

PE03-042

GM

11-12-03

Attachment 2A

Book 2 of 7

Part 2

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



Beaumont , TX



CASE NUMBER: 1-140576994 VIN: 1GNES16S536105320  
MODEL YEAR: 2003  
DATE OPENED: 2003-09-13 SERIES: TrailBlazer  
DATE CLOSED: 2003-10-03 MILEAGE: 7000.0000000  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: N/Yes DEALER NAME:  
SRC PARENT: DEALER ADDRESS:

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Recall wiper motor; ; 2003-10-03  
2003-09-20

Recall wiper motor; ; 2003-09-20  
2003-09-20

Recall wiper motor; ; 2003-09-20  
2003-09-26

if no call back from cust send cac ltr.; ; 2003-10-03  
2003-09-26

Created: CAC\_RS0006. SR#1-140576994; ; 2003-09-26  
2003-09-26

Call CAC Ltr.; ; 2003-10-03  
2003-10-03

Service Request has been Closed Satisfied.; ; 2003-10-03

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

DRIVER 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\*\*\*\*\*

PRICE:  
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:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

ACCOUNT BALANCE:  
L:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
INJURY 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:

November 5, 2003

[REDACTED]  
Beaumont, TX [REDACTED]

Service Request: 1-140576994  
[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,

Katharine Axford  
Customer Relationship Manager

RS0006-P/mn

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



Violet , LA



CASE NUMBER: 1-140618903 VIN: 1GNDH138022302045  
MODEL YEAR: 2002  
DATE OPENED: 2003-09-13 SERIES: TrailBlazer  
DATE CLOSED: 2003-10-06 MILEAGE: 20000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/Yes DEALER NAME: Banner of N.O., L.L.C.  
BRC PARENT: DEALER ADDRESS: 5950 Chef Menteur Hwy, New Orleans, LA, 70126, USA

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

N17 Tail / Wiring / Switch  
0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

re: multiple issues; ; 2003-09-13  
2003-09-15

CALL COMMIT re: sr# 1-140618903 Cathy Moore; ; 2003-09-15  
2003-09-13

Scanned: 2003-09-11-22.11.37.000000, MSXDocNum: 0325401251; ; 2003-09-13  
2003-09-15

re: multiple issues; ; 2003-09-15  
2003-09-22

re: multiple issue; ; 2003-09-22  
2003-09-17

DLR CALL re: sr# 1-140618903 Cathy Moore.; ; 2003-09-17  
2003-09-15

re: multiple issues; ; 2003-09-15  
2003-09-17

re: multiple issues; ; 2003-09-17  
2003-09-17

re: SR update; ; 2003-09-17  
2003-09-17

re: SR update; ; 2003-09-17  
2003-09-17

appt; ; 2003-09-17  
2003-09-17

re: appt; ; 2003-09-17  
2003-09-22

CUST CALL COMMIT re: sr# 1-140618903 Cathy Moore; ; 2003-09-22  
2003-09-22

veh diagnosis; ; 2003-09-22  
2003-09-29

FOLLOW UP NO CALL re: sr# 1-140618903 Cathy Moore; ; 2003-09-29  
2003-09-29

Created: CAC\_RE0006. BR#1-140618903; ; 2003-09-29  
2003-09-29

Call CAC ltr submitted for approval; ; 2003-10-06  
2003-10-06

Service Request has been Closed Satisfied.; ; 2003-10-06

\*\*\*\*\*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:  
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:  
INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:

REQUEST TYPE:  
REFURCHASE 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:  
LEASE:

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:

CONTACT NUMBER: 1  
CONTACT TYPE:



CONTACT PHONE:

ADDRESS:



November 5, 2003

[REDACTED]  
Violet, LA [REDACTED]

Service Request: 1-140618903

[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,

Shannon VanHorn  
Customer Relationship Manager

RS0006-P/mn

Cathy Moore  
P.O. Box 79  
Violet La. 70092.



Chevrolet  
Motor Division  
P.O. Box 7047  
Troy Michigan 48007-7047

SEP 11 2008

48007+7047



September 5, 2003

To: Whom it may concern:

In June of 2002 I purchased a new 2002 Chevy Trailblazer. I have been having so many problems with this vehicle. To say I am dissatisfied with the truck would be a understatement. It is a huge inconvenience for me to bring the truck to the dealer every time something goes wrong with it, which seems to be too often. Whenever I bring the truck to the shop for repairs it interfere with my work schedule and my son school schedule.

One week after I purchased the truck I loss all power in the vehicle. On my way to bring my son to school everything just stopped working. The radio went out the speed meter drop to zero, the wipers wouldn't work. I was afraid to turn the vehicle off until I reach a safe location.

On several occasions the front doors would not open. I had to climb to the back seats to exit the vehicle. The wiper blades work when they want to, and that's usually not on a rainy day.

Sometimes the car refuses to change gears. My rear lights have blown out 4-5 times this year, the front passenger window always get stuck in the down position. Sometimes the truck gets stuck in an accelerated gear. It makes this roaring sound like it just wants to take off.

The air-conditioner sometimes put off this really strong gases foul odor. Oh and once we were smelling this really strong gases film odor inside the vehicle. I though maybe it was coming from the vehicle in front of me but when that vehicle turned off the odor lingered on until we couldn't take it anymore and road with the windows down. This didn't stop the odor by the way.

I can turn off the truck in gear and remove the key. I have brought the vehicle to the dealer on occasion, but if the problem don't exit when they are testing the vehicle there is nothing they can do, or so I was told.

I really don't know what to do. I spoke with an attorney and was told I should have bought the vehicle in every single time I had a problem before it made an year. My father is always singing this song if you want a vehicle that's going to last get a Chevy. Well this is my first Chevy and my fourth vehicle and I have never had as many problems in the entire life of all the three vehicle prior to this one. I am afraid that the longer I keep this truck the more will go wrong. I don't know what to do and I cannot afford to pay \$529.53 on a vehicle that I cannot depend on.

I really don't want this vehicle anymore. I am not sure what to do or who to turn to for help. I don't feel comfortable or confident when riding in this truck. It is more of a safety concern for me when travelling with my son. I cannot afford to be caught stranded on the side of the hwy with my child. It is an all around safety concern for me and my son. Personally on a new vehicle all the problems I am having is definitely absorb.

I don't want this truck, I am tired of dealing with all the problems in a new vehicle. I can be reach by phone, mail or email. However I will be out of town on September 7 through

September 14, 2003.

[REDACTED]  
Violet, La [REDACTED]  
[REDACTED]

[REDACTED]

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:



Hartselle

AL



HOME PHONE:

CASE NUMBER: 1-140798679 VIN: 1GMD8138X22255770  
MODEL YEAR: 2002  
DATE OPENED: 2003-09-15 SERIES: TrailBlazer  
DATE CLOSED: 2003-09-17 MILEAGE: 50000.0000000  
SOURCE: Phone DELIVERY DATE:  
REC TYPE: N/AO DEALER NAME: Lynn Layton Chevrolet, Inc.  
REC PARENT: DEALER ADDRESS: 2416 Hwy 31 S, Decatur, AL, 35601-6516, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

at seeks reamb for repairs, ; 2003-09-17  
2003-09-15

CRM called dlr on repairs, ; 2003-09-17  
2003-09-15

SR 1-140798679 Svc Mgr Gary; ; 2003-09-15  
2003-09-16

SR 1-140798679 Call cust on; ; 2003-09-17  
2003-09-15

CRM left message.; ; 2003-09-17  
2003-09-16

SR 1-140798679 dlr; ; 2003-09-17  
2003-09-16

GMFF on posting for plan expiration date.; ; 2003-09-17  
2003-09-17

Service Request has been Closed Dissatisfied.; ; 2003-09-17

\*\*\*\*\*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:

INSPECTOR'S NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:

CAMP INSPECTED:  
INVESTIGATIVE SUMMARY:

FAR 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:  
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:

DEALER ADMINISTRATION:  
RELEASE:

VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

PLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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



GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER:  
 ADDRESS:  
 HOME PHONE:

Bessemer, AL

CASE NUMBER: 1-141673813 VIN: 1GNES16843611442B  
 MODEL YEAR: 2003  
 DATE OPENED: 2003-09-17 SERIES: TrailBlazer  
 DATE CLOSED: MILEAGE: 28000.0000000  
 SOURCE: White Mail DELIVERY DATE:  
 BRC TYPE: ADRYes DEALER NAME: Ivan Leonard Chevrolet, Inc.  
 BRC PARENT: DEALER ADDRESS: 1620 Montgomery Hwy, Hoover, AL, 35216-4977, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CHV0353433 09/16/2003 15:15:24:418; ; 2003-09-17  
 03-09-17

Ownership Escalated to BRC; ; 2003-09-17  
 2003-09-17

Received- Initial CCF / Case Scan; ; 2003-09-17  
 2003-09-17

Acknowledgement (205) 481-3264; ; 2003-09-17  
 2003-09-17

Customer (205) 481-3264; ; 2003-09-17  
 2003-09-17

Dealer (205) 823-5120; ; 2003-09-17  
 2003-09-17

AVM (Alex Bonduris) 404082 8294; ; 2003-09-17  
 2003-09-18

Replacement; ; 2003-09-18  
 2003-09-18

Update; ; 2003-09-18  
 2003-09-18

VIN#; ; 2003-09-18  
 03-09-19

Replacement; ; 2003-09-19  
 2003-09-19

VIN#; ; 2003-09-19  
 2003-09-22

Replacement VIN#; ; 2003-09-22

2003-09-22

DL#; ; 2003-09-22

2003-09-22

Resolution- Voluntary; ; 2003-09-22

2003-09-22

Settlement- Voluntary Rep/Repl; ; 2003-09-22

2003-09-22

Closed Initial; ; 2003-09-22

2003-09-22

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

2003-09-22

SR in Status of Closed has been Re-Opened by GRIFFIN; ; 2003-09-22

2003-09-22

Voluntary Trade Repurchase; ; 2003-09-22

2003-09-22

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

2003-09-23

SR in Status of Closed has been Re-Opened by FORDE; ; 2003-09-23

2003-09-23

Service Request Ownership has changed FROM: FURLONGJ TO: FORDE; ; 2003-09-23

2003-09-23

ADR VOLUNTARY TRADE; ; 2003-09-23

2003-09-24

Service Request Ownership has changed FROM: FORDE TO: MANWARIM; ; 2003-09-24

2003-09-24

TRADE; ; 2003-09-24

2003-09-24

CUST; ; 2003-09-24

2003-09-24

CUST; ; 2003-09-24

2003-09-24

DLR; ; 2003-09-24

2003-09-24

AVM; ; 2003-09-24

2003-09-26

PAYOFF; ; 2003-09-26

2003-09-26

PAYOFF; ; 2003-09-26

2003-09-30

PAYOFF; ; 2003-09-30

2003-09-30

DLE; ; 2003-09-30  
2003-09-30

COST; ; 2003-09-30  
2003-09-30

PAYOFF; ; 2003-09-30  
2003-09-30

PAYOFF; ; 2003-09-30  
2003-09-30

PAYOFF; ; 2003-09-30  
2003-09-30

OFFER; ; 2003-09-30  
2003-09-30

ERC REPURCHASE Scanned: 2003-09-30-13.15.20.000000, MEXDocNum: MAN3F79718; ; 2003-09-30  
2003-10-01

ERC REPURCHASE Scanned: 2003-10-01-09.14.12.000000, MEXDocNum: MAN3F7A896; ; 2003-10-01  
2003-10-02

UPDATE; ; 2003-10-02  
2003-10-03

COST; ; 2003-10-03  
2003-10-03

REPLACEMENT VEH; ; 2003-10-03  
2003-10-06

DLE; ; 2003-10-06  
2003-10-06

REPLACEMENT VEH; ; 2003-10-06  
2003-10-07

ERC REPURCHASE Scanned: 2003-10-07-13.14.58.000000, MEXDocNum: MAN3F82A31; ; 2003-10-07

\*\*\*\*\*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:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

PLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:

LOCATION:

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

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

\*\*\*\*\*ERC CONTACT INFORMATION\*\*\*\*\*

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

**electronic Preliminary Repurchase Authorization (ePRA)**

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

1. Date (mm/dd/yyyy): 09/22/2003  
 2. Customer Name: [REDACTED]  
 3. Customer Address: [REDACTED]  
 4. Customer City, State, and Zip: Bessemer, AL  
 5. Primary Customer Phone #: [REDACTED]  
 6. Additional Customer Phone #: n/a [Click here for pull-down:](#)  
 7. Customer fax #: n/a  
 8. Cust Drivers License #: [REDACTED]  
 9. State tax % rate: 4%

**Customer Vehicle Information**

10. Year/Make/Model: 2003 Chevy Trailblazer  
 11. VIN (17 Digits): 1GNEB166436114428 12. Current Mileage: 28,000  
 13. Purchased: [Click here for pull-down:](#)

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

Dealership that will handle entire transaction:

14. Dealership Name: Ivan Leonard Chevrolet  
 15. Dealership Phone #: (205) 823-5120  
 16. Dealership Contact Name and TITLE: Jerry Hoffman  
 17. Dealership Contact Phone # (if different than Dealership #): SAME  
 18. Dealership Contact Fax #: (205) 879-4226  
 19. Dealership BAC: 112859 Region: Southeast

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? YES  
 22. If this will not be a Trade Repurchase, Please explain Why? N/A

**TAC case number is required and if not available, Please explain why not?**

23. CAC Case Number: 1-141673813 24. TAC Case Number: N/A  
 25. If no TAC number, Explain: Dir never called for one. Known concern for GM.  
 26. Reason for Repurchase (include specific mechanical failure): Excessive repair attempts to wiper module.

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 Refill, please include 28 digit account # or 10 authorization code).  
 30. Type of TRANSACTION? TRADE REPURCHASE  
 31. Vehicle Damage (explain what damage is present and who is responsible): None

32. If a Trade Repurchase, New VIN (17 Digits) or Order Number (8 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1GNEC13Z041127819

33. New Vehicle Year/Make/Model: 2003 Chevy Tahoe  
 34. Upgrade  Downgrade  Difference Amount (PURCHASED NEW ONLY: Old MSRP to New MSRP): 2,455

**35. Lease/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: \$1108.25 Mileage at first repair attempt (3,250) divided by 100,000 times purchase price (\$35,100.00)

36.Aftermarket Items: No

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

37.Lease Termination Terms: N/A

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

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

Explain:All

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: N/A

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 09/22/2008

42.Authorizer Name: Alex Bonduris / James Furlong

43.GM Position: AVM / CRM

44.VoiceMail Node: 404082 Mailbox Number: 8294

45.Email Address: Alex.Bonduris@GM.com

Save this document using the customers 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@GMEast.com

Forward any supporting documentation to FAX- 888-827-1128

**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.**

Confidential Information

CASE ASSESSMENT BY: James Furlong

CARS Request No: 1-108915909

Customer Name: [REDACTED]

Year of Vehicle: 2003

Make: Chevy

Model: Trailblazer

Current Mileage 20,000

Vehicle ID No.: 1GNEB168438114428

In Service Date: 10-10-02

Purchased: New

What is customer seeking: Replacement

What is customer eligible for: Everything

**VEHICLE REPAIR HISTORY**

**CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT Wipers Inop**

11-18-02	3,250	1	Wipers Inop. Replaced Wiper Module.
04-24-03	15,878	1	Wipers Inop. Replaced Wiper Module.
05-16-03	17,411	1	Wipers come on when switch is off. Replaced module.

**OTHER SYMPTOM / COMPLAINT: Right Rear Window Inop.**

08-10-03	19,551	1	Right rear window will not operate. Replaced power window motor.
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**OTHER SYMPTOM / COMPLAINT: Rear glass window will not close**

08-10-03	19,551	1	Rear glass window will not close. Replaced liftgate assembly.
----------	--------	---	---

**OTHER SYMPTOM / COMPLAINT: Cup holder broken**

08-10-03	19,551	1	Replaced rear cup holder
----------	--------	---	--------------------------

Total Days Reported Out of Service: 4

VEHICLE MEETS PRESUMPTION: YES:

NO:

Arbitrate case:

Battle case:

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

Cust has had all concerns already repaired. There are no current concerns on veh. CRM will offer cust a \$75,000 GMPP Major Guard and try to get a deductible. If cust does not accept, then arbitrate the case.

**AVM and/or DEALER RECOMMENDATION:**

AVM agrees w/ cust decision.

