTED]

Service Request: 1-121091546

[REDACTED]

We would like to discuss your request for assistance regarding your 2003 Chevrolet TrailBlazer, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 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,

Genaro Decas
Customer Relationship Manager

RS0006-P/ing

9 Sept 03

Sir,

These are the 2 bills for lodging and dinner that I was told I would be reimbursed for.

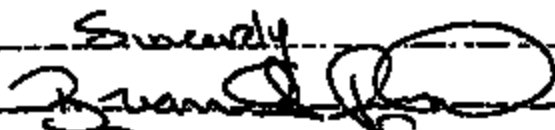
I apologize but I had a military trip since my return and hadn't had the time to pursue this issue.

This was based on a reoccurring electrical problem (3rd time) on my 2003 Trailblazer. This electrical problem, no wipers, made me stop on my return from Florida. We had to "bed down" in St Augustine & await service the following day. This was 7-18-03 - 7-19-03. When I called I was told by Chevy USA that I would be reimbursed. Had the wipers and electrical components not gone out I would have driven home & not incurred this expense.

The Total for dinner/hotel were
\$ 128.³⁸

Thank you for your assistance in this matter. Should you need to contact me my # is 443-570-0591.

Sincerely


Brian S. Field

*** Guest Receipt ***

ALHAMBRA INN-ROOMS AND SUITES
2700 PONCE DE LEON BLVD.
ST. AUGUSTINE, FL 32084
RESERVATIONS: 1-800-222-4153

Tel: (904) 824-2883
Fax: (904) 825-0976

07/19/2003
Adults: 2 Children: 1
Room #: 329

FIELD, BRIAN
424 BRESLIN RD
JOPPA, MD 21085

Reference	Date	Transaction	Description	Amount
031728/329-C	07/18/2003	GUEST ROOM	BR-GOVT	63.20
031729/329-C	07/18/2003	GUEST ROOM TAX	BR-GOVT	5.69
031798/329-A	07/19/2003	VISA	Express Check-Out	-68.89
			Folio Balance.....	0.00

07/18/2003 To 07/19/2003 Time-In: 6:52 pm; Time-Out: 11:06 am

Charge Type Summary	Total
GUEST ROOM	63.20
GUEST ROOM TAX	5.69
VISA	-68.89

ORIGINAL

THANK YOU FOR STAYING WITH US!!!!

Marty's Seafood
2783 Ponce De Leon Blvd.
St. Augustine, FL 32092
929-8679

Server: Scott, 288 07/18/2003
Table 6/1 9:56 PM
Guests 3 10073
Reprint #: 1

TER	1.99
Banana Dag	5.29
Fr Cheese Stick	6.95
Kids Chk Strp	3.95
Tea	
Virginia Chicken	13.99
Fried Catch (15.99)	15.99
Milk	2.99
Key Lime	3.28

Sub Total	56.12
Tax	3.37

Total 59.49

Balance Due 59.49

Happy Hour 4 to 6 Mon - Fri
Thank you for dining with us!

THANKS!

COPY

November 5, 2003

[REDACTED]
Joppa, MD [REDACTED]

Service Request: 1-121091546

Dear Mr. Field:

We would like to discuss your request for assistance regarding your 2003 Chevrolet TrailBlazer, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 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,

Genaro Dacus
Customer Relationship Manager

RS0006-P/kag

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] West Bloomfield MI [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 1-123253329 VIN: 1GNES168636114205
MODEL YEAR: 2003
DATE OPENED: 2003-07-25 SERIES: TrailBlazer
DATE CLOSED: 2003-07-30 MILEAGE: 13851.000000
SOURCE: White Mail DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Dick Morris Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 2199 Haggarty Rd, Walled Lake, MI, 48390-1714, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

EXECUTIVE Scanned: 2003-07-24-06.39.14.000000, MSKDocNum: 0320500061; ; 2003-07-25
3-07-29

Initial; ; 2003-07-29
2003-07-25

Initial Contact; ; 2003-07-25
2003-07-28

Initial Contact Sm; ; 2003-07-28
2003-07-29

Wife; ; 2003-07-29
2003-07-29

Second; ; 2003-07-29
2003-07-30

Third attempt; ; 2003-07-30
2003-07-29

Wife; ; 2003-07-29
2003-07-30

Attempt; ; 2003-07-30
2003-07-30

Follow up; ; 2003-07-30
3-07-30

Wiper; ; 2003-07-30
2003-07-30

Service Request has been Closed Satisfied.; ; 2003-07-30

*****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:

MAINTENANCE 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*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC: FAX NUMBER:
DEALER NAME: BODY TYPE:
DEALER ADDRESS: , , TRIM:
CONTACT: , TRANSMISSION:
PHONE NUMBER: VEHICLE DRIVEABLE:
PRODUCT CODE: NADA: 0
SALES TAX:

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

UPGRADE:

AFTERMARKET:

LEASE TERM:

AGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AG:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

128253329

W. Kenneth Myers
7000 Linden Drive
W. Bloomfield, Michigan, 48324



JUL 21 2003

Mr G. Richard Wagoner Jr.
Chairman
General Motors Corporation
300 Renaissance Center
P.O. Box 300
Detroit, Michigan 48265-3000

48265-3000

7660 Linden Drive
West Bloomfield, Michigan 48324
July 9, 2003

RECEIVED

JUL 16 2003

G.R. WAGONER, JR.

Mr G.Richard Wagoner Jr.
Chairman
General Motors Corporation
300 Renaissance Center
P.O. Box 300
Detroit, Michigan 48265-3000

Dear Mr. Wagoner,

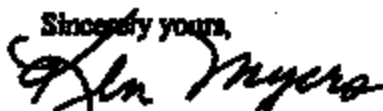
In October, 2002, we purchased a new 2003 Chevrolet Trail Blazer. We have been very pleased with this vehicle thus far.

Yesterday the front windshield wipers stopped working at 13851 miles. I took it in to a dealer today who repaired it by replacing the motor. The stated reason for the failure by the mechanic was "found wiper motor filled with water, corroded terminals." (Copy of Work Order enclosed) We admittedly have driven through some heavy rains but I would not expect the wiper motor to be so exposed as to fill with water. My concern is that if this is a faulty design, it will fill again and have to be replaced again. That is no problem while the vehicle is covered by warranty, but when it is not, I will be very dissatisfied if I have to pay for another replacement motor. If this is a design defect it should be correct as soon as possible.

This is also a potential safety hazard as my wipers simply stopped without warning. Had this been at night in a rain or snow storm it could have been very dangerous.

I would appreciate a response to this communication

Sincerely yours,


W. Kenneth Myers

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Gaines , MI

CASE NUMBER: 1-123937321 VIN: 1GNDT13G122309227
MODEL YEAR: 2002
DATE OPENED: 2003-07-28 SERIES: TrailBlazer
DATE CLOSED: 2003-07-28 MILEAGE: 40000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: AL Serra Buick-GMC Truck, Inc.
BRC PARENT: DEALER ADDRESS: G-6201 S Saginaw, Grand Blanc, MI, 48439, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Cust concerned about window wipers; ; 2003-07-28
2003-07-28

Obtaining info concerning wiper motor; ; 2003-07-28
2003-07-28

Service Request has been Closed Satisfied.; ; 2003-07-28

*****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:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Topoka , KS



CASE NUMBER: 1-124321627 VIN: 1GNES16S936106001
MODEL YEAR: 2003
DATE OPENED: 2003-07-29 SERIES: Envoy
DATE CLOSED: 2003-08-06 MILEAGE: 12700.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/Yes DEALER NAME: Bill Kobach Buick-GMC, Inc.
BRC PARENT: DEALER ADDRESS: 1980 Topoka Avenue, Topoka, KS, 66612,

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

W51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

REPEATED ELECTRICAL CONCERNS; ; 2003-07-29
2003-07-29

DLR CONTACT; ; 2003-07-29
2003-07-30

1-124321627 NYLAND.. CUST F/U; ; 2003-07-30
2003-07-30

DLR DIAGS; ; 2003-07-30
2003-08-06

1-124321627 NYLAND.. CUST F.U; ; 2003-07-31
2003-07-31

VME RECVD FROM HUSBAND; ; 2003-07-31
2003-07-31

UPDATE ON PARTS; ; 2003-07-31
2003-07-31

TM REVIEW; ; 2003-07-31
2003-08-06

1-124321627 NYLAND.....CUST F/U; ; 2003-08-01
2003-08-01

VME RECVD; ; 2003-08-01
2003-08-01

VME LEFT FOR AVM; ; 2003-08-01
2003-08-01

Created: CAC_MN0001. BR#1-124321627; ; 2003-08-01
2003-08-01

O/B CORR SUBMITTED FOR REVIEW AND APPROVAL; ; 2003-08-04
2003-08-01

cust called; ; 2003-08-01
2003-08-01

cust called; ; 2003-08-06
2003-08-04

Approved; ; 2003-08-04
2003-08-06

Service Request has been Closed Dissat-Won't Purchase GM Again.; ; 2003-08-06

*****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:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

INVESTIGATIVE SUMMARY:
STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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:

November 5, 2003

[REDACTED]
Topeka, KS [REDACTED]

Service Request: S1-124321627
[REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 2003 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,

Karla Gray
Customer Relationship Manager

MN0001-T/gm

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Washington

IL

HOME PHONE:

CASE NUMBER:	1-126030606	VIN:	1GNDS138X22228147
DATE OPENED:	2003-08-02	MODEL YEAR:	2002
DATE CLOSED:	2003-08-14	SERIES:	TrailBlazer
SOURCE:	Phone	MILEAGE:	51474.0000000
BRC TYPE:	N/AYes	DELIVERY DATE:	
BRC PART#::		DEALER NAME:	Rapid Chevrolet CO., Inc.
		DEALER ADDRESS:	2090 Deadwood Ave, Rapid City, SD, 57702-0344, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Broken

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

Wipers quit working; ; 2003-08-02
2003-08-02

Not open until 8:00am; ; 2003-08-02
2003-08-02

Warranty Info; ; 2003-08-02
2003-08-12

Service Request Ownership has changed FROM: GOSME TO: JBEATH; ; 2003-08-12
2003-08-13

call cust; ; 2003-08-13
2003-08-14

call cust; ; 2003-08-14
2003-08-14

call cust; ; 2003-08-14
2003-08-14

Service Request has been Closed Satisfied.; ; 2003-08-14

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

IDENT 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:
RISK 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:
MADA: 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:

DEALER ADMINISTRATION:
RELEASE:

VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: [REDACTED]

Stockbridge
GA [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 1-126034414 VIN: 1GKDS13S922223809
DATE OPENED: 2003-08-02 MODEL YEAR: 2002
DATE CLOSED: 2003-08-02 SERIES: Envoy
SOURCE: Phone MILEAGE: 48000.0000000
SRC TYPE: N/A DELIVERY DATE:
SRC PART: DEALER NAME:
DEALER ADDRESS:

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

RS1 Power Windshield Wiper - Motor / Blades / Actr
0 REPAIR ATTEMPT(S) No Symptom Indicated

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

It states windshield wipers do not work intermittently; ; 2003-08-02
3-08-02
Service Request has been Closed Satisfied.; ; 2003-08-02

*****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:

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Bethel Park
PA

CASE NUMBER: 1-126810714 VIN: 1GNDT138Z22353379
MODEL YEAR: 2002
DATE OPENED: 2003-08-05 SERIES: TrailBlazer
DATE CLOSED: 2003-08-07 MILEAGE: 17000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Century III Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 2430 Lebanon Church Rd, West Mifflin, PA, 15122-2555, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms
0 REPAIR ATTEMPT(S) Inoperative

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

er/Back door seal/frontend noise/transmission; ; 2003-08-07
2003-08-08

1-126810714; ; 2003-08-07
2003-08-07

wipers/door seal; ; 2003-08-07
2003-08-07

Service Request has been Closed Satisfied.; ; 2003-08-07

*****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:

VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT:

PHONE NUMBER:
PRODUCT CODE:

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,

LOCATION:

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

RESTRAINT:
IF SO, WHERE:

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

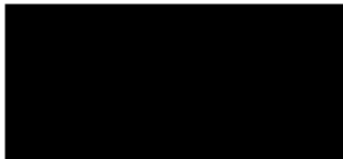
EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



New Hyde Park
NY



HOME PHONE:

CASE NUMBER:	1-127193334	VIN:	1GKET16S436136763
DATE OPENED:	2003-08-06	MODEL YEAR:	2003
DATE CLOSED:	2003-09-23	SERIES:	Envoy
SOURCE:	White Mail	MILEAGE:	8909.0000000
BRC TYPE:	ADENo	DELIVERY DATE:	
BRC PARENT:	4102,	DEALER NAME:	Classic Pontiac-GMC-Buick, Inc.
		DEALER ADDRESS:	330 W. Old Country Road, Hicksville, NY, 11801-

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

NE1 Power Windshield Wiper - Motor / Blades / Arms
0 REPAIR ATTEMPT(S) Inoperative

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

2003-08-06
2003-08-06

Service Request has been Closed Satisfied.; ; 2003-08-06
2003-08-08

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

Wiper; ; 2003-08-08
2003-08-08

Service Request Ownership has changed FROM: WHITEST TO: HOSTETLK; ; 2003-08-08

1-127193334; ; 2003-08-11

1-127193334; ; 2003-08-11
2003-08-08

Customer called in; ; 2003-08-08
2003-08-08

Customer called in; ; 2003-08-11
2003-08-08

0349668 08/08/2003 18:15:19:746; ; 2003-08-12
2003-08-11

BBB ltr; ; 2003-08-11
2003-08-11

BBB LTR; ; 2003-08-12
2003-08-11

ated: CAC_MN0001. SR#1-127193334; ; 2003-08-11
2003-08-11

DLR (516) 931-0900; ; 2003-08-11
2003-08-11

Svc Mgr Fred Ricci; ; 2003-08-11
2003-08-11

Another veh Issue; ; 2003-08-11
2003-08-11

SEE Previous Notes; ; 2003-08-12
2003-08-12

Service Request Ownership has changed FROM: HOSTETLK TO: LOCKLEAR; ; 2003-08-12
2003-08-12

Ownership Escalated to BRC; ; 2003-08-12
2003-08-12

Received Initial BBB Case #PGM0349668; ; 2003-08-12
2003-08-12

cust seeks repurchase; ; 2003-08-12
2003-08-12

Locklear BRC; ; 2003-08-12
2003-08-15

Cust 516-616-5738; ; 2003-08-15
2003-08-15

Cust; ; 2003-08-15
2003-08-15

Svc Mgr Fred Ricci 516-931-0900; ; 2003-08-15
2003-08-15

AVM Dan Gippert 914055-8444; ; 2003-08-15
2003-08-15

Received call from AVM; ; 2003-08-15
2003-08-17

Correspondence Rejected; ; 2003-08-18
2003-08-21

Received call from customer; ; 2003-08-21
2003-08-21

Contacted the customer; ; 2003-08-21
2003-08-21

Received call from customer; ; 2003-08-21
2003-08-21

BRC ADR Scanned: 2003-08-21-11.20.50.000000, MSKDocNum: LOC3F448B7; ; 2003-08-21
2003-08-26

Comprehensive Evaluation, ; 2003-08-26
2003-08-27

0349668 <SD:>08/27/2003 08/27/2003 16:15:31:189; ; 2003-08-29
2003-08-27

BBB Start Date was set to 08/27/2003 00.00.00 in ER# 1-127193334; ; 2003-08-29
2003-09-03

BRC ADR Scanned: 2003-09-03-13.23.42.000000, MSXDocNum: LOC3F55E25; ; 2003-09-04
2003-09-03

BRC ADR Scanned: 2003-09-03-13.23.42.000000, MSXDocNum: LOC3F55E2B; ; 2003-09-04
2003-09-03

BRC ADR Scanned: 2003-09-03-13.23.45.000000, MSXDocNum: LOC3F55E37; ; 2003-09-04
2003-09-03

BRC ADR Scanned: 2003-09-03-13.23.46.000000, MSXDocNum: LOC3F55E3E; ; 2003-09-04
2003-09-03

BRC ADR Scanned: 2003-09-03-13.23.47.000000, MSXDocNum: LOC3F55E46; ; 2003-09-04
2003-09-03