Team Manager Approval:

Date:



## Overallowance / Incentives / Negative Equity Form

Customer **Johnnie Jones**Request # **1-108915808**BBB # **CHV0343934**

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)	\$ 34,100.00
MSRP (from BARS Invoice)	minus \$ 36,100.00
Difference	\$ -2,000.00
(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.)	\$ 34,100.00
Incentives not included in Purchase Price (from BARS) (Do not include fuel fill credit, dealer incentives or GM card credited back to customer)	minus \$ 2,000.00
Overallowance (difference between Trade Allowance & ACV)	minus \$ 0.00
Actual price of Vehicle that should be presented to BBB for ATA	\$ 32,100.00



**BMC**

**Business Resource Center**

# Fax

**To:** James Furlong  
**Company:**  
**Phone:**  
**Fax:** 8665498880

**From:** Ametta Ashley  
**Phone:** 1-800-231-  
**Fax:**

**Date:** Friday, June 13, 2003 9:52:48 AM  
**Pages:** 01  
(not including cover)

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**Comments:**

## **CONFIDENTIALITY**

The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received the facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.

2003 TRAILBLAZER EXT LT 2ND  
 41U ONYX BLACK /L6G  
 952 MED PENTER/DK PENTER ACCENTS  
 ORDER NO. FWPJH/TRE STOCK NO.  
 VIN 1GNBB16 84 36114428

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE LAD97171168

\*\*\*\*\*13\*083228

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CE1806 TRAILBLAZER EXT LT 2ND	30660.00	27747.30	INVOICE 08/13/02
AJ7 DR/PASS FRT & SIDE AIRBAGS	350.00	301.00	SHIPPED 08/13/02
BVE SIDE RUNNINGBOARD STEPS	375.00	322.50	EXP I/T 08/26/02
CPS ELECTRIC SLIDING SUNROOF	800.00	688.00	INT CON 08/26/02
FE9 FEDERAL/NY/VT EMISSIONS	N/C	N/C	PRC EFF 08/13/02
QT4 REAR AXLE - 3.73 RATIO	N/C	N/C	KEYS S206G S206G
Q80 LOCKING DIFFERENTIAL-REAR AXLE	270.00	232.20	WFP-F QTR OPT-1
LL8 VORTEC 4200 SFI I6	0.00	0.00	BANK: GMAC - 340
M30 4 SPEED ELECTRONIC AUTOMATIC TRANSMISSION WITH OVERDRIVE	0.00	0.00	CHG-TO 08-323
QTR P245/65R17 ALL-SEASON WOL ON-/ OFF ROAD TIRES (REPLACES STD/OPT PKG TIRES)	140.00	120.40	SHIP WT: 4769
UP0 AM/FM STEREO W/CASS & CD PLAYER	150.00	129.00	HP: 32.1
1BJ LT EXT PRF EQUIPMENT GROUP LEATHER PLUS PACKAGE	2730.00	2347.80	GVW: 6200
* PREMIUM LEATHER SEATING SURFACES ON 1ST AND 2ND ROW, 8 WAY POWER DRIVER AND PASSENGER SEATS WITH POWER LUMBAR SUPPORT			GVWF: 3100
* DRIVER CONVENIENCE PACKAGE:			GVWR: 3400
* DRIVER MESSAGE CENTER			GMS: 31448.95
* AUTO CLIMATE CONTROL			SUPPLR: 32706.91
* REAR SEAT RADIO AND HVAC CONTROLS			NTR: 1/2
* REDUNDANT HVAC/AUDIO/DNC STEERING WHEEL CONTROLS			DAN: LTRXT
* VEHICLE COMMUNICATIONS PKG			MEMO 1773.75
* ONSTAR COMMUNICATIONS SYS W/1 YR SAFE & SOUND PLAN			
* LIGHT SENSITIVE ISRV MIRROR			

TOTAL MODEL & OPTIONS	35475.00	31888.20	ACT 237 31448.95
DESTINATION CHARGE	625.00	625.00	H/B 261 1054.25
DEALER CO-OP ADVERTISING		354.75	ADV 261 354.75

TOTAL	36100.00	32867.95	PAY 310 32867.95
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		31343.80	

\*\*\*\*\*  
 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.

LEONARD CHEVROLET, INC.  
 REMIT TO GMAC NO. 340  
 VIN 1GNBB16S436114428  
 \$ 32867.95 INV LAD97171168  
 DUE 08/26/02 DEALER 08-323

**Dealer Confirmation Letter-Trade Repurchase**

**Chevrolet**

**5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610**

**Phone (800) 231-1841 Ext. 57418, Maria Mammario**

Trade Repurchase Agreement between Chevrolet and its dealer partner Ivan Leonard Chevrolet, Inc

Customer Name: [REDACTED]

Case Number: 1-141873413

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

General Motors will issue a check in the amount of \$9,167.04 to Johnnie Jones & Ivan Leonard Chevrolet, Inc if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of \$25,822.92 made payable to Alabama Central C.U. and will be sent directly to Alabama Central C.U. after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Reacquired Vehicle Disposition Center (RVDC) for further processing.

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

Replacement VIN:	1GNEL13204J127819
New Vehicle Sales Price:	\$38,402.20
Used Vehicle Trade Value:	\$28,238.95
Trade Difference:	\$8,563.25
Taxes:	\$342.63
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 10/20/03:	\$25,822.92
Plus title and license fees:	\$16.80
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[200 applied as warranty credit via W.J.N.B.]
Plus difference in H/S & advertising (credits added to customer paperwork)	\$481.01

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

Ivan Leonard Chevrolet, Inc agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealers behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax number 888-213-4847.

\_\_\_\_\_  
Ivan Leonard Chevrolet, Inc 14288 Management Agents Signature and Title.

\_\_\_\_\_  
Ivan Leonard Chevrolet, Inc 14288 Management Agents Printed Name and Title.

\_\_\_\_\_  
Authorized General Motors BRC Representative Signature

\_\_\_\_\_  
Authorized General Motors BRC Representative Printed Name

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

Confidential Information

CASE ASSESSMENT BY: James Furlong

CAR8 Request No: 1-106915808

Customer Name [REDACTED]

Year of Vehicle: 2008 Make: Chevy Model: Trailblazer Current Mileage 20,000

Vehicle ID No.: 1GNES168439114428 In Service Date: 10-10-02 Purchased: New

What is customer seeking: Replacement

What is customer eligible for: Everything

**VEHICLE REPAIR HISTORY**

**CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT** Wipers inop

11-18-02	3,250	1	Wipers inop. Replaced Wiper Module.
04-24-03	15,578	1	Wipers inop. Replaced Wiper Module.
05-16-03	17,411	1	Wipers come on when switch is off. Replaced module.

**OTHER SYMPTOM / COMPLAINT: Right Rear Window inop.**

06-10-03	19,551	1	Right rear window will not operate. Replaced power window motor.
----------	--------	---	--

**OTHER SYMPTOM / COMPLAINT: Rear glass window will not close**

06-10-03	19,551	1	Rear glass window will not close. Replaced liftgate assembly.
----------	--------	---	---

**OTHER SYMPTOM / COMPLAINT: Cup holder broken**

06-10-03	19,551	1	Replaced rear cup holder
----------	--------	---	--------------------------

Total Days Reported Out of Service: 4

VEHICLE MEETS PRESUMPTION: YES:  NO:

Arbitrate case:  Settle case:

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

Cust has had all concerns already repaired. There are no current concerns on veh. CRM will offer cust a \$75,000 GMPP Major Guard and try to get a deductible. If cust does not accept, then arbitrate the case.

**AVM and/or DEALER RECOMMENDATION:**

AVM agrees w/ cust decision.

Team Manager Approval:

Date:

● PLEASE TYPE UP A SALES CONTRACT ON THE NEW VEHICLE USING THE FIGURES GIVEN ON THE DEALER CONFIRMATION LETTER. PLEASE FAX BACK THE SIGNED DEALER CONFIRMATION LETTER AND THE NEW SALES CONTRACT ALONG WITH ORIGINAL SALES CONTRACT. PLEASE CALL ME IF YOU HAVE QUESTIONS.

● Thank You

**Dealer Confirmation Letter- Trade Repurchase**

**Chevrolet**

5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610

Phone (800) 231-1841 Ext. 57418, Maria Mannerino

Trade Repurchase Agreement between Chevrolet and its dealer partner Ivan Leonard Chevrolet, Inc

Customer's Name: [REDACTED]  
Case Number: 1-141878513

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

General Motors will issue a check in the amount of \$2,718.03 to Jehenne Jones & Ivan Leonard Chevrolet, Inc if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of \$28,822.82 made payable to Alabama Central C.U. and will be sent directly to Alabama Central C.U. after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Recaptured Vehicle Disposition Center (RVDC) for further processing.

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

Replacement VIN:	1GNHC15Z04J127819
New Vehicle Sales Price:	\$36,802.20
Used Vehicle Trade Value:	\$28,238.93
Trade Difference:	\$8,563.28
Taxes:	\$342.53
Rebate:	[Not Applicable]
Lien on old vehicle, good only until 10/20/03:	\$28,822.82
Plus title and license fees:	\$16.80
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

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

Ivan Leonard Chevrolet, Inc agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax number 888-212-4547.

\_\_\_\_\_  
Ivan Leonard Chevrolet, Inc 112588 Management Agent's Signature and Title.

\_\_\_\_\_  
Ivan Leonard Chevrolet, Inc 112588 Management Agent's Printed Name and Title.

\_\_\_\_\_  
Authorized General Motors BRC Representative Signature

\_\_\_\_\_  
Authorized General Motors BRC Representative Printed Name

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

**PLEASE SIGN AND FAX  
COPY OF SIGNED  
SETTLEMENT OFFER  
AND RELEASE  
AGREEMENT ALONG  
AND FAX BACK ALONG  
WITH COPY OF VEHICLE  
REGISTRATION.**

**Thank You**



**BMC****GENERAL MOTORS BUSINESS RESOURCE CENTER**

September 30, 2003

Bessemer, AL

**SETTLEMENT OFFER****Subject: Repurchase of 2003 Chevrolet Trailblazer, VIN 1GNEL168436114428, 1-141672813**

Dear Mr. Jones:

We regret that you are dissatisfied with your 2003 Chevrolet Trailblazer, VIN 1GNEL168436114428 and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a Chevrolet customer. Chevrolet will assist you into 1GNEL192D4J127819, 2004 Chevrolet Tahoe. Your responsibilities may be, but not limited to, taxes, state fees, destination fee, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 10/30/03	\$24,921.82
Plus Usage	\$1,108.25
Plus Taxes	\$343.93
Plus registration, tag, title fees	\$16.50
Plus upgrade	\$7,435.00
<b>TOTAL RESPONSIBILITY OF CUSTOMER</b>	<b>\$34,825.50</b>

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

General Motors will repurchase VIN 1GNEL168436114428 in exchange for the release of liability stemming from warranties, expense or implied, covering this vehicle.

Please return this document to fax number 800-213-4647 by 09/30/03. The conditions of the trade-in purchase are as follows:

- ⇒ the vehicle is free from any substantial damage or alterations which impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a title 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 - used only for title correction, if needed (supplied by General Motors)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)
- ⇒ this offer is contingent upon the approval of your lending/financing institution
- ⇒ no cash back rebate or incentives of any kind are applicable towards this transaction
- ⇒ the enclosed release agreement is signed and returned with this offer letter.

If this trade-in purchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Ivan Leonard Chevrolet, Inc. Please allow up to 7 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 or this transaction will be voided. I can be reached at (800) 231-1841 97418 if you have any questions or concerns.

Sincerely,  
Mark Mammone  
Business Resource Center

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

Signature and Date



GENERAL MOTORS BUSINESS RESOURCE CENTER

### RELEASE AGREEMENT

The undersigned [REDACTED] (Releasor(s)), and General Motors Corporation wish to resolve a dispute involving a 2003 Chevrolet Trailblazer, VIN 1GNES168436114428, owned by the releasor(s). Therefore, in sole consideration of General Motors Corporation's payment to the lienholder (or releasor(s)) Alabama Central C.U., of \$25,522.92, and the lienholder paying off the lien and providing a refund of the difference back to the releasor(s). The Releasor(s), for him/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharges General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, cause of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releasor might have or acquire in the future against General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releasor(s) agrees to transfer title and possession of subject vehicle to General Motors Corporation unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon signing this document and above mentioned funds forwarded to the Lienholder.

Releasor(s) agrees that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of General Motors Corporation, and that the payment is intended to resolve this matter without litigation.

Releasor(s) also agrees that the payment represents the sole and total consideration for this Release Agreement and that General Motors Corporation has not made any promise or representation to Releasor(s) other than those contained in this Release Agreement.

Releasor(s) has read all of this Release Agreement and he/she fully understands the terms used and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a recital.

This Release Agreement is executed this \_\_\_\_\_ Day of \_\_\_\_\_, 2003

Releasor  
[REDACTED]

1 2 3 4 5 6 7 8 9 0		DIRECT PRINT		10/21/02		10/21/02	
ANGELA P HONDA - ARMS				10/21/02		10/21/02	
3079 LEONARD DRIVE LAM				10/21/02		10/21/02	
LEESBERRY, GA 30602				10/21/02		10/21/02	
1079-333-3204		1079-333-3107		10/21/02		10/21/02	
1079-333-3204		1079-333-3107		10/21/02		10/21/02	
<p>I hereby authorize the below repair work to be done along with the necessary material, and hereby grant you under your employee permission to operate the car or truck herein described on private property or elsewhere for the purpose of making similar repairs. An express acknowledgment is hereby acknowledged on take up or back to secure the amount of repair charges. This authorization is not valid in case of fire or theft. This authorization is not valid for any damage caused by unavailability of parts or delays in parts shipment by the supplier or transporter. It is agreed and understood that if the purchase price was not paid when the car was taken to your place of business, including a reasonable attorney's fee, and upon all rights or description on to prevent payment. It is agreed and understood that the car shall be returned within ten days from the date of this repair.</p> <p>WARRANTY OF MERCHANTABILITY The Seller, IAN LEONARD CHEVROLET, INC. hereby expressly declares all warranties, other than as limited, including any implied warranty of merchantability or fitness for a particular purpose, and IAN LEONARD CHEVROLET, INC. neither assumes nor warrants any other person in connection with this sale. The purchaser's remedy shall be 90 days or 4,000 miles, whichever comes first. For repair or replacement parts in excess of amount within that period will be a limit of charge.</p>				10/21/02		10/21/02	

06/13/2008 18:24 1209230147

IAN LEONARD CHEV

PAGE 01

AM (181)

PLEASE MARKSHEET ON LEFT BEAR NUMBER PER IN...

order of opt. glass

Replace 1/4 glass (w/strip part of glass) Not 5L

Sibilet-NELSON

Call Be 10 8:00  
THURS MAY - 8:00

Date: 15 DEC 02

Time In: \_\_\_\_\_

Job # 805

Time Promised: \_\_\_\_\_

Ro # \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

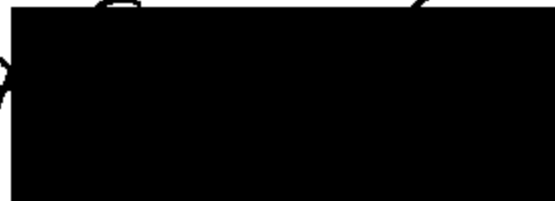
Phone Home: \_\_\_\_\_ Work: 215 0537 OFFICE #4  
979-6400

Mileage: 512 Del Date: \_\_\_\_\_  
VIN: 114488 Year: \_\_\_\_\_ Model: \_\_\_\_\_  
License #: \_\_\_\_\_ Warr: \_\_\_\_\_ Cus Pay: \_\_\_\_\_

**CUSTOMER REQUESTS:**

RH RR WINDOW  
WARRANTY STRIP PROBLEMS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any damage caused by unavailability of parts or delays in part shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.



VIN: 2 6 8 4 3 6 1 1 6 4 2 0		DATE: 05/13/2013		PRODUCTION		MODEL		JOB NO.	
ANZLA F 19046 JMBLS		CUSTOMER		SALES		SALES		SALES	
3000 19046 05046 1904		SALES		SALES		SALES		SALES	
DESIGNER: M 2000		SALES		SALES		SALES		SALES	
SALES		SALES		SALES		SALES		SALES	
SALES		SALES		SALES		SALES		SALES	

I hereby authorize the below work to be done along with the necessary material, and hereby warrant under your employment protection to provide the car or truck shown described on order. Knowledge or otherwise for the purpose of having better inspection. An express warranty is hereby acknowledged on labor car or truck to secure the amount of repair. We are responsible for car or contract in case of fire or theft. Not responsible for any damage caused by unavailability of parts or delays in parts shipment by the supplier or transporter. It is agreed and understood that if the purchased item is not paid when due this item is to pay all cost of collection, including a reasonable attorney's fee, and unless all rights of insurance are to personal property. All repairs are warranted unless otherwise advised (in writing) within 90 days from the date of the work.

**DISCLAIMER OF WARRANTY:** The Seller, IVAN LEONARD CHEVROLET, INC., hereby expressly disclaims all warranties, other than those of title, including any implied warranty of merchantability or fitness for a particular purpose, and IVAN LEONARD CHEVROLET, INC. neither authorizes nor authorizes any other person to represent it in any manner in connection with this sale. We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If a repair or replacement item is needed within this time period we'll fix it free of charge.

YES  
 NO

1 21072 ② replace wiper motor module it's full of water. N35 2-6

2 24072 ② ELECT SYS DIAGNOSIS  
C/S MOTOR CIRCUITRY TO INJECT THE HEAT INTO THE AIR FILTER  
WILE. WHEN RETURN TO PRODUCE.

3 22072 ② AIR DOWNSHIFTING  
C/S PUMP A/C IS ALWAYS COOL. PROBLEM TO THE THE TEMP.  
SETTING. check latest Sm DATA. No complaints of heater inop (rear)  
after truck warms up rear heater does get hot. NTF.

HILL

05/13/2013 10:24 12089293147 IVAN LEONARD CHEVY PAGE 03

Date: 18 NOV 2007

Time In \_\_\_\_\_

Job # 951

Time Promised \_\_\_\_\_

Ro # \_\_\_\_\_

Name [Redacted]

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone: Home \_\_\_\_\_ Work [Redacted]

Mileage: 3208

Del Date \_\_\_\_\_

VIN: 114482

Year \_\_\_\_\_ Model \_\_\_\_\_

License # \_\_\_\_\_

Warr \_\_\_\_\_ Cus Pay \_\_\_\_\_

**CUSTOMER REQUESTS:**

- \* Wipers - WIP
- \* Motor Running - unworkable  
AIR - FIC UNIT
- \* Temp No - is always  
cold

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part shipments by the supplier or transporter. I hereby grant you under your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby created in favor of the shop.

[Redacted Signature]

E 8.1 6 8 4.8 6 1 1 7 4 2 8.		03/CHEVROLET TRUCK		MODEL/BLAZER/TRA	PRODUCTION	YEAR	1984	SEQUENCE NO.	178796
[REDACTED]		75067	10/08/02	2	10/08/02	2	10/08/02	10/24/03	383
BESSENER, AL		BELLER & B.N.		CONTRACT NO.		ESPERSON #1		ESPERSON #1	
05122pm		04/24/88		06100pm		PROPERTY		LABORATE	
<p>I hereby authorize the below repair work to be done along with the necessary materials, and hereby grant you access your complete possession of operate the car or truck herein described as shown, highway or elsewhere for the purpose of testing and/or repairs. An express statement is hereby acknowledged on behalf of the car or truck to cover the amount of repair work. Not responsible for use or contents of the car or truck. Not responsible for any damage caused by unsuitability of parts or delays in parts shipments by the supplier or transporter. It is agreed and understood that if the purchaser listed any and profit when the car or truck is returned, including a reasonable attorney's fee, and hereby all rights of ownership are to be preserved. All repairs are considered satisfactory unless we are advised (or called) within ten days from the date of this date.</p> <p>WARRANTY OF MERCHANTABILITY: The Seller, NEW LEONARD CHEVROLET, INC., hereby expressly disclaims all warranties, other than as stated, including any implied warranty of merchantability or fitness for a particular purpose, and NEW LEONARD CHEVROLET, INC. neither assumes nor warrants any other person is deemed to be any liability in connection with this sale. This purchase car certain work for 90 days or 4,000 miles, whichever comes first. If car engine or replacement fails in normal service within that period will be free of charge.</p>									
<p>X</p>									

08/13/2003 10:24 12ES9230147

IWAN LEONARD CREW

PAGE 05

- 1 ✓ 31CTZ
- 2 ✓ 28CTZ
- 3 ✓ 22CTZ
- 4 ✓ 39CTZ

- ② WINDSHIELD WIPERS  
C/S WINDSHIELD WIPERS WILL NOT OPERATE. wiper motor full of water.  
replace wiper module with new part # model (part no) 520-S-1700
- ② SIG/FLAS/LAMPS  
C/S LEFT BRAKE LIGHT IS OUT.  
replace 2 bulb for brake lights one in left one in Rk
- ② AIR CONDITIONING  
C/S REAR TEMP CONTROL WHEN TURNED TO WARM WILL NOT  
JUST AIR STILL BLOWS COLD.  
heater working properly at this time!
- ② NECESSITIES  
C/S RESET CHANGE OIL LIGHT

Date: 24 APRIL 03

Time In: \_\_\_\_\_

Job # 847

Time Provided \_\_\_\_\_  
Name \_\_\_\_\_

to # \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone: Home \_\_\_\_\_ Work \_\_\_\_\_

Mileage: 15878

Del Date \_\_\_\_\_

VIN: 114429

Year \_\_\_\_\_ Model \_\_\_\_\_

License # \_\_\_\_\_

Warr \_\_\_\_\_ Cus Pay \_\_\_\_\_

**CUSTOMER REQUESTS:**

WIPERS 2ND

TAIL LIGHT BURN  
OUT

OIL CHANGE RESET

REAR TEMP CONTROL UNIT  
NOT ADJUST TO HOT WHEN  
TAIL LIGHTS STOP WORKING

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part shipment by the supplier or transporter. I hereby grant you access your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to cover the amount of repairs thereto.

[Signature]  
\_\_\_\_\_



VIN: 1G168436134428		93/CHEVROLET TRUCK/CHEVROLET/BLAZER/TRA		MODEL	YEAR	PRICE	179654
ANDREA R MOORE-JONES		73047	10/08/02	2	05/16/03	383	863
4279 CANDLE BROOK LANE		SELLER'S D.N.		CONSTRUCTION	INSURANCE	383	863
BESSNER, AL 35022		I hereby authorize the below repair work to be done along with the necessary material, and hereby grant you access your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of making repairs. An express mechanic's lien is hereby acknowledged on below car or truck to secure the amount of repair charges. We are responsible for car or contents in case of fire or theft. We are responsible for the damage caused by unavailability of parts or delays in parts shipments by the supplier or transporter. It is agreed and understood that if the purchase price was not paid when this form was signed to pay all cost of collection, including a reasonable attorney's fee, and waive all rights of subrogation as to original papers. All disputes are considered arbitratory unless we are advised in writing within the days from the date of the date of this agreement or within 30 days from the date of this agreement. I, the undersigned, hereby expressly disclaims of warranty, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and THAT LEONARD CHEVROLET CREDIT/LEASE, INC. neither disclaims nor acknowledges any other possible sources for its liability in connection with this sale. We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If car repair or replacement fails in excess of stated miles that paid work is at no cost of charge.		383	863		
205-481-3264	205-556-3107	X		17411			
04110pa	05/16/03	66100pa					

05/13/2003 10:24 1208238147

IWAN LEONARD CHEW

PAGE 07

W31C7

WINDSHIELD WIPERS  
C/S WINDSHIELD WIPERS WILL COME ON WHEN WIPER SWITCH IS IN THE OFF POSITION.

② replace water damaged wiper modules

N3570-7-1/3/07

2/20/07

Handwritten notes and signatures at the bottom of the page.

Date: 16 May 03

Time In \_\_\_\_\_

Job # 863

Time Promised \_\_\_\_\_

Ro # \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone: Home \_\_\_\_\_ Work \_\_\_\_\_

Mileage: 17411 Del Date \_\_\_\_\_

VIN: 114428 Year \_\_\_\_\_ Model \_\_\_\_\_

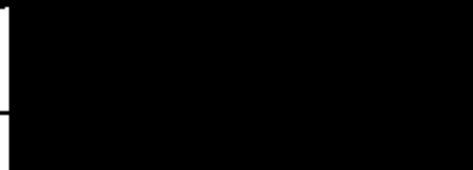
License # \_\_\_\_\_ Warr \_\_\_\_\_ Cus Pay \_\_\_\_\_

**CUSTOMER REQUESTS:**

U21004 Row with  
SCUDOR 15 P.F.F

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby established in favor of the shop for the amount of repair charges.

4



816943621442B		83/CHEVROLET TRUCK	BLAZER/TRA	REGISTRATION	13084	LICENSE	172061
[REDACTED]		SALES TAX	10/28/02	SALES TAX	2	SALES TAX	10/09/02
MOVER, ALABAMA		SALES TAX	0114454	SALES TAX	10/09/02	SALES TAX	04:00ps
[REDACTED]		<p>I hereby authorize the below agent work to be done along with the necessary receipt, and hereby grant you under your complete jurisdiction to operate the car or truck herein described as shown, whenever or wherever for the purpose of having such inspection. An express mechanic fee is hereby authorized of \$100.00 or less to cover the amount of repair charges. We warrant for any or contents in case of fire or theft. We are not responsible for any damage caused by unavailability or theft or damage in such amounts by the original or subsequent. It is agreed and understood that if the purchase price and not paid when due, that same is pay in full of delivery, including a complete attorney's fee, and value of title of acquisition or if payment property. All repairs are standard ordinary unless you are advised by writing within ten days from the date of the purchase.</p> <p>WARRANTY OF MERCHANTABILITY: THE STATE OF FLORIDA, LEONARD CHEVY, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and LEONARD CHEVY, INC., neither disclaims nor endorses any other power to assume for liability in connection with this work. We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If our repair or replacement fails in several consecutive times that period we'll fix it free of charge.</p>					
[REDACTED]		<p>ACCESSORIES C/S THE RADIO ANTENNA MOUNTING BASE IS LOOSE ON THE FENDER.</p> <p>404</p> <p>Secure antenna mounting Bracket + antenna Mast</p> <p>404</p> <p>200 - FL 240 - 6 - 36.1</p> <p>10/10/02</p>					

09/13/2009 10:24 1208220147 TIAN LEONARD CHEVY PAGE 09

Date: 9 Oct 02

Time In \_\_\_\_\_

Job # 762

Time Promised \_\_\_\_\_

Ro # \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone: Home \_\_\_\_\_ Work 537 0934

Mileage: 44 Del Date \_\_\_\_\_

VIN: 1GNE516S436114429 Year \_\_\_\_\_ Model \_\_\_\_\_

License # \_\_\_\_\_ Warr \_\_\_\_\_ Cos Pay \_\_\_\_\_

**CUSTOMER REQUESTS:**

*Attach Airbags mounting  
Exhaust and startall  
Airbrake*

I hereby authorize the repair work herein and further to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any damage caused by unavailability of parts or delay in part shipments by the supplier or transporter. I hereby grant you dealer's privilege to operate the vehicle herein described on street, highway or elsewhere for the purpose of testing under inspection. An express warranty is hereby acknowledged on above vehicle to include the amount of repairs therein.

Customer's Signature

**RETAIL BUYER'S ORDER**

10/13/90

**Ivan Leonard Chevrolet, Inc.**  
 1620 Montgomery Highway  
 Hoover, Alabama 35218  
 Phone: 823-5120

NAME: [Redacted]  
 NAME: [Redacted]  
 ADDRESS: [Redacted]  
 CITY: MOBILE STATE: AL ZIP: [Redacted]  
 COUNTY: [Redacted]



PLEASE ENTER MY ORDER FOR THE FOLLOWING

GMV  GMA  Retail  Fleet  Purchase  Lease  
 TRAILBLAZER

Year: 1993 Make: BU Model or Variant: SLACK # of Cylinders: 6  
 Body Type: [Redacted] Color: BLACK # of Cylinders: 6  
 Mileage: 2  
 Sales Rep: RICHARD T SHIFLETT 118 To be delivered

Insurance Co. ALFA  
 Agent: JERRY HERN  
 Address: 2148 TYLER ROAD  
 Mobile, AL 36688  
 Phone: 823-823-8338

Deal Recap	
Cash Sales Price	\$ 34188.00
Allowance or Discount	NONE
Trading Difference	34188.00
Service & Documentation Fee	904.00
Sub-Total	34184.00
Sales Tax	1183.73
Luxury Tax	NONE
Title	916.00
Total	36283.73
Cash \$ 36283.73	Rebate \$
Old Card \$	Other \$
Balance	36283.73
Pay Off on Trade-In	NONE
Unpaid Balance Due	36283.73

Model: NONE  
 # of Cylinders: NONE Mileage: NONE  
 Color: NONE Body Type: Truck  
 Make: BU Make: NONE  
 Model: SLACK Make: NONE  
 Mileage: 2 Make: NONE

I hereby acknowledge and agree that the vehicle purchased or leased herein has been financed in accordance with the terms and conditions of the financing agreement. I understand that the vehicle and other aspects of the sale, lease or financing transaction are subject to the terms and conditions of the financing agreement, including the terms and conditions of the vehicle lease or financing agreement, and I agree to be bound by the terms and conditions of the financing agreement. I understand that the vehicle and other aspects of the sale, lease or financing transaction are subject to the terms and conditions of the financing agreement, including the terms and conditions of the vehicle lease or financing agreement, and I agree to be bound by the terms and conditions of the financing agreement.

I hereby acknowledge and agree that the vehicle purchased or leased herein has been financed in accordance with the terms and conditions of the financing agreement. I understand that the vehicle and other aspects of the sale, lease or financing transaction are subject to the terms and conditions of the financing agreement, including the terms and conditions of the vehicle lease or financing agreement, and I agree to be bound by the terms and conditions of the financing agreement.

803 TRAILBLAZER EXT LT BWD  
 1U DNVX BLACK /LSB  
 52 MID PENTER/DK PENTER ACCENTS  
 ROER NO. F10P/JN/TRE STOCK NO.  
 IN 18N B018 B4 38114428

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD97171168

\*\*\*\*\*  
 JDL & FACTORY OPTIONS MSRP  
 81888 TRAILBLAZER EXT LT BWD 38500.00  
 J7 DR/PASS FRT & SIDE AIRBAGS 300.00  
 VE SIDE RUNNINGBOARD STEPS 375.00  
 F8 ELECTRIC SLIDING SUNROOF 800.00  
 E9 FEDERAL/NY/VT EMISSIONS N/C  
 T4 REAR AXLE - 3.73 RATIO N/C  
 G8 LOCKING DIFFERENTIAL-REAR AXLE 870.00  
 LE VORTED 4800 SFI 16 8.00  
 30 4 SPEED ELECTRONIC AUTOMATIC TRANSMISSION WITH OVERDRIVE 6.00  
 TR P84/SR17 ALL-SEASON WOL ON-/ 140.00  
 OFF ROAD TIRES  
 (REPLACES STD/OPT PKG TIRES)  
 P8 AM/FM STEREO W/CASS & CD PLAYER 100.00  
 SJ LT-EXT PRF EQUIPMENT GROUP 2730.00  
 LEATHER PLUS PACKAGE  
 PREMIUM LEATHER SEATING SURFACES ON 1ST AND 2ND ROW,  
 8-WAY POWER DRIVER AND PASSENGER SEATS WITH POWER LUMBAR SUPPORT  
 DRIVER CONVENIENCE PACKAGE:  
 DRIVER MESSAGE CENTER  
 AUTO CLIMATE CONTROL  
 PREMIUM RADIO AND HVAC CONTROLS  
 REDUNDANT HVAC/AUDIO/DNC STEERING WHEEL CONTROLS  
 VEHICLE COMMUNICATIONS PKG  
 ONSTAR COMMUNICATIONS SYS W/1 YR SAFE & SOUND PLAN  
 LIGHT SENSITIVE ISRV MIRROR

INV AMT RETAIL - STOCK  
 87747.38 INVOICE 08/13/02  
 381.00 SHIPPED 08/13/02  
 382.00 EXP I/T 08/08/02  
 688.00 INT COM 08/25/02  
 N/C PRC EFF 08/13/02  
 N/C KEYS 52069 52069  
 832.28 WFP-F QTR OPT-1  
 8.00 BANK: GMAC - 340  
 0.00 CHG-TO 08-323  
 SHIP WT: 4769  
 HP: 32.1  
 GVW: 6000  
 GVWR: 3100  
 GVHR: 3400  
 DMS: 31448.95  
 SUPPLR: 38786.91  
 NTR: 1/8  
 DAN: LTEXT  
 MEMO: J773.75

*6019275*

*T 3084*

*Aug 26 2002*

TOTAL MODEL & OPTIONS	38475.00	31888.88	ACT 237	31448.95
DESTINATION CHARGE	625.00	625.00	N/B 261	1064.85
DEALER CO-OP ADVERTISING		384.75	ADV 261	384.75

TOTAL	36100.00	32857.95	PAY 310	32857.95
END: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		31343.88		

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

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

REMIT TO GMAC NO. 340  
 VIN 18NKB16B438114428  
 \$ 32857.95 INV 1AD97171168  
 DUE 08/25/02 DEALER 08-323

IVAN LEONARD CHEVROLET, INC.