BRC ADR Scanned: 2003-09-03-13.23.47.000000, MSXDocNum: LOC3F55E4B; ; 2003-09-04
2003-09-03

BRC ADR Scanned: 2003-09-03-13.23.48.000000, MSXDocNum: LOC3F55E4E; ; 2003-09-04
2003-09-03

ADR Scanned: 2003-09-03-15.13.55.000000, MSXDocNum: LOC3F55E54; ; 2003-09-04
2003-09-03

BRC ADR Scanned: 2003-09-03-17.16.04.000000, MSXDocNum: LOC3F5603D; ; 2003-09-04
2003-09-04

BRC ADR Scanned: 2003-09-04-09.13.26.000000, MSXDocNum: LOC3F56FD0; ; 2003-09-05
2003-09-11

PMD0349668 09/11/2003 14:15:21:672; ; 2003-09-12
2003-09-22

PMD0349668 09/22/2003 14:15:24:585; ; 2003-09-23
2003-09-23

Received Settlement Letter; ; 2003-09-23
2003-09-23

No Response from Customer; ; 2003-09-23
2003-09-23

Denied; ; 2003-09-23
2003-09-23

Tampa; ; 2003-09-23
2003-09-23

Service Request has been Closed Dissatisfied.; ; 2003-09-23

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

OWNER NAME:
OWNER 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:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:

NAME:
INTEREST PAID:
DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
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*****

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

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

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

1-127193334

RINPF071

INCENTIVE PROGRAM CATALOG INQUIRY

09/03/03

START BROWSE

PROCESSING SOURCE: GMC TRUCK

13:03:01

INCENTIVE CODE/LVL: XJC ____

PAGE NO: 1

FM	INCTV			START	END	ST	LAST ACTIVITY	
CD	CD	LVL	DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(#)								
-	XJC	139	GSE 04 GMAC SMARTLEASE	07/08/03		P	09/02/03	23
-	XJC	138	GSE 03 GMAC SMARTLEASE	08/01/02		P	09/03/02	2
-	XJC	124	GSE 02 GMAC SMARTLEASE	02/28/01		P	08/08/03	1
-	XJC	120	GSL 01 GMAC SMARTLEASE	08/01/00		P	05/29/03	1
-	XJC	088	GSL 00 GMAC SMARTLEASE	06/07/99		P	07/18/02	3
-	XJG	031	GSL 02 GMAC SMARTLEASE-ISOBU	07/01/01		P	07/26/03	1
-	XJG	030	GSL 04 GMAC SMARTLEASE-ISOBU	01/01/03		P	03/03/03	1
-	XJG	029	GSL 03 GMAC SMARTLEASE-ISOBU	04/01/02		P	09/02/01	1
-	XJG	022	GSL 01 GMAC SMARTLEASE-ISOBU	07/01/01		P	11/08/02	1
-	XJM	026	GSL 02 GMAC MED DUTY EASYLEASE	08/01/01		P	03/08/03	2
-	XJM	025	GSL 01 GMAC MED DUTY EASYLEASE	10/01/00		P		0
-	XLL	024	MCA 02 MODEL FINAL PAY CASE	01/04/03		P	09/02/03	2

COMMAND ----> _____

MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN

P/W:

8/21/03

Privileged and Confidential Information

CASE ASSESSMENT BY: Pete Looklear

Customer Name: [REDACTED] SERIAL Request No: 1-127192334
 Year of Vehicle: 2003 Make: GMC Model: Envoy Current Mileage: 4,909
 Vehicle ID No.: 1GKST10B430136703 In Service Date: 2/28/03 Purchased: New Lease
 If Used: N/A
 What is customer seeking: Repurchase What is customer eligible for: Repairs

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Windshield wipers inoperable

[REDACTED]
 08/06/2003 4,848 1 N3365 - W/SHLD WPR MOD RPL

OTHER SYMPTOM/CONCERN: Remote Starter not working

[REDACTED]

No problem found.

OTHER SYMPTOM/CONCERN: Misc.

[REDACTED]
 08/27/2002 0 27000 - NEW VEHICLE INSPECTION ALLOWANCE

Total Days Out of Service: 1

VEHICLE MEETS PRESUMPTION: YES: NO: X

Arbitrate case: X Settle case:

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

The customer has only had 1 repair on the windshield wipers and a No problem found on the remote starter.

A Repurchase is not being offered and CRM could not even think of any goodwill to offer in this case.

Customer stated she was pursuing arbitration to get the vehicle Repurchased.

AVM and/or Dealer RECOMMENDATION:

AVM Dan Gippert has been advised and is not offering a Repurchase.

Team Manager Approval:

Date:

Overallowance / Incentives / Negative Equity Form

Customer MARLENE FERNANDEZ Request # 1-127193334 BBB/State # PGM0349668

This form may be used to identify possible overallowance and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any overallowance and/or incentives prior to arbitration or voluntary repurchase.

Use the charts below to help determine overallowance and incentives.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale) – (Selling Price) (before tax, tag, etc)	\$ 33,390.00
MSRP (from BARS Invoice)	minus \$ 36,410.00
Difference	\$ 0.00
(If positive, look for Overallowance)	

Trade Allowance (from dealer Bill of Sale)	\$ 0.00
*ACV Amount (from the dealer's ACV form) (from dealer)	\$ 0.00
Difference	minus \$ 0.00
(If positive, this is the Overallowance amount)	

If Overallowance and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB

Purchase Price (from dealer Bill of Sale) (before tax, tag, etc.)	\$ 33,390.00
Incentives not included in Purchase Price (from BARS) (Do not include fuel fill credit, dealer incentives or GM card credited back to customer)	minus \$ 0.00
Overallowance (difference between Trade Allowance & ACV)	minus \$ 0.00
Actual price of Vehicle that should be presented to BBB for ATA	\$ 21,680.00

09/04/09 Usage Deduction: $\frac{0}{100,000} \times \$33,390.00 = \$0.00$

RIMP071

INCENTIVE PROGRAM CATALOG INQUIRY

09/03/03

START BROUSE

PROCESSING SOURCE: GPC TRUCK

13:02:17

INCENTIVE CODE/LVL: FFC ____

PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME
(S)					
-	FFC 000 ** FUEL FILL	01/01/04		P	09/03/03 11,828
-	FFD 002 NFL ** MEDIUM DUTY SALSPERSON	10/01/01	06/30/02	P	06/28/02 1
-	FFW 002 NCR **MEDIUM DUTY PROGRAM ONLY	10/01/01	03/31/02	P	06/08/02 2
-	FGA 009 FLT ** MED DUTY OFFITTER WRECKER	08/03/00	07/10/03	P	08/14/03 1
-	FGH 003 FLT 03 MED DUTY OFFITTER WRECK	01/01/02	07/10/03	P	08/13/03 1
-	FGC 002 FLT 04 MED DUTY OFFIT WRECKER	08/20/03		P	09/02/03 2
-	FGC 001 FLT 03 MED DUTY OFFIT WRECKER	04/11/03		P	09/03/03 8
-	FED 003 FLT 02 NON-FLIGHT COMM VAN CURT	04/18/03	11/02/03	P	08/12/03 1
-	FGF 003 FLT 02 SUMMER SALES EVENT	05/17/01	03/30/02	P	08/21/02 1
-	FGS 001 FLT 01 MEDIUM DUTY SALSPERSON PGM	06/20/03	03/31/04	N	0
-	FER 002 FLT 01 MEDIUM DUTY SALSPERSON PGM	06/20/03	03/31/04	T	0
-	FGH 001 MED DUTY PAST NY SLS MGR/MAT	06/24/03		N	0

COMMAND _____

WORK RECORDS

DF01=HELP 03=PRV SCRIN

DF07=PGUP 08=PGDN

D/W:

2002 ENVOY XL 4WD (4-DOOR)
 86U MAGNETIC RED METALLIC
 98H MEDIUM DEFTER

/L68

PONTIAC/GMC DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE SAD78144230
 *****48*061638