**IVAN  
LEONARD**



1800 MONTGOMERY HIGHWAY

PHONE (205) 488-5150

MOORE, ALABAMA 36586

NOTE: GAIN LEONARD IS CHEVROLET'S OFFICE & PRICED ON REGULAR PAPER TO PREVENT THE PARTS MAN

WELCOME TO IVAN LEONARD CHEVROLET-GEN, INC  
CUSTOMER SATISFACTION IS OUR NUMBER ONE GOAL !

73007	NAME: JAMES ROBERTSON	DOB: 023	DOB: 791	DATE: 11/18/92	PHONE: 421-2347
	ADDRESS:		3250	7	
	VEHICLE: 73/CHEVROLET TRUCK/TRAILER/TRAI			10/02/02	2
	VIN: 1GNDG14R194114420				
				11/18/92	

LABOR						
JO 1 21CTZ	C/W WINDSHIELD WIPERS	HOURS: 0.40	TECH(S): 12			36.43
	FRAMES WIPER IN WIPER MODULE AND BLADES ARE WORK.					
	REPLACED WIPER MIDDLE ASSEMBLY.					
	TEST DR.					
JO 2 24CTZ	C/W NOISE FROM PASSENGER SIDE HOOD NEAR THE AIR FILTER		TECH(S): 12			0.00
	WIPER AND WIPER MOTOR ARE OK.					
	NOTICE NOISE TO BE COMING FROM WIPER MODULE.					
	SEE JOB 1					
JO 3 22CTZ	C/W BEAR A/C IS ALWAYS COLD. REGARDLESS OF THE TEM.		TECH(S): 12			0.00
	BEAR A/C FOUND NO PROBLEM WITH THE HEAT SETTINGS.					
	CHECK FROM UNIT TO BE PROTECTING SUFFICIENT HEAT					
	CHECK MOST RECENT DR DATA NO MATERIAL REQUESTING INTR					
	CONCERN.					
					TOTAL - LABOR	36.43
PARTS						
JO 1 1	1 1248789	DESCRIPTION: NOBLE 18.64	U/COST: 173.89	E/COST: 173.89	U/PRICE: 271.45	271.45
		JOB 2 1 COST TOTAL			173.89	271.45
					TOTAL - PARTS	271.45
					R/O TAX	0.00
					R/O TAX TOTALS	208.00

WARRANTY CLAIM DETAIL TOTALS

CLAIMS.....	TOTAL.....
173893	308.00
CLAIM TOTALS	308.00

APPROVED BY SIGNATURE

DOB AUDIT SLIP

DOB DATA FILE: GNDNF.687

11/27/2002 WARRANTY NEW CLAIM

NO NUMBER NO DATE VIN 31V DEALER ODOMETER SERVICE ADVISOR 9

173893 11/18/2002 10N8314434114420 3 0828 3250 421-2347

CUSTOMER NAME: FIRST: ANWELA MIDDLE: R. PHONE: (205) 205-554-3107 HOME: 205-481-8244

LAST: ROBERTSON

LN	JOB	CT	QC	PG	PART-NO.	TOT-PTS	EC	LABOR	LHRS	CHRS	RET-AMT.	LAB-TOT
3	1	01	01	01	1248789	271.45	AC	3250	.0			36.43
LN-TOTL						308.00		TECH	881	421-08-0736	AUTH	LABOR

R.O. TOTAL: 308.00

DUPLICATE INVOICE

**IVAN  
LEONARD**



1880 MONTGOMERY HIGHWAY  
PHONE (205) 888-8180  
MOBILE, ALABAMA 36616

NOTE: IVAN LEONARD CHEVROLET'S SERVICE IS PROVIDED ON A "BEST EFFORTS" BASIS TO PROTECT THE INVESTMENT.

WELCOME TO IVAN LEONARD CHEVROLET-DEAL, INC  
CUSTOMER SATISFACTION IS OUR NUMBER ONE GOAL!

NAME: [REDACTED]	NAME: JAMES ROBERTSON	DOB: 303	PHONE: 847	DATE: 04/20/03	CLERK: CIVIL128276
ADDRESS: [REDACTED]	ADDRESS: [REDACTED]	ADDRESS: [REDACTED]	ADDRESS: [REDACTED]	ADDRESS: [REDACTED]	ADDRESS: [REDACTED]
MODEL: [REDACTED]	MODEL: [REDACTED]	MODEL: [REDACTED]	MODEL: [REDACTED]	MODEL: [REDACTED]	MODEL: [REDACTED]
YEAR: [REDACTED]	YEAR: [REDACTED]	YEAR: [REDACTED]	YEAR: [REDACTED]	YEAR: [REDACTED]	YEAR: [REDACTED]
TYPE: [REDACTED]	TYPE: [REDACTED]	TYPE: [REDACTED]	TYPE: [REDACTED]	TYPE: [REDACTED]	TYPE: [REDACTED]
DATE: [REDACTED]	DATE: [REDACTED]	DATE: [REDACTED]	DATE: [REDACTED]	DATE: [REDACTED]	DATE: [REDACTED]

LABOR	DESCRIPTION	HOURS	TECH	RATE	TOTAL		
JOB 1 01CTZ	WINDSHIELD WIPERS C/S WINDSHIELD WIPERS WILL NOT OPERATE. REPLACED WIPER NOZZLE. TEST OK.	0.80	TECH12112	49.60	49.60		
JOB 2 20CTZ	STOP/LAS/LAMP R/C LAMP BULBS IN BRAKE LIGHTS, ONE LEFT AND ONE RIGHT. TEST OK.	0.30	TECH12112	10.60	10.60		
JOB 3 22CTZ	AIR CONDITIONING C/S REAR FAN MOTOR WHEN TURNED TO WARM WILL NOT CHECKED FAN IN REAR FOUND TO BE WORKING PROPERLY.	0.00	TECH12112	0.00	0.00		
				TOTAL -- LABOR	60.20		
PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	TOTAL
JOB # 1	1	18094704	WIPER 18.044	104.46	104.46	146.24	146.24
JOB # 2	2	9441837	BULB LP 8.091	1.79	2.38	1.61	3.62
				JOB # 2 COST TOTAL	2.38	1.61	149.86
				TOTAL -- PARTS			149.86
				R/O TAX		0.00	0.00
				R/O TOTALS			219.17

WARRANTY CLAIM DETAIL TOTALS  
CLAIM TOTALS 219.17

APPROVED BY SIGNATURE  
 DCS ALBIT 04/24/03  
 DCS DATA FILE: 04/24/03 10H06114480  
 WARRANTY NEW CLAIM  
 NO NUMBER DO DATE VIN BIU DEALER COUNTRY SERVICE ADVISOR B  
 178798 04/24/2003 10H06114480 0 03000 18078 421-80-9412  
 CUSTOMER NAME, FIRST: ANGELA MIDDLE P PHONE (HOME) 205-366-3107 HOME: 205-481-9244  
 LAST: MOORE-JONES  
 LN JOB ET EC PC PART NO TOT PTR EC LAMP LAMB CHRS NET-ANT. LAB-TOT. 49.60  
 LN-TOT: 195.72 TECH SER: 422-58-0736 AUTH CODE: AUTH. AUTHOR. 1  
 LN JOB ET EC PC PART NO TOT PTR EC LAMP LAMB CHRS NET-ANT. LAB-TOT. 10.60  
 LN-TOT: 22.28 TECH SER: 422-58-0736 AUTH CODE: AUTH. AUTHOR. 1  
 R.O. TOTAL: 219.17



**IVAN  
LEONARD**



1880 MONTGOMERY HIGHWAY

PHONE (205) 882-7100

MOORE, ALABAMA 36208

NOTE: IVAN LEONARD CHEVROLET SERVICE IS PRINTED ON RECYCLED PAPER TO PROTECT THE ENVIRONMENT.

WELCOME TO IVAN LEONARD CHEVROLET-BED, INC  
CUSTOMER SATISFACTION IS OUR NUMBER ONE GOAL !

75027	NAME JOHN ROBERTSON	AGE 383	SEX M	DOB 04/25/09	PHONE 6782178774
	ADDRESS [REDACTED]	CITY [REDACTED]	STATE AL	ZIP 36208	
	VEHICLE MAKE CHEVROLET TRUCK/TRAILER/BLAZER/TRA			DATE 10/08/08	PRICE [REDACTED]
	VEHICLE MODEL [REDACTED]			DATE 06/24/03	
	VEHICLE COLOR [REDACTED]				

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

**IVAN  
LEONARD**



1620 MONTEGOMERY HIGHWAY

PHONE (205) 628-5120

HOOVER, ALABAMA 36018

NOTE: IVAN LEONARD CHEVROLET'S SERVICE IS PRINTED ON RECYCLED PAPER TO PROTECT THE ENVIRONMENT.

WELCOME TO IVAN LEONARD CHEVROLET-GEN, INC

CUSTOMER SATISFACTION IS OUR NUMBER ONE GOAL !

WORKER 72042	NAME JAMES ROBERTSON	DOB 202	SSN 842	DATE 05/29/03	TIME 07:17:54
CUSTOMER ANGELA R MOORE-JONES 4279 CANDLE BROOK LAKE	PHONE 205-481-3264	ADDRESS 17411	DATE 05/16/03	TIME 07:17:54	
VEHICLE 2002 CHEVROLET TRUCK/TRAILER/BLAZER/TRAJ	PLATE 12 H 2568	YEAR 2002	MAKE CHEVROLET	MODEL BLAZER	TRAILER 2
DEALER HOOVER, AL 36018	PHONE 205-481-3264	PHONE 205-481-3107	DATE 05/16/03	TIME 07:17:54	

LABOR	DESCRIPTION	HOURS	TECH	PRICE				
JOB # 1 99CTZ	WINDSHIELD WIPERS	0.70	TECH# 1182	43.47				
C/W WINDSHIELD WIPERS WILL COME ON WHEN WIPER SWITCH IS IN THE OFF POSITION. REPLACED WATER DAMAGE WIPER HOUSLE. TEST DR.								
TOTAL - LABOR				43.47				
PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	PRICE
JOB # 1	1		18094704	NOBLE 38-064	144.24	144.24	144.24	144.24
				JOB # 1	144.24	144.24	144.24	144.24
				TOTAL - PARTS				144.24
				R/O TAX				0.00
				R/O TOTAL				189.71

WARRANTY CLAIM DETAIL TOTALS	
CLAIMS	TOTAL
179424	189.71
CLAIM TOTALS	189.71

APPROVED BY SIGNATURE

DCB AUDIT SLIP

DCB DATA FILE: BHWMP7.661  
05/20/2003  
WARRANTY NEW CLAIM

NO NUMBER NO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
179424 05/16/2003 10HEB18843611442B 3 06323 17411 421-89-7412

CUSTOMER NAME, FIRST: ANGELA MIDDLEB R  
LAST: MOORE-JONES PHONE: HOME: 205-336-3107 HOME: 205-481-3264

LN	JOB	CT	QC	PG	PART-NO	TOT-PTS	EC	LABOR	LHRS	CHRS	NET-AMT.	LAB-TOT.
1	01	01	1	18094704	144.24	AC	43.47					43.47
LN-TOT:					189.71		TECH SEM: 422-04-0726					189.71

AUTH CODE: B AUTH. AUTHNR.: 0090

R.O. TOTAL: 189.71

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

**IVAN  
LEONARD**



1980 MINI BOWERY HIGHWAY

PHONE (205) 823-8180

HOOVER, ALABAMA 36036

NOTE: IVAN LEONARD CHEVROLET'S NAME IS PRINTED ON PACKAGED PAPER TO PROTECT THE SWEEPSTAKE.

WELCOME TO IVAN LEONARD CHEVROLET-DEO, INC

CUSTOMER SATISFACTION IS OUR NUMBER ONE GOAL!

72647	JAMES ROBERTSON	SSS	761	06/12/03	CTH180543
			1981	7	
	MINI BOWERY TRUCK/TRAILER/BLAZER/TRAIL			10/04/82	2
				06/19/03	

JOB # 1	97CTZ	WINDSHIELD WIPER MOTOR WILL NOT OPERATE. REPLACED MOTOR WINDSH WIPER/REGULATOR ASSEMBLY.	HOURS: 0.60	TECH(S): 281	37.26
JOB # 2	640Y2	SOFT TRIM CENTER CONSOLE LID WILL NOT OPEN AND CLOSE. ALIGNED CONSOLE LID.	HOURS: 0.00	TECH(S): 281	0.00
JOB # 3	71CTZ	GLASS WINDSHIELD WILL NOT CLOSE PROPERLY. REPLACED WINDSHIELD WIPER/REGULATOR ASSEMBLY DUE TO HINGE MADE ONTO LIFTGATE.	HOURS: 0.60	TECH(S): 281	37.26
JOB # 4	39CTZ	REAR CUP HOLDER LOCATED IN REAR OF CENTER CONSOLE. REPLACED REAR CUP HOLDER.	HOURS: 0.20	TECH(S): 281	12.42
JOB # 7	49CTZ	CAMPAIGN 03012 COMPLETE.	HOURS: 0.30	TECH(S): 281	19.44
JOB # 8	47CTZ	EXT TRIM & MLDGS ABOVE LEFT GATE DAMAGED WHEN LEFT GATE HINGE BROKE. REPLACED MOLDING.	HOURS: 1.40	TECH(S): 281 30U	64.94

TOTAL - LABOR 192.61

PARTS	QTY	FR	NUMBER	DESCRIPTION	U/COST	L/COST	U/PRICE		
JOB # 1	1		18902925	REGULATOR	16.260	83.44	83.44	114.88	
JOB # 3	1		15184975	WDD-L/AST	1479.70	1479.70	2071.58	2671.58	
JOB # 4	1		8896040	HOLDER	33.07	33.07	33.07	33.07	
JOB # 8	1		88979821	MLDR KIT	178.97	178.97	246.36	246.36	
								TOTAL - PARTS	2469.83

G.O.O. & SUPPLIES									
JOB # 8	1.0			PAINT MATERIALS	22.510	/UNIT		22.51	
								TOTAL - GOS	22.51
								R/R TAX	0.00
								K/D TOTALS	2492.36

WARRANTY CLAIM DETAIL TOTALS	
CLAIMS	TOTAL
18943	2492.36
CLAIM TOTALS	2492.36

# IVAN LEONARD



1800 MONTGOMERY HIGHWAY

PHONE (205) 896-4120

HOOVER, ALABAMA 36036

NOTE: IVAN LEONARD CHEVROLET'S OFFICE IS PRINTED ON RECYCLED PAPER TO PRESERVE THE ENVIRONMENT.

WELCOME TO IVAN LEONARD CHEVROLET-SEO, INC  
CUSTOMER SATISFACTION IS OUR NUMBER ONE GOAL !