ORDER NO. FJFF9L/TEN STOCK NO.
 1GK H216 84 36136763

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TE1806 ENVOY XL 4WD (4-DOOR)	32495.00	29407.98	INVOICE 09/27/02
AJ7 SIDE IMPACT AIR BAGS	350.00	301.00	SHIPPED 09/27/02
BG2 3RD ROW FLOOR MATS	30.00	25.80	EXP I/T 10/11/02
BVE RUNNING BOARDS	375.00	322.50	INT COM 10/11/02
CF5 POWER SUNROOF	800.00	698.00	PRC MFF 09/27/02
CTH GVW RATING - 6,400 LBS	N/C	N/C	KEYS 8849A 8849A
QUS REAR AXLE - 3.42 RATIO	N/C	N/C	WFP-8 QTR OPT-1
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	BANK: GMAC - 103
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	CHK-TO 06-163
M31 FEDERAL/NY/VT EMISSIONS	N/C	N/C	SHIP WT: 4922
PEB SLE COMFORT & CONVENIENCE PKG * CONTENT THEFT ALARM * NTR AM/FM STEREO, CD/CASSETTE (REPLACES STD/OPT PKG RADIO)	190.00	163.40	HP: 32.1 GVW: 6400 GVWF: 3200 GVWR: 3480
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	GMS: 31805.33
VK3 FRONT LICENSE PLATE MOUNT	N/C	N/C	SUPPLR: 33077.84
1B8 SLE ENHANCED PACKAGE * CENTER W/1YR SAFE & SOUND FLN * POWER DRIVER SEAT * LIGHTED VANITY VISOR MIRRORS * ELECTROCHROMIC IRVY MIRROR * POWER/HEATED OBEV MIRRORS * LUGGAGE RACK CROSS BARS	1480.00	1247.00	MEM: 16410.00 NTR: 1/2 MEMO 1789.25
MAGNETIC RED METALLIC	95.00	81.70	

TOTAL MODEL & OPTIONS	35785.00	32283.88	ACT 237 31805.33
DESTINATION CHARGE	625.00	625.00	H/B 261 1073.85
DEALER CO-OP ADVERTISING		387.85	ADV 261 387.85
LOCAL ADVERTISING & MARKETING		178.93	EXP 65A 178.93

TOTAL	36410.00	33418.66	PAY 310 33418.66
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		31854.68	

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

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

SIC PONTIAC-BUICK-GMC

REMIT TO GMAC NO. 103
 VIN 1GKHP16S436136763
 \$ 33418.66 INV SAD78144230
 DUE 10/11/02 DEALER 06-163

NEW YORK STATE REGISTRATION DOCUMENT

PLS
CHV7283
2003 GMC NONTRANSFERABLE
GUYE RD 10KNT168436136763
004922 G 6 CL720963 FEB 26 2003
WSP HSP HSP HSP HSP

Expires 02/28/08
FERNANDEZ, ANGEL, B, JR *NYNA*
500 8TH AVE 36.25
HENNYDEPARK NY 11040

CL720963 108.00



R02P010

CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY

02/03/03

PROCESSING SOURCE: MARS

13:01:19

VIN: 1GKNT1604 36136762 BELLA SCE: 48 MDL YR: 03 ORD NO: 51999 PAGE NO: 1

ODATE: 05/21/02 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 48 06163

EDATE: 02/26/03 DLVY FAN: DTYPE: 015 SVVC TYPE: MILEAGE:

DLVY DCH: 02/27/03 ORDER BY:

CANC:

CANC DCH:

TRAC: DLVY TO: AN FERNANDEZ

TRD DCH: 500 8TH AV

SVVC IN: NEW HYDE PARK NY 11040

SVVC OUT: CANC SVVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTND	DLR	SER	STAT
FFC	01	48 06163	00023182896	02/28/03	32.89	CA		0.00	9
ZJC	01	48 06163	048768	03/11/03	1,615.64	CP		0.00	9

COMMAND ==> _____

NO MORE RECORDS

PF01=HELP 02=CURR INV 03=PRV SCRN PF07=PGUP 09=PGDN

PF05=CURR OPT 10=HELP INVT 11=CURR ORD P/W:

CLASSIC

PONTIAC • BUICK • GMC

300 W. Old Country Road • Hicksville, New York 11801
516-931-8000 • Fax 516-931-1322

DATE 9/3/03

NUMBER OF PAGES (INCLUDING COVER SHEET)

2

TO Jose Lockman

FROM Tony Harrison Sales Mgr

Re: Angel Fernandez A/10/1A
Mahone Fernandez
 Here in the Bible of Sales, + there
 were no incentives for the month
 of February. Thank you

CLASSIC

PONTIAC • BUICK • GMC

630 W. 6th Country Road • Hicksville, New York 11801
 516-681-6888 • Fax 516-681-1500



01047407

RECOMMENDED SERVICES

--	--	--	--	--	--	--

SERVICE HISTORY

DATE	MILEAGE	TO	BY	REMARKS	MILEAGE
05/11/82	9387	1	BOB	REG. REG.	9387

SALESPERSON NO. 21712 VICTOR DIAMANTINO SERVICE

VIN	1G8EY168438130703	PLANT	MONTROVIA	YEAR	1982
DATE BUILT	APR 19 1982	MODEL	REGAL	TYPE	SEDAN
ADDRESS	NEW HYDE PARK, NY 11040		TYPE	REGAL	SEDAN
APPROVED BY	STATE REG 300000	DATE		TYPE	REGAL

GENERAL CUSTOMER ESTIMATE: **100.00**

- 1. M BLAKE **NEW ELECTRON CONTROL VALVE SYSTEMS STOP WHEN FLUID STARTED TO SPRAY OUT AFTER STOPPED**
- 2. C 6000L **REPL. FILTER LINE PERMAN. L.O.P. CK TIRMS AND FLUIDS**

REPLACE PAGE WITH AN INCREASED LABEL REQUIRED

ALL PARTS ARE NEW UNLESS OTHER WERE SPECIFIED

A STATE SPECIFIC PERMIT IS REQUIRED IF THE VEHICLE IS NOT PERMITTED TO OPERATE IN THIS STATE AFTER THIS DATE FROM NOTICES FROM THIS STATE.

PRO-CONSUMER INFORMATION
 COSTS, MATERIALS, LABOR

ADDITIONAL WORK	DATE	TIME
PARTS \$	BY	PER HOUR
LABOR \$	BY	PER HOUR
TOTAL \$		

AND WARRANTY ON THE ORIGINAL BILL SHOULD BE MAINTAINED BY THE CUSTOMER. THE DEALER SHOULD BE ADVISED OF ANY REPAIRS, PARTS REPLACEMENT OR SERVICE. CUSTOMER SHOULD BE ADVISED OF ANY REPAIRS, PARTS REPLACEMENT OR SERVICE. CUSTOMER SHOULD BE ADVISED OF ANY REPAIRS, PARTS REPLACEMENT OR SERVICE.

U.S. SALES TAX INFORMATION		
TAX STATE	TAX RATE	AMOUNT
GAS TAX	TAX RATE	AMOUNT

CLASSIC

TURTLES • TURTLES • TURTLES

300 W. 6th Street • New York, New York 10011
 212-661-0000 • Fax 212-661-1000

CLASSIC TURTLES



NAME ANGEL B. BARRON JR. 500 5TH AVE NEW YORK, NY 10011	PHONE 212-661-0000	ORDER NO. 10000000000000000000	DATE 01/01/00	TIME 12:00
---	------------------------------	--	-------------------------	----------------------

JOB 1 CHARGE

1.00

JOB 1 TOTAL 1.00

TECHNICIAN CERTIFICATION 0.00

TOTAL 1.00

• YOUR COMPLETE SATISFACTION IS OUR MAIN GOAL •

• SERVICE WILL BE RETURNED & MONEY REFUND •

• WE WILL BE RESPONSIBLE FOR ANY DAMAGE •

• WE WILL BE RESPONSIBLE FOR ANY LOSS •

• COMPLETE SATISFACTION IS OUR MAIN GOAL •

FOR INFORMATION ON THE PRODUCT
 YOUR SERVICE AND YOUR HOME OF THE
 MANUFACTURER, THE CLASSIC TURTLES
 SERVICE INCLUDES ALL MATERIALS,
 OTHER SERVICE OF INSTALL, INCLUDING
 ANY OTHER WARRANTY OF
 RESPONSIBILITY IN ORDER FOR A
 COMPLETE SERVICE AND OTHER
 SERVICE TO ASSIST FOR IT ANY SERVICE
 IN CONNECTION WITH THE SALE OF OUR
 PRODUCTS.

CLASSIC TURTLES SERVICE WILL BE RESPONSIBLE
 FOR ANY DAMAGE TO YOUR HOME, OR
 ANY LOSS OF YOUR PROPERTY OR
 ANY OTHER SERVICE OF INSTALLATION
 OF OUR PRODUCTS.

CUSTOMER ACKNOWLEDGEMENT

Thank You
 for the opportunity to serve you.

SERVICE DEPT. MONROE
 1000 5TH AVE
 NEW YORK, NY 10011

CLASSIC

PONTIAC • BUICK • OLDSMOBILE

300 W. Old Country Road • Middletown, New York 12041
 518-831-0000 • Fax 518-831-1282



RECOMMENDED SERVICE

--	--	--	--	--

SERVICE HISTORY

DATE	MILEAGE	TYPE	BY	DESCRIPTION
02/24/02	6880	10	SP1	
10/1/02	6987	1	SD	

SALERSHIP NO. 21762 VICTOR O LANTIERO SERVICE

VVT NO.	Y0L2Y100490130703	CLASSIFICATION	VEHICLE TYPE	COPIES	F000
DATE OF PURCHASE	08/05/01	MAKE	PONTIAC	MODEL	GRAND PRIX
DEALER	NEW HYDE PARK, NY 11040	YEAR	2001	FINANCING	SALES
STATE	NY	TYPE	SEDAN	PRICE	12000
SALES TAX	0.00	REGISTRATION	0.00	SALES TAX	0.00
SALES TAX	0.00	SALES TAX	0.00	SALES TAX	0.00

ORIGINAL CUSTOMER ESTIMATE: TOTAL

.....

WARRANTY **ACCIDENTS**
 C/P REPLIES IMMEDIATELY STOPPING

PAGE 1 OF 1 7068 CUSTOMER COPY

REPLACES THIS BILL IN REMOVED VEHICLE SERVICE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

A BAILY STRIKE OR GUN IS CAUSED BY THE VEHICLE IS NOT COVERED BY WARRANTY. WE WILL NOT BE RESPONSIBLE FOR DAMAGE TO THE VEHICLE OR TO THE CUSTOMER'S PROPERTY.

FOR INSPECTION PURPOSES

PARTS: MATERIALS & LABOR	DATE
ADDITIONAL WORK	DATE
PARTS \$	BY
LABOR \$	BY
TOTAL \$	

WE WARRANT THE WORKMANSHIP AND THE QUALITY OF THE PARTS WE USE. WE WILL NOT BE RESPONSIBLE FOR DAMAGE TO THE VEHICLE OR TO THE CUSTOMER'S PROPERTY. WE WILL NOT BE RESPONSIBLE FOR DAMAGE TO THE VEHICLE OR TO THE CUSTOMER'S PROPERTY.

OIL OYL.	SALES TAX	SALES TAX
SALES TAX	TRAFFIC FUND	

SERVICE DEPT. HOURS
 MON. THRU FRI.
 7:15 AM TO 4:00 PM



GM

GENERAL MOTORS BUSINESS RESOURCE CENTER

September 03, 2003

Classic Pontiac-Buick-GMC
330 W. Old Country Road
Hicksville, NY 11801-4102

Attn: Sales Manager

Re: Mariens Fernandez v. General Motors Corporation
2003 GMC Envoy, VIN 1GKET16S436136763

To Whom It May Concern:

Per the recent Privacy Act, I am sending you a letter in writing advising who I am and who I work for.

I work for the General Motors Business Resource Center, ADR (Alternative Dispute Resolution) department handling complaints filed with the BBB Autoline.

I am requesting the following documents to be faxed over @ 866-548-8882

1. Bill of Sale.
2. Customer Incentive Acknowledgement Form
3. ACV (Actual Cash Value) Form only if there was a trade-in.

I am the Customer Relationship Manager who will be handling this file through the Business Resource Center. If you need any further assistance or have any questions, please feel free to contact me Monday through Friday, 7:00am-3:45pm (EST).

Sincerely,

Pete Locklear
BRC/ADR/FL
800-231-1841 ext.58351

General Motors/ Chevrolet Division
5701 E. Hillsborough Ave. Suite 2300 Tampa, Florida 33610



GM

Enc./pl

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS:
 HOME PHONE:

Joliet , IL

CASE NUMBER: 1-128134971 VIN: 1GNES16S626134288
 MODEL YEAR: 2002
 DATE OPENED: 2003-08-08 SERIES: TrailBlazer
 DATE CLOSED: 2003-08-18 MILEAGE: 15299.0000000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: N/Anc DEALER NAME: Alexander Chevrolet-Oldsmobile-Cadillac, Llc
 REC PARENT: DEALER ADDRESS: 1422 NW Broad, Murfreesboro, TN, 37129, USA

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

BS1 Power Windshild Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Windshild Wipers; ; 2003-08-11
 03-08-08

DIA: 615-893-6600 (out of state); ; 2003-08-11
 2003-08-11

DIA: 615-893-6600 [out of state]; ; 2003-08-11
 2003-08-13

LOF; ; 2003-08-13
 2003-08-13

Created: CAC_RS0022. SR#1-128134971; ; 2003-08-13
 2003-08-13

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-08-13
 2003-08-13

LOF; ; 2003-08-13
 2003-08-13

LOF; ; 2003-08-18
 2003-08-18

Service Request has been Closed Satisfied.; ; 2003-08-18
 2003-08-18

SR in Status of Closed has been Re-Opened by TARINF; ; 2003-08-18
 03-08-18

Goodwill Status has been changed from: PraAprv - Other to Approved; ; 2003-08-18
 2003-08-18

Service Request has been Closed Satisfied.; ; 2003-08-18

*****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:

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*****

SOURCE: TRANSACTION:
 REQUEST TYPE:
 REPURCHASE REASON:
 DEALER SAC:
 DEALER NAME:
 DEALER ADDRESS: , ,
 CONTACT: ,
 PHONE NUMBER: FAX NUMBER:
 PRODUCT CODE: BODY TYPE:
 TRIM:
 TRANSMISSION:
 VEHICLE DRIVABLE:
 BRC WARRANTY DATE:
 NADA: 0
 SALES TAX:
 MILEAGE @ BUY-BACK: 0
 MSRP:
 DEPRECIATION:
 UPGRADE:

AFTERMARKET:

LEASE TERM:
DAMAGE:
FEES:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
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:

November 5, 2003

[REDACTED]

Service Request: 1-128134971

[REDACTED]

We are sorry you have experienced concerns with your 2002 Chevrolet TrailBlazer. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, and filter service. Present this letter to any Chevrolet dealership for redemption.

If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 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,

Nadia Alex
Customer Relationship Manager

RS0022-P

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: Scott, Dennis
ADDRESS: 201 S Crystal Dr, Sanford , FL 32773-4801
HOME PHONE: 8636793033

CASE NUMBER: 1-134227109 VIN: 1GNES16S126112649
MODEL YEAR: 2002
DATE OPENED: 2003-08-26 SERIES: TrailBlazer
DATE CLOSED: 2003-09-15 MILEAGE: 15000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AMC DEALER NAME: Bill Heard Chevrolet Corporation-Orlando
BRC PARENT: DEALER ADDRESS: 3455 Orlando Dr, Sanford, FL, 32773-5607,

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

N51 Power Windshield Wiper - Motor / Blades / Arms
0 REPAIR ATTEMPT(S) Inoperative

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

Multiple concerns; ; 2003-09-15
2003-08-26
CRM will call dlr for history; ; 2003-09-15
2003-08-26
CRM call second dlr for history; ; 2003-09-15
2003-09-03
Cust seeks update on file; ; 2003-09-03
2003-09-03
Cust called for CRM; ; 2003-09-15
2003-09-12
CRM left v/m; ; 2003-09-15
2003-09-12
CRM called cust for follow up; ; 2003-09-15
2003-09-15
Cuts left v/m; ; 2003-09-15
2003-09-15
CRM called cust; ; 2003-09-15
2003-09-15
Update; ; 2003-09-15
2003-09-15
CRM called dlr for history; ; 2003-09-15
2003-09-15
Reviewing GMPP; ; 2003-09-15
2003-09-15