FORM NO. 70002	NAME ANGELA ROBERTSON	MODEL 241	DATE 06/12/03	PHONE EXT:180543
ADDRESS ANGELA R MOORE-JONES 4279 CANALE BROOK LANE	CITY MOBILE	STATE AL	ZIP 36688	PHONE 366-3107
CITY MOBILE, AL 36688	VEHICLE TYPE CO/CHEVROLET TRUCK/TRAILER/BLAZER/TRA	DATE 10/08/02	PHONE 366-3107	PHONE 366-3107
PHONE 205-481-3264	PHONE 205-896-3107	DATE 06/10/03		

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: DSWWF.819  
12/17/2003 WARRANTY NEW CLAIM

SO NUMBER	SO DATE	VIN	DIV	DEALER	ODMETER	SERVICE	ADVISOR #
180849	06/10/2003	18MCS16843611442B	3	08328	19561		421-30-9412
CUSTOMER NAME: FIRST: ANGELA		MIDDLE: R		LAST: MOORE-JONES			
PHONE: 205-896-3107		HOME: 205-481-3264					

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	CHRG	NET-AMT.	LAB-TOT.
1	01	01	1	18343984	116.82	AC	10000	.0				37.24
LN-TOT:				154.00	TECH SRV: 418-80-0395		AUTH CODE:					
2	03	01	1	15184774	207.38	LD	60719	.6				37.24
LN-TOT:				2106.84	TECH SRV: 418-80-0395		AUTH CODE:					
3	04	01	1	80264210	26.07	LD	82742	.1				12.42
LN-TOT:				47.49	TECH SRV: 418-80-0395		AUTH CODE:					
4	07	01	1	80264210	26.07	LD	82742	.3				18.63
LN-TOT:				18.63	TECH SRV: 418-80-0395		AUTH CODE:					
5	08	01	1	80264210	26.07	LD	82742	1.4				86.94
LN-TOT:				353.81	TECH SRV: 418-80-0395		AUTH CODE:					
R-O. TOTAL:											2684.85	

DUPLICATE INVOICE

**IVAN  
LEONARD**



1880 MONTGOMERY HIGHWAY  
PHONE (205) 821-8180  
MOBILE, ALABAMA 36618

NOTE: IAN LEONARD CHEVROLET'S ORDER IS PRINTED ON RECYCLED PAPER TO PROTECT THE ENVIRONMENT.

WELCOME TO IVAN LEONARD CHEVROLET-DEO, INC  
CUSTOMER SATISFACTION IS OUR NUMBER ONE GOAL !

73347	JAMES ROBERTSON	389	EST	10/28/02	CTV172325
ANGELA R MOORE-JONES			319		
4277 CANALE BROOK LAKE				10/08/02	
MOBILE, AL 36622					
205-481-3244				10/16/02	

LABOR						0.00
JOB # 1	71CTZ				TECH(8)141	
C/D WEATHERSTRIP ON LEFT REAR WINDOW PEELING. REPLACE LEFT 1/4 GLASS						
TOTAL - LABOR						0.00
PARTS	QTY	PT	NUMBER	DESCRIPTION	U/COST	E/COST
JOB # 1	1		10002437	GLASS	289.00	289.00
TOTAL - PARTS						289.00
SUBLET	PT	INUM	INVT	DESCRIPTION		
JOB # 1	14802	89819	10/24/02	INSTALL GLS		35.00
TOTAL - SUBLET						35.00
R/O TAX						0.00
R/O TOTALS						324.00

WARRANTY CLAIM DETAIL TOTALS	
CLAIM	TOTAL
172000	324.00
CLAIM TOTALS	324.00

APPROVED BY SIGNATURE

DOB AUDIT SLIP

NEW DATA FILE: ONHMF.E18

WARRANTY NEW CLAIM

10/28/2002

NUMBER DO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #

172000 10/16/2002 16HEB18042411442R 3 09925 512 481-80-4412

CUSTOMER NAME FIRST: ANGELA

LAST: MOORE-JONES

PHONE: 205-821-8180 HOME: 205-481-3244

LN	JOB	CT	PT	PL	PART NO	TOT	PT	LD	LABOR	LNRS	INBR	NET	AMT	LAB-TOT.
01	01	01	01	01	10002437	289.00	01	01	0011				35.00	
LN-TOT:						324.00								

TECH 3891 421-00-0736 AUTH CODE:

R.O. TOTAL: 324.00

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

## Overallowance / Incentives / Negative Equity Form

Customer Johnnie Jones

Request # 1-108915808

BBB # CHV0343934

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)	\$ 34,100.00
MSRP (from BARS Invoice)	minus \$ 36,100.00
Difference	\$ -2,000.00
	(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.)	\$ 34,100.00
Incentives not included in Purchase Price (from BARS) (Do not include fuel fill credit, dealer incentives or GM card credited back to customer)	minus \$ 2,000.00
Overallowance (difference between Trade Allowance & ACV)	minus \$ 0.00
Actual price of Vehicle that should be presented to BBB for ATA	\$ 32,100.00

**electronic Preliminary Repurchase Authorization (ePRA)**

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

1. Date (mm/dd/yyyy): 09/22/2003  
 4. Customer City, State, and Zip: Prichard, AL  
 5. Primary Customer Phone #: [REDACTED]  
 6. Additional Customer Phone #: n/a [Click here for pull-down:](#)  
 7. Customer fax #: n/a  
 8. Cust Drivers Licenses #: al 5486726  
 9. State tax % rate: 4%

**Customer Vehicle Information**

10. Year/Make/Model: 2003 Chevy Trailblazer  
 11. VIN (17 Digits): 1GNES16S436114428 12. Current Mileage: 28,000  
 13. Purchased: [Click here for pull-down:](#)

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

Dealership that will handle entire transaction:

14. Dealership Name: Ivan Leonard Chevrolet  
 15. Dealership Phone #: (205) 823-5120  
 16. Dealership Contact Name and TITLE: Jerry Hoffman  
 17. Dealership Contact Phone # (if different than Dealership #): SAME  
 18. Dealership Contact Fax #: (205) 979-4226  
 19. Dealership BAC: 112859 Region: Southeast

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? YES  
 22. If this will not be a Trade Repurchase, Please explain Why? N/A

**TAC case number is required and if not available, Please explain why not?**

23. CAC Case Number: 1-141673513 24. TAC Case Number: N/A  
 25. If no TAC number, Explain: Dir never called for one. Known concern for GM.  
 26. Reason for Repurchase (Include specific mechanical failure): Excessive repair attempts to wiper module.

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 Rebill, please include 26 digit account # or 10 authorization code).  
 30. Type of TRANSACTION? TRADE REPURCHASE  
 31. Vehicle Damage (explain what damage is present and who is responsible): None

32. If a Trade Repurchase, New VIN (17 Digits) or Order Number (8 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1GNEG13Z041127812

33. New Vehicle Year/Make/Model: 2003 Chevy Tahoe  
 34. Upgrade  Downgrade  Difference Amount (PURCHASED NEW ONLY: Old MSRP to New MSRP): 7,455

**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: \$1108.25 Mileage at first repair attempt (3,250) divided by 100,000 times purchase price (\$36,100.00)

36. Aftermarket items: No

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

37. Lease Termination Terms: N/A

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

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

Explain: All

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: N/A

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 08/22/2009

42. Authorizer Name: Alex Bonduria / James Furlong

43. GM Position: AVM / CRM

44. VoiceMail Node: 404082 Mailbox Number: 5294

45. Email Address: Alex.Bonduria@GM.com

Save this document using the customer's last name plus the last 5 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.**



GENERAL MOTORS CORPORATION  
DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Vienna , OH

CASE NUMBER: 1-143134098      VIN: 1GKDT13B622408736  
 MODEL YEAR: 2002  
 DATE OPENED: 2003-09-22      SERIES: Envoy  
 DATE CLOSED: 2003-09-22      MILEAGE: 36866.0000000  
 SOURCE: Phone      DELIVERY DATE:  
 BRC TYPE: N/AYes      DEALER NAME: Youngstown Buick Pontiac GMC Truck Company  
 BRC PARENT:      DEALER ADDRESS: 7997 Market Street, Youngstown, OH, 445125932, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)      Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Cust called CAC; ; 2003-09-22  
 2003-09-22

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

\*\*\*\*\*PEAR 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, 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:

\*\*\*\*\*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:



Samson , AL



CASH NUMBER: 1-14413658 VIN: 1GNES168926113967  
MODEL YEAR: 2002  
DATE OPENED: 2002-07-08 SERIES: TrailBlazer  
DATE CLOSED: 2003-10-03 MILEAGE: 31000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AO DEALER NAME: Ray Hughes Chevrolet, Inc.  
BRC PARENT: DEALER ADDRESS: Rucker Blvd/Dixie Dr, Enterprise, AL, 36330-  
3620, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

windshield wipers; ; 2002-07-08  
2002-07-08

windshield wipers; ; 2002-07-08  
2002-07-11

1-14413658; ; 2002-07-11  
2002-07-10

EM called; ; 2002-07-10  
2002-07-10

Serv Mgr called; ; 2002-07-11  
2002-07-10

status request; ; 2002-07-10  
2002-07-10

Parts inquiry; ; 2002-07-10  
2002-07-10

See prev Notes; ; 2002-07-11  
2002-07-11

windshield wipers; ; 2002-07-11  
2002-07-11

Service Request has been Closed Satisfied.; ; 2002-07-11  
2003-05-30

SR in Status of Closed has been Re-Opened by BURCHRD; ; 2003-05-30  
2003-05-30

Cust transfered to owning CRM #: 866-932-4368 x28432; ; 2003-05-30

2003-05-30

Cust called in.; ; 2003-06-02  
2003-06-02

crm has not spoken w/ cust since 7/02; ; 2003-06-02  
2003-06-02

Changing Ownership; ; 2003-06-02  
2003-06-02

1-14413658; ; 2003-06-04  
2003-06-02

Service Request Ownership has changed FROM: JENSENCT TO: BURCHKD; ; 2003-06-02  
2003-06-02

Windshield Whipers; ; 2003-06-02  
2003-06-02

Customer has called CAC and seeks Callback from owning CRM.; ; 2003-06-04

1-14413658 Call Cust 6-3-03 3-5pm NST.; ; 2003-06-03  
2003-06-03

CRM called cust.; ; 2003-06-03

14413659 Send Call CAC letter; ; 2003-06-03  
2003-06-03

Cust left VME 6-3-03 1:50pm PST; ; 2003-06-03

1-14413658 Call Cust 6-4-03 2-4pm EST; ; 2003-06-04  
2003-06-04

CRM called dlr.; ; 2003-06-04  
2003-06-04

Rear A/C; ; 2003-06-04  
2003-06-04

CRM called dlr.; ; 2003-06-04

1-14413658 Call Cust 6-10-03 4-6pm EST; ; 2003-06-10  
2003-06-10

CRM called cust.; ; 2003-06-10  
2003-06-10

Service Request has been Closed Satisfied.; ; 2003-06-10  
2003-09-05

in Status of Closed has been Re-Opened by BURCHKD; ; 2003-09-05  
2003-09-05

VME left 9-4-03 115pm PST; ; 2003-09-05

1-14413658 Call Cust; ; 2003-09-18

2003-09-12

VME left 9-11-03; ; 2003-09-12  
2003-09-12

QS called cust.; ; 2003-09-12  
2003-09-12

update; ; 2003-09-12  
2003-09-12

cust seeks to be call before the 19th; ; 2003-09-17  
2003-09-15

VME left 9-12-03 12:53pm PST; ; 2003-09-15  
2003-09-15

VME left 9-15-03 1:44 pm PST; ; 2003-09-15  
2003-09-15

QS called cust.; ; 2003-09-15

1-14413658 Call Dlr; ; 2003-09-18  
2003-09-17

UPDATE; ; 2003-09-17  
2003-09-17

RE PREV ACTIVITY; ; 2003-09-18  
2003-09-18

QS called dlr.; ; 2003-09-18  
2003-09-18

QS called cust.; ; 2003-09-18

1-14413658 Call Cust; ; 2003-10-03  
2003-09-18

QS called cust.; ; 2003-09-18  
2003-09-25

QS Called cust.; ; 2003-09-25  
2003-10-01

QS called dlr.; ; 2003-10-01  
2003-10-01

QS called cust.; ; 2003-10-01  
2003-10-03

QS called dlr.; ; 2003-10-03  
2003-10-03

called cust.; ; 2003-10-03  
2003-10-03

Service Request has been Closed Satisfied.; ; 2003-10-03

\*\*\*\*\*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:  
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 SAC:  
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:

LEASE \* BUY-BACK: 0  
TRP:

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\*\*\*\*\*

INTERNAL CASE NUMBER: DATE:  
TITLE NAMES:  
BUSINESS: \* BUSINESS: 0  
ACCIDENT: DATE OF ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:  
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
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] Heath, TX [REDACTED]  
HOME PHONE: [REDACTED]

CASE NUMBER: 1-146397922 VIN: 1GKES168426117096  
DATE OPENED: 2003-09-30 MODEL YEAR: 2002  
DATE CLOSED: 2003-10-06 SERIES: Envoy  
SOURCE: Phone MILEAGE: 46000.0000000  
BRC TYPE: N/ANo DELIVERY DATE:  
BRC PARENT: DEALER NAME: Fernandes Automotive of Texas, Inc.  
DEALER ADDRESS: PO Box 763458, Dallas, TX, 75376-3458, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms  
0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Veh has multiple concerns; ; 2003-09-30  
2003-09-30

Svc. Dept. was closed.; ; 2003-09-30  
2003-10-02

Veh has multiple concerns; ; 2003-10-02  
2003-10-02

dlr consult; ; 2003-10-02  
2003-10-02

dlr consult; ; 2003-10-02  
2003-10-02

Service Request Ownership has changed FROM: CZARNOCH TO: HANBYE; ; 2003-10-02  
2003-10-06

1-146397922 after diag; ; 2003-10-06  
2003-10-03

Cust calling in to speak with owner on update.; ; 2003-10-03  
2003-10-03

FYI: SCB set for 10/6, vm recvd from cust; ; 2003-10-03  
2003-10-04

cust seeks call back; ; 2003-10-04  
2003-10-04

cust follow up; ; 2003-10-04  
2003-10-06

dlr consult; ; 2003-10-06  
2003-10-06

Service Request has been Closed Satisfied. ; 2003-10-06

\*\*\*\*\*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:  
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: ,

ONE NUMBER: FAX NUMBER:  
PRODUCT CODE: BODY TYPE:  
ENGINE TYPE: TRIM:  
TRANSMISSION:  
MILEAGE @ BUY-BACK: 0 VEHICLE DRIVEABLE:  
NADA: 0 BRC WARRANTY DATE:  
MRP:

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

SALES TAX:

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:  
CREATED:

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

\*\*\*\*\*ERC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:



Merritt Island  
FL



HOME PHONE:

CASE NUMBER: 1-16774573 VIN: 1GKDS135622367334  
MODEL YEAR: 2002  
DATE OPENED: 2002-07-17 SERIES: Envoy  
DATE CLOSED: 2002-07-22 MILEAGE:  
SOURCE: White Mail DELIVERY DATE:  
ERC TYPE: W/AMO DEALER NAME: Quality Pontiac GMC Truck, Inc.  
ERC PARENT: DEALER ADDRESS: 1825 W. Highway 520, Cocoa, FL, 32926-5125, USA

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

W51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Broken

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

WIPER CONCERN; ; 2002-07-17  
2002-07-17

WIPER MOTOR; ; 2002-07-22  
2002-07-17

wipers; ; 2002-07-17  
2002-07-18

WIPERS; ; 2002-07-18  
2002-07-18

INITIAL CONTACT LETTER; ; 2002-07-18  
2002-07-18

LEGAL CORR - FL INITIAL CONTACT LETTER SUBMITTED FOR APPROVAL; ; 2002-07-18  
2002-07-18

Created:LEGCOR\_LC0030. BR#1-16774573; ; 2002-07-18  
2002-07-18

Auditor approved letter.; ; 2002-07-18  
2002-07-22

WIPERS; ; 2002-07-22  
2002-07-22

Service Request has been Closed Satisfied.; ; 2002-07-22

\*\*\*\*\*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 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  
NERP:

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

NAME:

ACCOUNT NUMBER:  
INTEREST RATE:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:  
TITLE NAME:  
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]  
Merritt Island, FL [REDACTED]

Service request: S1-16774573  
[REDACTED]

Thank you for your recent correspondence dated July 8, 2002. We are sorry you are dissatisfied with your 2002 GMC Envoy. Our continued success depends upon the satisfaction our customers receive.

We are concerned when we learn that a GMC 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,

Emma Ivie  
Customer Relationship Manager

LC0030-T/djc

Dr. R. Rowal  
145 Via Havana  
Melbitt Iskal  
FL 32953.



E.M.C.  
P.O. Box 33172.  
Detroit.  
Michigan 48232.

JUL 15 2002

48232+3172





7/8/02

DR. R. Rawal  
145 Via Havana  
Merritt Island  
FL 32953

Dear Sir,

We bought your car in May for my son, Sundeep Rawal. We have been your faithful customer since 1983.

My son bought the car in May and it is not even five weeks old and the whipers stopped working. My son had to drive in pouring rain without whipers, so the part needed to be ordered. This it rains very very heavily in Florida and this whiper problem had put my son's life in danger.

Soon after a day, the computer in the car stopped working. We are very upset to realize that this car is a lemon, and has caused us lot of stress and danger to my son's life.