CRM called cust; ; 2003-09-15
2003-09-15

Service Request has been Closed Satisfied.; ; 2003-09-15

*****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:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

IS 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*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC: FAX NUMBER:
DEALER NAME: BODY TYPE:
DEALER ADDRESS: , , TRIM:
CONTACT: , TRANSMISSION:
PHONE NUMBER:
PRODUCT CODE:
ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
REP:

VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
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
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Sedona , AZ

CASE NUMBER: 1-135005515 VIN: 1GKBT16S136111108
 MODEL YEAR: 2003
 DATE OPENED: 2003-08-27 SERIES: Envoy
 DATE CLOSED: 2003-09-12 MILEAGE: 12000.0000000
 SOURCE: White Mail DELIVERY DATE:
 BRC TYPE: ADRYes DEALER NAME: McCoy Motors, Inc.
 BRC PARENT: DEALER ADDRESS: 361 N Switzer Canyon Dr, Flagstaff, AZ, 86001-4825, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

03-08-27

BBB Start Date was set to 08/27/2003 in SR# 1-135005515; ; 2003-09-12
 2003-08-27

Ownership Escalated to BRC; ; 2003-08-27
 2003-08-27

Case Scan; ; 2003-08-27
 2003-08-27

Active; ; 2003-08-27
 2003-08-27

Customer 928-300-3662; ; 2003-08-27
 2003-08-27

928-300-3662; ; 2003-08-27
 2003-08-27

Dealer - Tyrrell Marxan (928) 774-2794; ; 2003-08-27
 2003-08-27

Dealer McCoy Motors - (928) 774-1472; ; 2003-08-27
 2003-08-27

M Jon Joyce 80509 58787; ; 2003-08-27
 03-09-04

Call Cust; ; 2003-09-04
 2003-08-27

VIN for BBB Case has been updated; ; 2003-08-27

2003-08-28

; ; 2003-08-28
03-09-02

Dealer McCoy Motors - (928) 774-1472; ; 2003-09-02
2003-09-04

928-300-3662; ; 2003-09-04
2003-09-04

Cust called in; ; 2003-09-04
2003-09-04

HRC ADR Scanned: 2003-09-04-17.17.03.000000, NSXDocNum: KLL3F576D5; ; 2003-09-12
2003-09-11

crm reviewing file...; ; 2003-09-11
2003-09-12

PG00351451 09/12/2003 14:15:23:565; ; 2003-09-12
2003-09-12

Customer withdrew; ; 2003-09-12
2003-09-12

Cust withdrew; ; 2003-09-12
2003-09-12

Customer Withdrew; ; 2003-09-12
2003-09-12

Service Request has been Closed Satisfied.; ; 2003-09-12

*****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:

Privileged and Confidential Information

CASE ASSESSMENT BY: Mark Ellis

CARB Request No: 1-135005515

Customer Name: [REDACTED]

Year of Vehicle: 2003

Make: GMC

Model: Envoy

Current Mileage: 10,641

Vehicle ID No.: 1GKET168136111108

In Service Date: 10/12/02

Purchased: New

What is customer seeking: Repurchase

What is customer eligible for: Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Windshield Wipers Inoperative

11/22/02	1,001	0	N3630 Windshield Wiper Motor Replaced
7/21/03	10,632	2	N3630 Windshield Wiper Motor Replaced Also replaced connector to wiper motor that was Corroded.

OTHER SYMPTOM/CONCERN:

Total Days Out of Service: 7VEHICLE MEETS PRESUMPTION: YES NO: Arbitrate case: Settle case: GM RECOMMENDATION & RATIONALE (EXPLAIN):

Customer does not meet presumption. GM will offer GMPP Value Guard \$700 \$0 deductible
To settle case if offer rejected case should be arbitrated.

AVM and/or DEALER RECOMMENDATION:

AVM Jon Joyce no repurchase.

Team Manager Approval :

Date:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Silver Spring

MD

HOME PHONE:

CASE NUMBER: 1-135984420

VIN: 1GNWT16S336122260

DATE OPENED: 2003-08-29

MODEL YEAR: 2003

DATE CLOSED: 2003-08-29

SERIES: TrailBlazer

SOURCE: Phone

MILEAGE: 10000.0000000

BRC TYPE: N/AYes

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Bill Ayares Chevrolet, Inc.

DEALER ADDRESS: 501-505 Washington Blvd, Laurel, MD, 20707-4697, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

Inoperative

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

Windshield wiper motor; ; 2003-08-29

2003-08-29

Service Request has been Closed Satisfied.; ; 2003-08-29

*****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:

MORE INFORMATION:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Sharon , PA



CASE NUMBER: 1-136299205 VIN: 1GNFT169736137490
MODEL YEAR: 2003
DATE OPENED: 2003-09-01 SERIES: TrailBlazer
DATE CLOSED: 2003-09-13 MILEAGE:
SOURCE: Survey DELIVERY DATE:
RMC TYPE: N/Yes DEALER NAME: Greg Sweets Airport Inc.
RMC PARENT: DEALER ADDRESS: 4363 Warren-Sharon Rd, Vienna, OH, 44473-9644, USA

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

R51 Power Windshield Wiper - Motor / Blades / Arms
0 REPAIR ATTEMPT(S) Inoperative

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

Initial; ; 2003-09-01
2003-09-01

Research; ; 2003-09-01
2003-09-01

Unable to Contact letter.; ; 2003-09-01
2003-09-01

SURVEYS SAFETY Scanned: 2003-08-27-16.38.19.000000, MEKDocNum: VIN; ; 2003-09-01
2003-09-01

Created: CAC_SU0003. SR#1-136299205; ; 2003-09-01
2003-09-01

Unable to Contact Letter; ; 2003-09-04
2003-09-04

Approved; ; 2003-09-04
2003-09-04

Service Request has been Closed Satisfied.; ; 2003-09-04
2003-09-11

SR in Status of Closed has been Re-Opened by RICEM; ; 2003-09-11
2003-09-11

Calling b/c received unable to contact letter.; ; 2003-09-11
2003-09-11

Cust called in.; ; 2003-09-12
2003-09-13

Lesky-Safety-Update; ; 2003-09-13
2003-09-13

Update; ; 2003-09-13
2003-09-13

Service Request has been Closed Satisfied.; ; 2003-09-13

*****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*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER SAC: FAX NUMBER:
DEALER NAME: BODY TYPE:
DEALER ADDRESS: , , TRIM:
CONTACT: , TRANSMISSION:
PHONE NUMBER:
PRODUCT CODE:
ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
SRP:

VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
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:

November 5, 2003

[REDACTED]
Sharon, PA [REDACTED]

Service Request: S1-136299205
[REDACTED]

Thank you for your recent comments regarding your 2003 Chevrolet TrailBlazer. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 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. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Katrina Jackson
Customer Relationship Manager

SU0003-T/gr



Purchase and Delivery Satisfaction Survey

Please make any corrections to your name, address, or telephone number here:

Sharon PA

Please provide us with your preferred email address:

Thank you for choosing Chevrolet! We greatly appreciate your business. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's facilities and personnel. Your timely response is very important to us and will be used to direct the continued efforts of Chevrolet and Airport Chevrolet toward meeting the highest expectations of our customers.

Thank you for buying a Chevrolet.

Sincerely,

Charles F. Updegraff
Charles F. Updegraff
Director of Operations

Instructions

Please use a dark pen or pencil (preferably blue) when filling out this survey.

- Please check this box if you no longer own/lease this 2003 Trailblazer, and return the questionnaire.

About Your Chevrolet Dealership's Facilities

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not at All Satisfied |
|--|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Thinking about your dealership, how satisfied were you with... | | | | | |
| - The convenience of the dealership's showroom hours? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The cleanliness and attractiveness of the facilities? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The variety of vehicles and options available for your inspection? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Sales Consultant

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not at All Satisfied | Does Not Apply/Not Required |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------------|
| 2. How satisfied are you that you were treated in a professional and courteous manner? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 3. How satisfied were you with the Sales Consultant's... | | | | | | |
| - Willingness to take the time necessary to thoroughly understand your vehicle needs? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Knowledge of Chevrolet vehicles? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Knowledge of other vehicles in the market? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Assistance in selecting an appropriate vehicle? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Were you offered a demonstration relative to the model of your choice? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | Does Not Apply/Not Required |
| 5. When you picked up your 2003 Trailblazer, were you greeted with friendliness and enthusiasm? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| 6. At the time of delivery, were you offered... | | | | | | |
| - An orientation tour of the dealership, including the Service Department? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| - An orientation drive to become familiar with your new vehicle before taking it home? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |

About Your Sales Consultant - Continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you with the explanation of...						
- Your vehicle's features and operations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The warranty, owner's manual, and maintenance schedule?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Chevrolet's 24-hour Roadside Assistance Program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. At the time of delivery, how satisfied were you with ...						
- The appearance of your new Chevrolet?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
- The operation of your new Chevrolet?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Since taking delivery of your new vehicle, has your Sales Consultant or another dealership representative contacted you to thank you for your purchase and resolve any concerns?	Yes	No	Don't know/Not sure			
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
10. Overall, how satisfied were you with the assistance you received from your Sales Consultant?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

About the Financial Process

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
11. How satisfied were you that ...						
- The vehicle price and/or payments were discussed in a thorough and straightforward manner?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- You were given a thorough explanation of the financing options available?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. How satisfied were you with the review and explanation of all the paperwork?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Overall, how satisfied were you with how the financial process was handled by your dealership?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Summing Up Your Experience

14. Based on your overall purchase and delivery experience, how satisfied are you with Airport Chevrolet?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15. Based on your overall purchase and delivery experience, would you recommend this dealership?	Definitely Would	Probably Would	Might Not	Probably Not	Definitely Not	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16. Based on your experience to date, how satisfied are you with your 2003 TrailBlazer?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

17. Are you ... Male Female

18. Your age ... Under 25 25 - 34 35 - 44 45 - 54 55 - 64 65 or older

19. May we include your name when providing this survey information to your dealership? Yes No

20. Do you have any other comments/concerns about Airport Chevrolet?
*we were on vacation & had a motor blow out on the windshield wiper
 (Very dangerous experience for my wife & sister in law)
 - Perry*

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-822-1000

Please return this questionnaire in the self-addressed, postage-paid envelope to:
 CHEVROLET MOTOR DIVISION, P.O. BOX 18084, TOLEDO, OH 43080-0084

01 0100

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Austin TX



CASE NUMBER: 1-136677266 VIN: 1GNES16S236134886
MODEL YEAR: 2003
DATE OPENED: 2003-09-02 SERIES: TrailBlazer
DATE CLOSED: 2003-09-02 MILEAGE: 11000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

veh issues with wipers and other items; ; 2003-09-02
2003-09-02

Service Request has been Closed Satisfied.; ; 2003-09-02

*****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:

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

MORE 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
MRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

LOCATION:

SITTING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



Lake Hopatcong
NJ



HOME PHONE:

CASE NUMBER:	1-137008598	VIN:	1GNDT136K22119801
DATE OPENED:	2003-09-03	MODEL YEAR:	2002
DATE CLOSED:	2003-09-19	SERIES:	TrailBlazer
SOURCE:	Phone	MILEAGE:	52000.0000000
BRC TYPE:	N/ANO	DELIVERY DATE:	
BRC PARENT:		DEALER NAME:	Gearhart Chevrolet, Inc.
		DEALER ADDRESS:	Rte #46, Danville, NJ, 07834-7834, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

wiper module; ; 2003-09-03
2003-09-04

when in appt; ; 2003-09-04
2003-09-03

wiper; ; 2003-09-03
2003-09-04

privacy intercept; ; 2003-09-04
2003-09-11

follow up; ; 2003-09-11
2003-09-10

diagnosis; ; 2003-09-10
2003-09-10

svc mgr; ; 2003-09-10
2003-09-11

scheduled c/b; ; 2003-09-11
2003-09-17

check files; ; 2003-09-17
2003-09-17

ESC; ; 2003-09-19
2003-09-19

Created: CAC_EB0006. SR#1-137008598; ; 2003-09-19
2003-09-19

Service Request has been Closed Satisfied.; ; 2003-09-19

*****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:

WHERE 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*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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:

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

DEPRECIATION:

November 5, 2003

[REDACTED]
Lake Hopatcong, NJ [REDACTED]

Service Request: 1-137008598

[REDACTED]

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

To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 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,

Corinne Jensen
Customer Relationship Manager

RS0006-P/amc

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Jacksonville FL [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 1-137363319 VIN: 1GNDS138722395808
MODEL YEAR: 2002
DATE OPENED: 2003-09-04 SERIES: TrailBlazer
DATE CLOSED: 2003-09-23 MILEAGE: 51500.0000000
SOURCE: White Mail DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Coggin Chevrolet L.L.C.
BRC PARENT: DEALER ADDRESS: 10880 Philips Hwy, Jacksonville, FL, 32256-1553, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms
0 REPAIR ATTEMPT(S) Inoperative

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

Planned; 2004-09-02-19.14.35.000000, MSXDocNum: 0424600570; ; 2003-09-04
2003-09-04

1st call to cust; ; 2003-09-04
2003-09-04

CUST; ; 2003-09-04
2003-09-04

call from cust; ; 2003-09-04
2003-09-04

call to service manager; ; 2003-09-04
2003-09-04

fyi to service manager; ; 2003-09-04
2003-09-04

call to avm; ; 2003-09-04
2003-09-04

lc - florida fra initial; ; 2003-09-04
2003-09-04

Created; LEGCOR_LC0030. SR#1-137363319; ; 2003-09-04
2003-09-04

lc - florida fra initial; ; 2003-09-05
2003-09-05

Approved; ; 2003-09-05
2003-09-05

call to service manager; ; 2003-09-05

2003-09-05

call to service manager; ; 2003-09-05
2003-09-05

call to cust; ; 2003-09-05
2003-09-05

fra scheduled; ; 2003-09-05
2003-09-05

lc - florida fra appt; ; 2003-09-05
2003-09-05

Created:LECCOR_LC0032. SR#1-137363319; ; 2003-09-05
2003-09-05

lc - florida fra appt; ; 2003-09-08
2003-09-05

call to xvm; ; 2003-09-05
2003-09-05

call to cam; ; 2003-09-05
2003-09-08

approved; ; 2003-09-08
2003-09-08

call to service manager; ; 2003-09-08
2003-09-08

call to cust; ; 2003-09-09
2003-09-08

Elevated / outside of SOG guidelines; ; 2003-09-08
2003-09-09

call to cust; ; 2003-09-09
2003-09-09

call to service manager; ; 2003-09-09
2003-09-09

4/100 windshield wiper component letter; ; 2003-09-09
2003-09-09

lc - component letter; ; 2003-09-09
2003-09-09

Created:CAC_RS0025. SR#1-137363319; ; 2003-09-09
2003-09-09

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

component letter; ; 2003-09-17
2003-09-17

Component Letter for 72 months/100,000 miles on the windshield wiper motor was final
approved.; ; 2003-09-18
2003-09-17

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2003-09-17
2003-09-18

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

SR in Status of Closed has been Re-Opened by MICKLESM; ; 2003-09-18
2003-09-18

REQUEST FOR ASSISTANCE Scanned: 2003-09-17-15.06.06.000000, MSXDocNum: 0326001963; ; 2003-
09-23
2003-09-18

cust sent in docs...; ; 2003-09-23
2003-09-23

Service Request has been Closed Satisfied.; ; 2003-09-23

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

LOGGED 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*****

SOURCE:
REQUEST TYPE:
PURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
LEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

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:
COLLUSION SOUGHT:

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

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

NAME: CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:
CONTACT PHONE:

ADDRESS:

November 5, 2003

[REDACTED]
[REDACTED]
Jacksonville, FL [REDACTED]

Service Request: S1-137363319
[REDACTED]

Chevrolet is pleased to provide service coverage for the windshield wiper motor and module on your 2002 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDS13S722395808. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until February 19, 2008, or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

Windshield Wiper Motor and Windshield Wiper Module

Chevrolet 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 TrailBlazer. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 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,

Michael Dow
Customer Relationship Manager

RS0025-T/ak

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H 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.