May I know what kind of cars are made that give you big problems in such a short time? We do not have to waste time and have emotional stress to deal with a brand new car causing problems.

The car is presently at Quality parking lot in Cocoa, Florida. We don't want to have continuous problem with a brand new car, if it we would like the car replaced please.

Waiting for a proper response.

Quality Entine  
Tel. no. 321-633-9300

Sincerely  
Rahul

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Urbana , IN [REDACTED]  
HOME PHONE:

CASH NUMBER: 1-21328213 VIN: 1GMDT138222393960  
MODEL YEAR: 2002  
DATE OPENED: 2002-08-01 SERIES: TrailBlazer  
DATE CLOSED: 2002-08-27 MILEAGE: 4039.000000  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: N/AMC DEALER NAME: Dan Young Tipton, LLC  
SRC PARENT: DEALER ADDRESS: 875 E Jefferson St, Tipton, IN, 46072, USA

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

NS1 Power Windshield Wiper - Motor / Blades / Arms  
0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

wiper motors; ; 2002-08-27  
2002-08-21  
1-21328213 get update; ; 2002-08-21  
2002-08-27  
1-21328213 2nd attempt; ; 2002-08-27  
2002-08-27  
Service Request has been Closed Satisfied.; ; 2002-08-27

\*\*\*\*\*FAIR 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 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:  
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:



Mc Donald

OH



HOME PHONE:

CASE NUMBER: 1-21873629 VIN: 1GKDT138722146855  
DATE OPENED: 2002-08-05 MODEL YEAR: 2002  
DATE CLOSED: 2002-08-05 SERIES: Envoy  
SOURCE: Phone MILEAGE: 13000.0000000  
BRC TYPE: N/AMO DELIVERY DATE:  
BRC PARENT: DEALER NAME: Youngstown Buick Pontiac GMC Truck Company  
DEALER ADDRESS: 7997 Market Street, Youngstown, OH, 445125932, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

MC, ; 2002-08-05  
02-08-05

light duty reference; ; 2002-08-05  
2002-08-05

Service Request has been Closed Satisfied.; ; 2002-08-05  
2002-08-05

CUST CALLED TO COMPLAIN THAT HE HAS NOT BEEN CALLED BACK; ; 2002-08-05  
2002-08-05

CRM called dealer to discuss cust complaint, ; 2002-08-05  
2002-08-05

Service Request Ownership has changed FROM: JENSEN TO: HAGERN; ; 2002-08-05  
2002-08-05

Service Request has been Closed Satisfied.; ; 2002-08-05

\*\*\*\*\*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 EAC:  
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:

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:

4 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:



Staten Island

NY



HOME PHONE:



CASE NUMBER: 1-23772650

VIN: 1GNFT168926119295

DATE OPENED: 2002-08-12

MODEL YEAR: 2002

DATE CLOSED: 2002-09-16

SERIES: TrailBlazer

SOURCE: Phone

MILEAGE: 3800.0000000

BRC TYPE: N/AYes

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Paladin Chevrolet, Inc.

DEALER ADDRESS: 680 Pfeiffer Blvd, Parth Asbury, NJ, 08861-2335, USA

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

MS1 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Wiper motor 3rd time repair; ; 2002-08-12  
2002-08-12

dlr consultation; ; 2002-09-07  
2002-08-20

follow up w/cust after AVM call and repair 1-23772650; ; 2002-09-07  
2002-08-21

dlr consultation; ; 2002-08-21  
2002-08-21

Offered cust comp letter for concerns.; ; 2002-08-22  
2002-08-29

cust returned vm; ; 2002-08-29  
2002-08-29

offering cust goodwill; ; 2002-08-29  
2002-09-03

Creating Component letter; ; 2002-09-03  
2002-09-03

Created;CAC\_RS0013. SR#1-23772650; ; 2002-09-03  
2002-09-03

FP Smartcare to goodwill liaison for review and submission; ; 2002-09-07  
02-09-07

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-09-07  
2002-09-07

GNPF Smart Care 12/12 for approval.; ; 2002-09-11



2002-09-11

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2002-09-11  
02-09-11

Processed final approval; ; 2002-09-11  
2002-09-11

Service Request has been Closed Satisfied.; ; 2002-09-11  
2002-09-16

Gupp contract for 12/12,000 Smart Cars has been completed and submitted for processing; ;  
2002-09-15  
2002-09-16

Service Request has been Closed Satisfied.; ; 2002-09-16

\*\*\*\*\*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:  
TAMP 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:  
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: 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:  
SOLUTION SOUGHT:

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

NAME: CONTACT NUMBER: 1  
COMPANY: CONTACT TYPE:

CONTACT PHONE:

ADDRESS:



November 5, 2003

[REDACTED]  
Staten Island, NY [REDACTED]

Service Request: S1-23772650  
[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 1GNET16S926119295, is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on November 5, 2003, and 3,800 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 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,

Brian Hamby  
Customer Relationship Manager

RS0013-A/kal

GMPP REQUEST FOR PROCESSING

Motor Insurance Corporation  
National Mechanical Service Center  
P.O. Box 8855  
Chicago, IL 60680-8855

SEP 30 2002

Please process the attached GMPP Contract Registration form:  
Customer information:

Customer Name: [REDACTED]

Request Number: SI-2377265D

Personal Use:  Commercial Use:

Reason for offering GMPP: Repeated visits to dr for wiper concerns

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN: 1GNFT116S926119295

Year: 2002 In-Service Date: 06/20/02 Mileage: 3,800

Division Dealer Code Information: (Circle one below)

Pontiac - 3-88101 GMC Truck - 4-81784 Oldsmobile - 3-88801  
Buick - 4-88901 Cadillac - 1-78811 Cadillac - 8-88900  
Medium Duty Truck - 9-81708

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): Brian Hamby

Plan Selection: Smart Care 12/12,000

Team Manager/Supervisor: Pete Quintero Date: 9/11/02

## Contract Registration

DEPT <input checked="" type="checkbox"/>	REP <input type="checkbox"/>	GEN CMT <input type="checkbox"/>	REP CMT <input type="checkbox"/>	AS PT &R <input type="checkbox"/>
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VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

PLAN PURCHASE DATE

1ENET16S926119295	09/11/02
YEAR MAKE MODEL	CURRENT ODOMETER 4 WHEEL DRIVE
2002 Chevrolet TrailBlazer	3800

FIRST NAME ALL LAST NAME FLEET OR EMPLOYER

[Redacted Name and Address]

CITY STATE ZIP CODE

Staten Island NY [Redacted ZIP]

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 DEALER CODE PROMOTION CODE

Chevrolet Motor Division	170011	
ADDRESS CITY STATE ZIP CODE		
P.O. Box 33170	Detroit MI	48132-5170

GMAC NAME

FR Chevrolet Motor Division		
ADDRESS CITY STATE ZIP CODE		
P.O. Box 33170	Detroit MI	48132-5170

LEASE RETAIL MAJOR BRAND VALUE BRAND BRAND BRAND SMART PROTECTION SMART PROTECTION PLUS

## MECHANICAL TERM

Subject to acceptance by the Plan provider, contract coverage for the term stated below begins on the date this Registration is signed.

THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

WARRANTY  The time and mileage limits of any selected plan commence on the date of sale of the manufacturer's warranty and at zero miles. Certified plans have a 90 deductible. All other plans have a 90 deductible unless an optional deductible is selected.

OUT-OF-WARRANTY

The time 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 IN SERVICE DATE (a-thru only vehicle) TERM-BEGLN

OPTIONAL DEDUCTIBLE

PRICE

06/20/02	1	100 500	\$ , .00
----------	---	---------	----------

MAINTENANCE TERM Upon acceptance of this agreement, the time and mileage term for Smart Care will be calculated from the date and mileage on the vehicle purchase date of this agreement. The time and mileage term of Smart Care Plus begins on the same date as the manufacturer's warranty and at zero miles.

SMART CARE

SMART CARE PLUS TERM-BEGLN

12/12,000

\$ , .00

CHARGES & BUSINESS TOW TRUCK EMERGENCY SNOWFLOW TIRE ROAD HAZARD

OPTIONAL COVERAGE

(Select all that apply)

\$	\$ , .00
----	----------

By signing this, I agree to all terms and conditions on the front and back of this form. I acknowledge that coverage(s) will begin and end as stated in the section titled, "Term," (above). Upon acceptance of this registration, a Coverage Agreement will be mailed to the address indicated on this form.

CUSTOMER SIGNATURE DATE

Benny DiSomma 9/11/02

SUBTOTAL \$ , .00

TAX \$ , .00

TOTAL \$ , .00

### GMFP REQUEST FOR PROCESSING

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

SEP 30 2002

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

Customer Name: [REDACTED]

Request Number: 51-2377265D

Personal Use:  Commercial Use:

Reason for offering GMFP: Repeated visits to dr for wiper concerns

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN: 1GNFT16S926119295

Year: 2002 In-Service Date: 02/20/02 Mileage: 3,800

Division Dealer Code Information: (Circle one below)

Pontiac - 3-99101 GMC Truck - 4-91784 Oldsmobile - 3-99001  
Buick - 4-99901 Chevrolet - 1-79011 Cadillac - 6-99888  
Medium Duty Truck - 9-91788

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:  
CRM (decision maker): Brian Hamby

Plan Selection: Smart Care 12/12,000

Team Manager/Supervisor: Pete Quintero Date: 9/11/02

**Contract Registration**

GMF  MFP  GM Out  MFP Out  20 FT LW

VEHICLE IDENTIFICATION NUMBER (print to 17 characters) **1GNET16S926119295** PLAN PURCHASE DATE **09/11/02**  
 YEAR **2002** MAKE **Chevrolet** MODEL **TrailBlazer** CURRENT ODOMETER **3800** 4 WHEEL DRIVE

FIRST NAME [REDACTED] MI [REDACTED] LAST NAME [REDACTED] FLEET [REDACTED] GM EMPLOYEE [REDACTED]

MAILING ADDRESS (print inside or outside U.S. if applicable) [REDACTED] CITY **Staten Island** STATE **NY** ZIP CODE [REDACTED]

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 **Chevrolet Motor Division** DEALER CODE **170011** PROMOTION CODE [REDACTED]  
 ADDRESS **P.O. Box 33170** CITY **Detroit** STATE **MI** ZIP CODE **48132-5170**

GMAC NAME **Chevrolet Motor Division**  
 ADDRESS **P.O. Box 33170** CITY **Detroit** STATE **MI** ZIP CODE **48132-5170**

LEASE  RETAIL  MAJOR BRAND  VALUE BRAND  BASIC BRAND  SMART PROTECTION  SMART PROTECTION PLUS

**MECHANICAL TERM**

Subject to acceptance by the Plan provider, contract coverage for the term stated below begins on the date this Registration is signed.

THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.  
 WARRANTY  The time and mileage limits of any selected plan commences on the same date as the manufacturer's warranty and at zero miles. Certified plans have a 90 deductible. All other plans have a 50 deductible unless an optional deductible is selected.  
 DUTY OF WARRANTY The time 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 50 deductible unless an optional deductible is selected.

VEHICLE IN SERVICE DATE (pre-existing vehicles)	TERM-MILES	OPTIONAL DEDUCTIBLE		PRICE
<b>06/20/02</b>	<b>1</b>	<input type="checkbox"/> 000	<input type="checkbox"/> 500	\$ , .00

MAINTENANCE TERM (upon acceptance of this agreement, the time and mileage limits for Smart Care will be calculated from the date and mileage on the vehicle on the purchase date of this agreement. The time and mileage limits for Smart Care Plus begins on the same date as the manufacturer's warranty and at zero miles.)	SMART CARE	SMART CARE PLUS	TERM-MILES	PRICE
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<b>12/12,000</b>	\$ , .00

SURCHARGES & OPTIONAL COVERAGE (Select all that apply)

BUSINESS	POV/TRUCK	EMERGENCY	SNOWFLOW	TIRE ROAD HAZARD	PRICE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$ , .00

By signing this, I agree to all terms and conditions on the front and back of this form. I acknowledge that coverage(s) will begin and end as stated in the section titled, "Term," (above). Upon acceptance of this registration, a Coverage Agreement will be mailed to the address indicated on this form.

CUSTOMER SIGNATURE **SI-23177265D** DATE [REDACTED]

BLANK TOTAL	\$ , .00
TAX	\$ , .
TOTAL	\$ , .

Vehicle Information, Customer, Dealer, GMAC, Plan Coverage and Price

Simple Coverage Agreement is an available option. For more information, call 1-800-333-8888. NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT IN 30 DAYS, CALL 1-800-333-8888



GENERAL MOTORS CORPORATION  
DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:



Gainesville

FL



HOME PHONE:

CASE NUMBER: 1-24298026 VIN: 1GKES168926122066  
MODEL YEAR: 2002  
DATE OPENED: 2002-08-13 SERIES: Envoy  
DATE CLOSED: 2002-08-13 MILEAGE: 1400.0000000  
SOURCE: Phone DELIVERY DATE:  
BEC TYPE: N/Aw Dealer Name: Wade Haulerson Pontiac-GMC Truck, Inc.  
BEC PARENT: DEALER ADDRESS: 2101 North Main Street, Gainesville, FL, 32609-3647,

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

W51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Windshield wipers; ; 2002-08-13  
2002-08-13

Service Request has been Closed Satisfied.; ; 2002-08-13

\*\*\*\*\*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:  
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: FAX NUMBER:  
PRODUCT CODE: BODY TYPE:  
TRIM:

ENGINE TYPE: TRANSMISSION:  
VEHICLE DRIVEABLE:  
LEASE @ BUY-BACK: 0 BRC WARRANTY DATE:  
MRP: NADA: 0  
SALES TAX:

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

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

\*\*\*\*\*ADP INFORMATION\*\*\*\*\*

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:



New Berlin

WI



HOME PHONE:



CASE NUMBER: 1-30111363

VIN: 1GNDF13B422118644

DATE OPENED: 2002-09-04

MODEL YEAR:

DATE CLOSED: 2002-09-20

SERIES: TrailBlazer

SOURCE: Phone

MILEAGE: 46852.0000000

BRC TYPE: N/ANo

DELIVERY DATE:  
DEALER NAME: Holz Motors, Inc.