November 5, 2003

[REDACTED]

Service request: S1-137363319
VIN: 1GNDS13S722395808

[REDACTED]

Thank you for your recent correspondence received September 2nd, 2003 regarding your 2002 Chevrolet TrailBlazer. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

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

This letter is to confirm your scheduled repair opportunity at Coggin Chevrolet L.L.C. located in Jacksonville, Fl. As per our conversation on September 5th, 2003 this repair opportunity will take place on September 8th, 2003 at 8 a.m. EST.

If you have any further questions, please contact me at 800-231-1841 extension 57364 between 8:00 a.m. and 4:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

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

Sincerely,

Michael Dow
Customer Relationship Manager

LC0032-T/gr

November 5, 2003

[REDACTED]
[REDACTED]
Jacksonville, FL [REDACTED]

Service request: S1-137363319
[REDACTED]

Thank you for your recent correspondence received September 02, 2003. We are sorry you are dissatisfied with your 2002 Chevrolet TrailBlazer. Our continued success depends upon the satisfaction our customers receive.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review your concerns we will be in contact with you to discuss this matter further.

Sincerely,

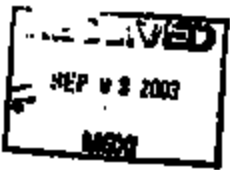
Michael Dow
Customer Relationship Manager

LC0030-T/deh

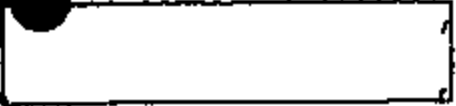
Post Office
City/State
Address, P. ZIP+4®



CHEVROLET Motor Division
CHEVROLET Customer Assistance Center
P.O. Box 33170
DETROIT, MI



48232-5176



Motor Vehicle Defect Notification

(Please print clearly in ink)

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

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the same substantial defect or condition.

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

Windshield WIPERS NOT WORK - REPLACED WIPER MODULE TRANS ASSEMBLY 4 TIMES.

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

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

Vehicle Make CHEVROLET Model TRAIL BLAZER Year 2002

VIN 1GNND16113S712123A151B10181 Date of Delivery 02/19/2002

Name and City/State of selling dealer or leasing company (if applicable) VANN GANNAWAY CHEVROLET
EUSTIS, FLORIDA

Name and City/State of authorized service agent(s) attempting previous repairs: 1 MENDENHALL-ROY CHEVROLET

Gravill, TN - 2 COGGIN CHEVROLET at THE AVENUES, Jacksonville, FL

Consumer * ZELLWOOD FARM, GAYSON & BESSIE
Address PO Box 188, Zellwood, FL 32198

Home phone (904) 287-2643

Work phone (904) 437-2629

Signature [Handwritten Signature]

Date Mailed 08-25-03 (1/98)

ORIGINAL

D. Spisak
1516 Marcy St.
Jacksonville, FL
32259

FIRST CLASS



ATT: CHEVROLET CO.
MICHAEL DOW
PO BOX. 33170
DETROIT MI
48232..

SEP 10 1981

● To. Michael Dow.

Fr. Dom O'Driscoll.

File #: 1-137363319.

As per our conversation dated 09/03/03.

See attached info.

● Dan O'Driscoll.

59880

165503



INVOICE

COGGIN-CHEVROLET AT THE AVENUES
10800 PHILLIPS HWY. JACKSONVILLE, FL 32288
(904) 580-7777
www.cogginchevrolet.com

WILSON FARMS CO. INC
PO BOX 188
JACKSONVILLE, FL 32798
HOME: 260-437-2623 BUS:

PAGE 1

SERVICE ADVISOR: 4613 RONALD SHANE HARTNER MV 97784

YEAR	MAKE	MODEL	VIN	PLANT	TRAILER	STOCK	DATE
02	CHEVROLET	TRAILBLAZE	1GWD513S722395808				01JAN2002
DATE	DATE	WARRANTY	EXPIRES	DATE	DATE	DATE	DATE
01JAN2002			18:42 25AUG03		78.00	CASH	26AUG2003

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
4731	WT					(N/C)	
1	15306415	CONNECTOR				(N/C)	
4731	CT				167.24		167.24

CONNECTOR SHORTED MOTOR REPLACED MOTOR BATTERY AND FASHI CONNECTOR

 CAUSE: CORROSION
 OVERHAUL TRANSMISSION SHIFTER LOCKED UP
 OVERRIDE

21 RECALLS							
1	15107204	PLUG				(N/C)	



 CAUSE: RECALL
 4731 WT (N/C)

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REMOVED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	DISCLAIMER OF WARRANTIES The seller, Coggin-Chevrolet, hereby warrants that the vehicle described herein is a new vehicle and has not been previously used in any way. The seller does not warrant the condition of the vehicle or its parts, and the buyer accepts the vehicle as is. The seller is not responsible for any damage to the vehicle or its parts caused by the buyer or any third party.	LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SURETY AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT
	CHECKED BY: _____ DATE: _____ X	CUSTOMER SIGNATURE: _____ DATE: _____

Blues Note & Service Area, Inc. CUSTOMER COPY

59880

165503



INVOICE

COGGIN CHEVROLET AT THE AVENUES
10880 PHILLIPS HWY., JACKSONVILLE, FL 32256
(904) 280-7777
www.cogginchevrolet.com

WELVIN FARMS CO. INC
PO BOX 188
JACKSONVILLE, FL 32798
HOME: 260-437-2623 BUS:

PAGE 2

MY 07794

SERVICE ADVISOR: 4613 RONALD SHANE HARNER

01JAN2002	18:42 25AUG03	78.00	CASH	25AUG2003
OPTIONS: BRG:4.2 LITER, L6, MPI, DOHC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
<p>GOODWILL PARTS ONLY. THIS IS A LIMITED WARRANTY. ALL REPAIRS ARE GUARANTEED FOR 1 YEAR OR 100,000 MILES. ALL REPAIRS ARE GUARANTEED AT A FLAT RATE. PARTS DESIGNATED WITH AN (*) CUSTOMER PAY REPAIRS.</p>							

ORIGINAL

USA

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DISCLAIMER OF WARRANTY
The seller, Coggin Chevrolet, hereby warrants that the vehicle is free from any defects in workmanship or materials at the time of sale. This warranty does not cover any defects in workmanship or materials that are discovered after the date of sale. This warranty is void if the vehicle is used for any purpose other than that intended by the manufacturer. This warranty is void if the vehicle is modified in any way. This warranty is void if the vehicle is used in any way that is prohibited by law. This warranty is void if the vehicle is used in any way that is prohibited by the manufacturer. This warranty is void if the vehicle is used in any way that is prohibited by the manufacturer. This warranty is void if the vehicle is used in any way that is prohibited by the manufacturer.

LABOR AMOUNT	167.24
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	11.71
TOTAL CHARGE	178.95
LESS INSURANCE	0.00
SALES TAX	12.52
PLEASE PAY THIS AMOUNT	

Where There's a Smile After the Sale
CUSTOMER COPY

COBBIN CHEVROLET AT
10000 PHILLIPS HWY
JACKSONVILLE, FL 322

7
MICH 205
SALES DRAFT
720055
3320000000

REF: 0000
CD TYPE: USA
TR TYPE: PURCHASE
DATE: AUG 26, 85 10:41:18

TOTAL \$191.47

ACCT: 070 070 070 070
AP: 00000
END: ENCL O'ORIGINAL

CUSTOMER ACKNOWLEDGES RECEIPT OF MICH'S
AND/OR SERVICES IN THE AMOUNT OF THE
TOTAL SHOWN HEREIN AND AGREES TO PAYFOR
THE DELIVERY AND SET UP BY THE
CUSTOMER'S AGREEMENT WITH THE MICH

TOP COPY-RECEIPT BOTTOM COPY-CUSTOMER

ORIGINAL

DATE	AMOUNT	DESCRIPTION	DATE	AMOUNT	TOTAL
06/13/78	81.00				81.00
					81.00

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 06/13/78
 MAKE: BUICK
 MODEL: WILDcats
 VIN: 5820022222222222

SELLER: FORD CO INC
 PO BOX 500
 TAMPA, FL 33606

409 DAN
 O'DRICK

LS: 1257004 TP: 24804000 SF: 752412 RF: 24804000