BRC PARENT:

DEALER ADDRESS: 5961 S 108 Pl, Hales Corners, WI, 53130-2501, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust seeks assistance; ; 2002-09-04  
2002-09-04

CRM called dlr; ; 2002-09-04  
2002-09-04

1-30111363 Follow up; ; 2002-09-05  
2002-09-05

CRM left 2nd message for Svc Mgr; ; 2002-09-05  
2002-09-05

CRM left message for cust; ; 2002-09-05  
2002-09-06

CRM called dlr; ; 2002-09-06  
2002-09-09

CRM left 3rd message for Svc Mgr; ; 2002-09-09  
2002-09-09

CRM spoke to cust; ; 2002-09-11  
2002-09-11

CRM spoke to Svc Mgr; ; 2002-09-11  
2002-09-11

CRM left AVN message; ; 2002-09-11  
2002-09-16

CRM left 2nd AVN message; ; 2002-09-16  
2002-09-19

CRM left third message fo AVN; ; 2002-09-19

2002-09-20

SM called cust to follow up; ; 2002-09-20  
02-09-20

Service Request has been Closed Satisfied.; ; 2002-09-20

\*\*\*\*\*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 TAG:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER: FAX NUMBER:  
PRODUCT CODE: BODY TYPE:  
TRIM:

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

TRANSMISSION:  
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:

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:  
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:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Groves , TX [REDACTED]  
HOME PHONE: [REDACTED]

CASE NUMBER: 1-31683442 VIN: 1GNDG138822394912  
MODEL YEAR: 2002  
DATE OPENED: 2002-09-10 SERIES: TrailBlazer  
DATE CLOSED: 2002-09-12 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/Ayes DEALER NAME: Nederland Chevrolet, Inc.  
BRC PARENT: DEALER ADDRESS: PO Box 1406, Nederland, TX, 77627-1406, UHA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

wipers continue to go out; ; 2002-09-12  
2002-09-10

dealer contact; ; 2002-09-12  
2002-09-11

transfer to arm; ; 2002-09-11  
2002-09-11

follow up; ; 2002-09-11  
2002-09-12

follow up; ; 2002-09-12  
2002-09-12

Service Request has been Closed Satisfied.; ; 2002-09-12

\*\*\*\*\*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:  
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:  
PURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVABLE:  
ERC 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:  
LEASE:

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:                   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:

Meridian, MS

CASE NUMBER: 1-33537854 VIN: 1GNES16S226111851  
 DATE OPENED: 2002-09-17 MODEL YEAR: 2002  
 DATE CLOSED: 2002-10-10 SERIES: TrailBlazer  
 SOURCE: Phone MILEAGE: 6000.0000000  
 SRC TYPE: N/AO DELIVERY DATE:  
 SRC PARENT: DEALER NAME: Southern Chevrolet, Inc.  
 DEALER ADDRESS: 518 Bell St, De Kalb, MS, 39328, USA

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

W51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Cust sts her vehicle is at dlr now for 2nd replacement of windshield wiper motor; ; 2002-09-

02-09-17

Crm called dlr; ; 2002-09-25  
2002-09-25

Service Request Ownership has changed FROM: CONSUERG TO: FORDRO; ; 2002-09-25  
2002-09-25

Homeer Hall; ; 2002-09-25  
2002-09-25

Left message for cust; ; 2002-09-25  
2002-09-25

Service Request has been Closed Satisfied.; ; 2002-09-25  
2002-10-10

windshield wiper motor out for third time; ; 2002-10-10  
2002-10-10

cust seeks follow up-see Inbound Call Cust; ; 2002-10-10  
2002-10-10

Outbound call cust; ; 2002-10-10  
2002-10-10

Service Request has been Closed Satisfied.; ; 2002-10-10

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

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:  
INSURANCES:

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:  
RELEASE AT INSPECTION:  
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:  
ENGINE TYPE: TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
MILEAGE @ BUY-BACK: 0 ERC WARRANTY DATE:  
MSRP: KADA: 0  
SALES TAX:

DEPRECIATION: NAME:  
GRADE:  
AFTERSHOCKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:

ACCOUNT NUMBER:  
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:  
INCIDENT:  
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:

GENERAL MOTORS CORPORATION  
DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:



Port Charlotte  
FL

HOME PHONE:

CASE NUMBER: 1-35790433 VIN: 1GKDT138522440559  
DATE OPENED: 2002-09-25 MODEL YEAR: 2002  
DATE CLOSED: 2002-09-25 SERIES: Envoy  
SOURCE: Phone MILEAGE: 3500.0000000  
ERC TYPE: N/Amo DELIVERY DATE:  
ERC PARENT: DEALER NAME: Seaman Pontiac-GMC Truck, Inc.  
DEALER ADDRESS: 1525 Broadway, Nashville, TN, 37203-3121, USA

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

W51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Windshield Wipers; ; 2002-09-25  
02-09-25

Feedback from dlr; ; 2002-09-25  
2002-09-25

Service Request has been Closed Satisfied.; ; 2002-09-25

\*\*\*\*\*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:

IS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:

AGENT NAME:  
AGENT PHONE NUMBER:

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

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

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:  
NADA: 0  
SALES TAX: .

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

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

NAME:  
INTEREST PAID:  
DEALER BOYCOT:

ACCOUNT NUMBER:  
INTEREST RATE:  
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:



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



Bronx , NY



CASE NUMBER: 1-37571437 VIN: 1GNWT168126136219  
MODEL YEAR: 2002  
DATE OPENED: 2002-10-02 SERIES: Blazer  
DATE CLOSED: 2002-10-02 MILEAGE: 500.000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: W/AMC DEALER NAME: Liberty Chevrolet, Inc.  
BRC PARENT: DEALER ADDRESS: 2541 N Tremont Ave, Bronx, NY, 10461-2812, USA

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

WS1 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Dir locator, ; 2002-10-02  
2002-10-02

Service Request has been Closed Satisfied, ; 2002-10-02

\*\*\*\*\*PDR 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:

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:  
REFURCHASE REASON:

TRANSACTION:

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

FAK 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:

IS 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] Savannah, GA [REDACTED]  
HOME PHONE: [REDACTED]

CASE NUMBER: 1-39901913 VIN: 1GNES16S326115150  
MODEL YEAR: 2002  
DATE OPENED: 2002-10-10 SERIES: TrailBlazer  
DATE CLOSED: 2003-03-23 MILEAGE: 5000.000000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: RepurchaseNo DEALER NAME: Dan Vaden Chevrolet, Inc.  
ERC PARENT: DEALER ADDRESS: 9393 Abercorn, Savannah, GA, 31406-4513, USA

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

W51 Power Windshield Wiper - Motor / Blades / Arms  
0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Wiper Motors; ; 2002-10-10  
2002-10-10  
Feedback from dlr; ; 2002-10-10  
2002-10-10  
Service Request has been Closed Satisfied.; ; 2002-10-10  
2003-03-11  
SR in Status of Closed has been Re-Opened by MAYNARDL; ; 2003-03-11  
2003-03-11  
AVM CALLED; ; 2003-03-11  
2003-03-11  
avm called...fyi only; ; 2003-03-11  
2003-03-11  
Service Request has been Closed Satisfied.; ; 2003-03-11  
2003-03-26  
SR in Status of Closed has been Re-Opened by FORDE; ; 2003-03-26  
2003-03-26  
Service Request Ownership has changed FROM: GHEIMANNR TO: FORDE; ; 2003-03-26  
2003-03-26  
Ownership Escalated to ERC; ; 2003-03-26  
2003-03-26  
VOLUNTARY TRADE; ; 2003-05-22  
2003-04-10  
Service Request Ownership has changed FROM: FORDE TO: MASTERS; ; 2003-04-10  
2003-04-10

executive summary; ; 2003-04-10  
2003-04-10

cust mobile # 912 441 2193; ; 2003-04-10  
2003-04-10

customer wk # 912 920 5158; ; 2003-04-10  
2003-04-10

dlr; ; 2003-04-10  
2003-04-10

avm; ; 2003-04-10  
2003-04-17

dlrshp; ; 2003-04-17  
2003-04-17

dlrshp; ; 2003-04-17  
2003-04-24

dlrshp; ; 2003-04-24  
2003-04-29

Dealership; ; 2003-04-29  
2003-04-29

faxed; ; 2003-04-29  
2003-04-29

BRC REPURCHASE Scanned: 2003-04-29-17.09.14.000000, MEXDocNum: MAS3EAE9F6; ; 2003-05-22  
2003-04-29

BRC REPURCHASE Scanned: 2003-04-29-17.09.15.000000, MEXDocNum: MAS3EAE9F8; ; 2003-05-22  
2003-04-30

dlr confirmation; ; 2003-04-30  
2003-05-08

gmac; ; 2003-05-08  
2003-05-09

lienholder; ; 2003-05-09  
2003-05-12

gmac; ; 2003-05-12  
2003-05-12

gmac; ; 2003-05-12  
2003-05-12

customer; ; 2003-05-12  
2003-05-12

gmac; ; 2003-05-12  
2003-05-14

gmac; ; 2003-05-14  
2003-05-14

gmac; ; 2003-05-14  
2003-05-15

repurchase summary; ; 2003-05-15  
2003-05-16

ERC REPURCHASE Scanned: 2003-05-16-13.13.15.000000, MSKDocNum: MAS3EC3CDD; ; 2003-05-22  
2003-05-22

customer; ; 2003-05-22  
2003-05-22

confirmed; ; 2003-05-22  
2003-05-22

Service Request has been Closed Satisfied.; ; 2003-05-22  
2003-05-23

SR in Status of Closed has been Re-Opened by MASTERS; ; 2003-05-23  
2003-05-23

gmac; ; 2003-05-23  
2003-05-23

Service Request has been Closed Satisfied.; ; 2003-05-23

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

OWNER 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:

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

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT NUMBER:  
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:

LOCATION:

SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

RESOLUTION SOUGHT:

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

NAME :  
COMPANY :  
  
ADDRESS :

CONTACT NUMBER: 1  
CONTACT TYPE :  
CONTACT PHONE :

**Dealer Confirmation Letter- Trade Repurchase (Customer Participation)  
Chevrolet**

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610  
Phone (800) 231-1841 x 58656 Jodi Masters

Trade Repurchase Agreement between Chevrolet and its dealer partner Dan Vaden Chevrolet

Case Number: 8R1-39901913

Thank you for assisting Chevrolet in the trade repurchase transaction for our mutual customer.

The customer must present a certified check, payable to the dealership, in the amount of \$7,967.61 to initiate this transaction. The dealer, in turn, will issue a check in the amount of \$8,159.63 to General Motors Corporation in order to obtain free and clear title of original vehicle. Once all of the final repurchase paperwork, including your dealer check, has been sent back to the Recaptured Vehicle Disposition Center (RVDC), General Motors will issue a check in the amount of \$31,662.23 to GMAC.

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

Replacement VIN:	1GNB168236160792
New Vehicle Sales Price:	\$32,967.00
Used Vehicle Trade Value:	\$24,992.40
Customer cost:	\$7,496.10
Taxes:	\$449.71
Rabates:	[Not Applicable]
Lien on old vehicle, good only until 08/20/03:	\$31,662.23
Plus file and license fees:	\$23.00
Miscellaneous Fees:	\$00.00
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.J.N.S.]

As always, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

Payoff of Original Vehicle =	\$31,662.23
Usage / depreciation =	\$ 4,866.10
Miscellaneous State Fees =	\$ 23.00
Taxes =	\$ 449.71
Upgrade =	\$ 2,930.00
<b>Total Customer Contribution =</b>	<b>\$39,920.04</b>

Dan Vaden Chevrolet agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return this agreement along with a signed Bill of Sale to my attention at the following fax # 888-213-4849.

\_\_\_\_\_  
(Dealership Name BAC) Management Agents Signature and Title.

\_\_\_\_\_  
(Dealership Name BAC) Management Agents Printed Name and Title.

\_\_\_\_\_  
Authorized General Motors BRC Representative Signature

Jodi L. Masters

\_\_\_\_\_  
Authorized General Motors BRC Representative Printed Name

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



**PLEASE RETURN FOLLOWING:**

**-SIGNED DEALER CONFIRMATION**

**-DEALER ONLY SIGNED BILL OF SALE  
BASED OFF OF FIGURES LISTED ON  
DEALER CONFIRMATION**

**-PLEASE SEND COPY OF THE ORIGINAL  
BILL OF SALE**

**AND ALSO THE FOLLOWING IF IN  
DEALER POSSESSION**

**-COPY OF CURRENT REGISTRATION**

**-COPY OF TITLE**

**CUSTOMER PLEASE RETURN  
FOLLOWING:**

**-SIGNED SETTLEMENT OFFER**

**-SIGNED RELEASE AGREEMENT**

**-COPY OF CURRENT REGISTRATION**

**-COPY OF TITLE (HAVE LIENHOLDER FAX  
TO GM IF NECESSARY)**

## RELEASE AGREEMENT

The undersigned, (owner) **Lewis A. Wilson**, and General Motors Corporation wish to resolve a dispute involving a 2002, Chevrolet Trailblazer, VIN 1GNES168326115150, owned by the releasor(s). Therefore, in sole consideration of trade made by Dan Vaden Chevrolet to releasor(s), for him/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharge General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, cause of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releasor might have or acquire in the future against General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releasor(s) agrees to transfer title and possession of subject vehicle to General Motors Corporation unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon receipt of the above mentioned settlement funds.

Releasor(s) agrees that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of General Motors Corporation, and that the payment is intended to resolve this matter without litigation.

Releasor(s) also agrees that the payment represents the sole and total consideration for this Release Agreement and that General Motors Corporation has not made any promise or representation to Releasor(s) other than those contained in this Release Agreement.

Releasor(s) has read all of this Release Agreement and he/she fully understands the terms used and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a recital.

This Release Agreement is executed this \_\_\_\_\_ Day of \_\_\_\_\_, 2003

Releasor \_\_\_\_\_  
**Lewis A. Wilson**

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

April 29, 2003

Lewis Wilson  
 134 Ricehill Dr  
 Savannah, Ga 31419

**SETTLEMENT OFFER**

Subject: Repurchase of 1GNES168326115150, KR1-99981913

Dear Mr. Wilson:

We regret that you are dissatisfied with your 1GNES168326115150, 2002 Chevrolet Trailblazer and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into 1GNES168326160792, 2003 Chevrolet Trailblazer. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. Your offer is calculated by using the following figures:

Payoff of original Vehicle good until 05/20/03	\$ 311,652.23
Plus Usage	\$ 4,565.10
Plus Taxes	\$ 449.71
Plus registration, tag, title fees	\$ 23.00
Plus damage	\$ 00.00
Plus upgrade	\$ 2,930.00
Plus add-ons	\$ 00.00
Less downgrade	\$ 00.00

**TOTAL RESPONSIBILITY OF CUSTOMER \$319,620.04**

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

General Motors will repurchase VIN 1GNES168326115150, in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number (866) 213-4649 by 05/01/03. The conditions of the trade-repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a 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 *used only for title corrections, if needed* (supplied by General Motors)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)
- ⇒ this offer is contingent upon the approval of your lending/lending institution
- ⇒ no cash back rebates or incentives of any kind are applicable towards this transaction
- ⇒ the enclosed release agreement is signed and returned with this offer letter



**GMC**

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Dan Vaden Chevrolet. Allow up to 7 business days for check processing. This office will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 58656 if you have any questions or concerns.

Sincerely,

Jodi L. Martin  
Business Resource Center

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

---

Louis A. Wilson

Date



**JMM MAFKINS  
GENERAL MOTORS  
BUSINESS RESOURCE CENTER  
TRADE IN/PURCHASE CHECKLIST**

<u>    </u> <b>APV</b>	<u>    </u> <b>APV</b>
<u>    </u> CHECK REQUEST FORM (CRF)	<u>    </u> SIGNED BILL OF SALE ON ORIGINAL VEHICLE
<u>    </u> KYDC CALCULATION WORKSHEET	<u>    </u> SIGNED SETTLEMENT OFFER LETTER
<u>    </u> SIGNED BILL OF SALE ON NEW VEHICLE	<u>    </u> SIGNED BUY PART AGREEMENT
<u>    </u> INVOICE ON REPLACEMENT VEHICLE	<u>    </u> SIGNED DEALER CONFIRMATION LETTER
<u>    </u> FRA FORM	<u>    </u> KYDC SPECIAL DISTRIBUTION FORM
<u>    </u> INCENTIVE BRIGHT-DEE REQUEST	<u>    </u> DEALER PRICING OTHER THAN AEM IN FILE
<u>    </u> COPY OF TITLE OR REGISTRATION	<u>    </u> INVOICE FOR ATTORNEY FEE (if Applicable)
<u>    </u> WARRANTY HISTORY	<u>    </u> SIGNED ORDER FOR REASON FOR REPURCHASE
<u>    </u> INVOICE ON ORIGINAL VEHICLE	<b>(FLORIDA ONLY)</b>

Substitution of Collateral

New Retail/Lease Contract

**REFINANCE LIENHOLDER INFORMATION**

**CUSTOMER INFORMATION:**

Name	[REDACTED]
VIN#	1GND1622111150
Year-Make and Model	2001 CHEVROLET TRAILBLAZER

**LIENHOLDER INFORMATION:**

Lienholder Name	GMAC
Lender Contact Person and Dept	DOH.....ADMIN
Physical Address	500 GALENIA PKWY BTK 500
City/State/Zip	ANDERSON HILLS, MI 48104
Phone	800 360 4629
Fax Number	
Account Number	200 3081 0000
Dealer Buy/Sell/Payoff Amount	\$1,000.00
Buy/Sell/Payoff Registration Date	02/01/03
Pay Date	3/1

*3/1/03 5:13  
3/1/03  
3/1*

**Additional Information**

00

BMO REPURCHASE WORKSHEET		Worksheet Title and Rep	
File Number	Customer Name	Worksheet Title and Rep	
SEI-99901913	JEWIS WILSON	JODI MATTERS	
Old Vehicle VIN	New Vehicle VIN	Date	
1L0PEB168326115150	1G0VEB168326160792	5/14/03	
Add. to 1997 Vehicle Costs	32,987.20	Purchase Price (New Unit)	32,987.20
Adjustment to line 1	0.00	State Sales Tax	448.71
Connection Cost	0.00	Luxury Tax	0.00
Tax	0.00	Reg./L.E./Title Fees (est)	28.00
Luxury Tax	0.00	Additional Administrative Items	0.00
Reg./L.E./Title Fees (est)	0.00	State Fees	0.00
Miscellaneous	0.00	Miscellaneous	0.00
Other	0.00	Other	0.00
State Fees	0.00	Subtotal	33,485.91
Chart to Transfer Administrative Items	0.00	Trade In	28,988.40
Service Department (GAP)	0.00	Foyat	31,893.85
Attorney's Fees	0.01	Net Allowance	(8,163.33)
Transportation Fees	0.01	Cash on Delivery	0.00
<b>Total Replacement Price</b>	<b>32,987.20</b>	<b>Total Balance Due</b>	<b>33,693.44</b>
Tax	448.71	Amount to Dealer for additional Fees	0.00
Luxury Tax	0.00	Old Authorized Signature	Cash
Reg./L.E./Title Fees (est)	28.00		
Additional Administrative Items	0.00		
Lease Depreciation	4,888.10		
Carriage	0.00		
Upgrades	2,800.00		
Downside (deducted)	0.00		
Reimbursement of Administrative	0.00		
Other	0.00		
<b>Total Customer Cost</b>	<b>7,347.81</b>		
Trade Repurchase Amount	31,403.40		
<b>Total Payoff Amount</b>	<b>31,693.85</b>		
<b>PAYOFF GOOD TITLE (est)</b>	<b>045003</b>		
Dealer Due to Bill	8,163.33		
Bill Due to Dealer	NA		
<b>Estimated Auction Price</b>	<b>28,000.00</b>		
<b>Projected Loss</b>	<b>(422.40)</b>		
		*This is a "work in progress" until signed by a Bill Authorized Representative	



GM PURCHASE WORKSHEET			
File Number	Customer Name	Worksheet Filed out to	
881-39941913	LEWIS WILSON	JODI MASTERS	
Old Vehicle VIN	New Vehicle VIN	Date	
1CNEB16823616160	1CNEB168236160792	4/28/03	
Acct. 23/237 Vehicle Costs	32,387.20	Purchase Price (New Unit)	32,387.20
Adjustment to line 1	0.00	State Sales Tax	448.71
Conversion Cost	0.00	Luxury Tax	0.00
Tax	0.00	Reg. A./Title Fees (opt)	25.00
Luxury Tax	0.00	Additional Aftermarket Items	0.00
Reg. A./Title Fees (opt)	0.00	State Fees	0.00
Miscellaneous	0.00	Miscellaneous	0.00
Other	0.00	Other	0.00
State Fees	0.00	Subtotal	33,460.21
Cost to Transfer Aftermarket Items	0.00	Trade In	28,492.40
Service Contracts/SEP	0.00	Payoff	37,592.23
Attorney's Fees	0.00	Net Allowance	(8,142.83)
Transportation Fees	0.00	Cash on Delivery	0.00
Total Replacement Price	32,387.20	Total Balance Due	38,051.51
Tax	448.71	Amount to Dealer for additional Fees	0.00
Luxury Tax	0.00		
Reg. A./Title Fees (opt)	25.00		
Additional Aftermarket Items	0.00		
License/Registration	4,855.10		
Damage	0.00		
Upgrade	3,630.00		
Overhead (deducted)	0.00		
Reimbursement of Aftermarket	0.00		
Other	0.00		
Total Customer Cost	7,927.81		
Trade Refund Amount	28,492.40		
Total Profit Amount	31,982.33		
PAYOFF GOOD THROUGH	04/28/03		
Dealer Due to GM	8,142.83		
GM Due to Dealer	NA		
Estimated Auction Price	28,040.00		
Projected (Loss)	(448.61)		
		P. Oll GM Authorized Signature Date 4-28-03	
		*This is a "work in progress" until signed by a GM Authorized Representative.	

11789

11789

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DAN VALEN CHEVROLET HOLIDAYVILLE, INC.  
 2308 Aberdeen Expressway  
 Savannah, Georgia 31408  
 Phone (415) 526-0080  
 Hwy 17 South at 804  
 Savannah, Georgia 31408  
 Phone (415) 526-6414

Work Sheet

DATE 4-30-03

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

TRADE IN: [REDACTED] MAKE: [REDACTED] MODEL: [REDACTED]

DATE OF BIRTH: [REDACTED]

PLEASE CHECK BY CIRCLE:

YEAR: 2003 MAKE: CHEVY

MODEL OR SERIES: TRAILBLAZER BODY TYPE: SUV

COLOR: RED VIN: 1GNE3KLS336K0792

SEAT: 579 STOCK NO: 374147

ACCIDENT: NONE

VEHICLE PRICE	37907	SO
SALES TAX		
REGISTRATION		
TITLE		
TOTAL BALANCE DUE	37907	SO
TRADE-IN ALLOWANCE	25,000	NO
SALES TAX	7825	NO
REGISTRATION	457	NO
TITLE	29.00	NO
SALES TAX (TRADE-IN)		
TRADE-IN TOTAL	25,000	NO
NET TOTAL	91,639	SO
CASH DOWN		
FINANCING CHARGE		
RESIDUAL VALUE		

Model Used for: CHEVY Trailblazer 2003

VIN #: 1GNE3KLS336K0792

Color: Red

Business Used: GMC

Address:

Account No:

BALANCE DUE: 91,639.25

Verified by: GM

Clear Title: Yes  No

LICENSOLED:

ADDRESS:

CITY: STATE: ZIP:

NAME OF INSURANCE COMPANY:

NAME OF INSURANCE AGENT:

ADDRESS OF INSURANCE AGENT:

TELEPHONE NO.:

I WARRANT THAT I AM EIGHTEEN YEARS OF AGE OR OLDER.

Under the Fair Credit Reporting Act, I agree to pay for my credit report and related services.

*[Signature]*

APPROVED BY: [Signature]

MAR PR 02 11:34\*

P.8

\*\*\*\*\*

2003 TRAILBLAZER EXT 2WD  
 160 MAGNETIC RED METALLIC /L46  
 152 LE CAR/MSD OR CAR ACCESS  
 MAKE NO. PROGRAM/ISS STOCK NO.  
 JTB LBN 0016 02 30100782

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 GENERAL CENTER  
 DETROIT MI 48242-1114  
 VEHICLE INVOICE 1AD09TR8811  
 \*\*\*\*\*15-281408

\*\*\*\*\*  
 CODE & FACTORY OPTIONS MSRP  
 20100N TRAILBLAZER EXT LE 2WD 30800.00  
 W7 DR/DRS W/P & SIDE AIRBAGS 350.00  
 P4C STEEL WHEELS/BLACK STEPS 370.00  
 J11 BLACK BUBBLING VINYL 70.00  
 02S ELECTRIC BOLDING BROWHOOD 800.00  
 W7S FEDERAL/MT/PT INDICATIONS W/C  
 W7S REAR AXLE - 3.15 RATIO W/C  
 N0 LOCKING DIFFERENTIAL-REAR AXLE 170.00  
 M1 HEATED FRONT SEATS 150.00  
 G24 POWER 1800 EXT IG 0.00  
 G10 4-DRD AUTO TRANS W/ OVERDRIVE 0.00  
 W7S TRACTION LOCKS 100.00  
 M7S P245/55R17 ALL-SEASONS WLL CW-/ 140.00  
 OPT ROAD TIRE

\*\*\*\*\*  
 INVT AMT RETAIL - STOCK  
 27002.20 INVT008 11/11/02  
 301.00 SHIPTRD 11/11/02  
 320.00 ESP T/T 11/28/02  
 60.20 DRG CLK 11/28/02  
 800.00 P4C RPT 11/11/02  
 W/C W/C  
 W/C W/C  
 320.20  
 210.00  
 0.00  
 0.00  
 187.70  
 120.40

(REPLACES STD/OPT FOR TIRES)  
 204 AL/BE RADIO,AMP, & DISC CHANGER, 391.00  
 ADDD WORK COVERS, AND STL  
 (REPLACES STD/OPT FOR RADIO)  
 22A MOUNT PAUNCH REAR SYSTEM 400.00  
 158 LE EXT PRY EQUIPMENT ORGT 3040.00

MSRP  
 425.70  
 2600.90  
 425.70  
 2600.90

LEATHER FLAIR PACKAGE  
 \* FRONT LEATHER SEATING  
 SURFACES ON LHS AND RHS ROW,  
 & WAT POWER DRIVER AND  
 PASSENGER SEAT/ W/4 POWER  
 WINDOW SUPPORT  
 \* DRIVER CONVENIENCE PACKAGE:  
 \* DRIVER MIRROR CENTER  
 \* AUTO CLIMATE CONTROL  
 \* REAR SEAT RADIO AND HVAC  
 CONTROLS  
 \* REMOVED W/AC/AUTO/ESC  
 STEERING WHEEL COWBOYS  
 \* DRIVER'S SEAT HEIGHT AND  
 GEAR SHIFTER  
 \* TURN SIGNAL ONLY MIRRORS  
 \* BODY COLOR BUMPERS & GRILLS  
 \* VEHICLE COMMUNICATIONS PKG  
 \* ONSTAR COMMUNICATIONS SYS  
 W/1 IN. SALS & SOUND BARN  
 \* LIGHT SENSITIVE LOCK MIRRORS  
 200 MAGNETIC RED METALLIC 88.00 81.70

\*\* CONTINUED ON PAGE 3 \*\*

New

2003 TRAILBLAZER EXT LE  
 160 MAGNETIC RED METALLIC /L46  
 152 LE CAR/MSD OR CAR ACCESS  
<http://www.chevrolet.com>

GENERAL MOTORS CORPORATION  
 100 GENERAL CENTER

2003 TRAILBLAZER EXT LE  
 220/03

MAP MU 03 11:28m

p.2

ORDER NO. PAVEN/THS 89008 NO. DETROIT MI 48243 2114  
 VIN 1G8Z18H733160792 VEHICLE INVOICE 1A208789903  
 \*\*\*\*\*1A208789903\*\*\*\*\*1A208789903  
 MODEL & FACTORY OPTIONS WWRP DTV AMT RETAIL - \$300K  
 \*\* CONTINUED FROM PAGE 1 \*\*

37845.00

FEB 16 2002

374147

TRUCK MODEL & OPTIONS	37300.00	23402.10	ADP 837	32987.50
DEFINITION CHANGE	638.00	638.00	H/P 842	3119.00
JAX CHAIRS COMPRESSION		373.20	ADP 841	872.20
JAX GROUP COMPRESSION		181.80	TRF 842	186.80

4686

TOTAL 37848.00 34814.30 NET 319 34668.80  
 \*\*\*: COVER, LEASE HOLDBACK AND AFFORD NECESSARY FINANCE CREDIT 2205.00

\*\*\*\*\*  
 NOTICE: DEALER NOT RESPONSIBLE FOR FACTORY COPY ERRORS OF MANUFACTURING PLANTS, ACCESSORIES, IDENTIFIERS, HOLDBACK, FINANCE CREDIT AND RETURN TO MANUFACTURER OF ANY PARTS, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*  
 \*VIN NUMBER VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

NEXT TO GRID NO, USE VIN 1G8Z18H733160792  
 @ 24668.00 DTV 1A208789903  
 UAC 16/20/01 UACR01 10-14U

### electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 05/11/2003  
 2.Customer Name: Linda A. Wilson  
 3.Customer Address: 134 E. Canal Dr.  
 4.Customer City, State, and Zip: Houston, TX 77112  
 5.Primary Customer Phone #: 281-441-8188 Mobile  
 6.Additional Customer Phone #: 912-920-5158 Home  
 7.Customer fax #:   
 8. Cust Driver License #: 24482428 9195  
 9. State tax % rate: 8

*912-920-5158*

*Masters  
3/16/03  
2:25*

#### Customer Vehicle Information

10 Year/Make/Model: 2002 Chevrolet Trailblazer Ex  
 11 VIN (17 Digits): 1GNEE18E320110150 12 Current Mileage: 12,271  
 13 Purchased:  New

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

Dealer/ship that will handle entire transaction:  
 14.Dealership Name: Dan Vetter Chevrolet  
 15.Dealership Phone #: 281-441-8188  
 16.Dealership Contact Name and TITLE: Dan Vetter, Sales Manager  
 17.Dealership Contact Phone # (if different than Dealership #):  
 18.Dealership Contact Fax #: 912-920-5188  
 19.Dealership BAC: 112882 Region: Southeast

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

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

*gmac*

21. Was a TRADE Repurchase offered?  YES  
 22. If this will not be a Trade Repurchase, Please explain WHY? This is a Trade Repurchase

#### TAC case number is required and if not available, Please explain why not?

23. TAC Case Number: 150001919 24. TAC Case Number: 022002

#### 25. If no TAC number, explain:

26. Reason for Repurchase (include specific mechanical failure): Vehicle has been in three shops for windshield wiper repairs (2 wipers and 1 motor replaced) and 4 times for brake problems (ABS light comes on (replaced control wire, replaced ignition switch and replaced ABS) replaced master cylinder for noise.

27. Has seed was received by:  Paid Voluntary Decision  
 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 Resb, please include 28 digit account # or 10 digit auction code)  
 30. Type of TRANSACTION? TRADE REFINANCE  
 31. Vehicle Damage (explain what damage is present and who is responsible): None

32. If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 10000000000000000000  
 33. New Vehicle Year/Make/Model: 2002 Chevrolet Trailblazer Ex  
 34. Upgrade  Downgrade  Difference Amount: UNCHANGED NEW ONLY: Old MSRP to New MSRP: \$2320

35. Usage (Acceleration 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: 2320/10 (13100.00/mi) x 128 miles of delivery = 1000.00  
 1000.00 + 2320 = 3320.00

36. Market Name: Yes  
 - If GM will be responsible, please supply details of the lease and cost (transfer cost or other): **Customer**  
 has provided a TV/Video system for lease \$1,000.00  
 37. Lease Termination Terms: **N/A**  
 38. Who will be responsible for the Taxes and/or Fees? **Customer**  
 - If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.)  
**Explain:**

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 promised to them (BRC Repurchase will get details): **YES**  
**NO Rebate 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): **05/15/2003**  
 42. Authorizer Name: **Eric D. Palk**  
 43. GM Position: **Area Service Manager**  
 44. Vehicle Node: **30002 Malibu Number: 8111**  
 45. Email Address: **Eric.d.palk@gm.com**

Save this document using the customer's last name, plus the last 3 of the VIN as the file name.  
 Attach this saved file to a Lotus Notes document and e-mail this NPRA to **STRAIGHT@GM.COM**.  
 Forward any supporting documentation to FAX: 800-827-4128

**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.**

*Talked to  
6/10*

*Talked to*

*Simon  
6/10*

**INCENTIVE SHUT-OFF NOTICE**

**SPECIALIST NAME:** JODI MASTERS  
**DEPARTMENT:** Business Resource Center  
**CUSTOMER:** [REDACTED]  
**FILL NUMBER:** SR1-39901913  
**OLD VEHICLE VIN:** 1GNES16S326115150

**REASON:** TRADE REPURCHASE

**THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"**

**DEALER CODE:** 0R520  
**BRAND:** CHEVROLET (13)  
**NEW VEHICLE VIN:** 1GNTR168236160792  
**SPECIFY INCENTIVES TO BE SHUT-OFF:** ALL

04262008

08/19/03 16:24 FAX 770 610 8963

08AC 450

0808

STATE OF GEORGIA **Certificate of Title** STATE OF GEORGIA

\*INCLUDES POWER ACTS THIS TITLE UNDER THE GEORGIA MOTOR VEHICLE OFFICIALLY REGISTERED MOTOR VEHICLE

REGISTRATION	SALES TAX	SALES TAX	SALES TAX	SALES TAX	SALES TAX	SALES TAX	SALES TAX
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

STATE OF GEORGIA

TO THE ORDER OF

1607073 8502990

6.8.03  
 TO THE ORDER OF  
 JACKSONVILLE, MO 2004-0119



086373857

*Tom Boyd*

CUSTOMER IN NEW CAR. TURNED IN OLD REG.

OK FOR NO REGISTRATION FEE



Mar 28 00 11:28

2002 TRAILBLAZER EXT LT 2ND  
 4DR MAGNETIC RED METALLIC /L40  
 2002 TRAILBLAZER EXT LT 2ND  
 ORDER NO: F08JUN/79E STOCK NO.  
 VIN: 1GNDJ22142P26118100

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48242-1114  
 VEHICLE INVOICE 1AD91054346

MODEL & FACTORY OPTIONS  
 2002 TRAILBLAZER EXT LT 2ND 30785.00  
 CPO ELECTRIC SUNROOF 900.00  
 FWD FEDERAL/MT/HA/NE/VT EMISSIONS N/C  
 QUADRA-RAIL 4.2 RATIO N/C  
 K&L HEATED FRONT SEATS 1230.00  
 LLE WRITG 4000 SFI 1A N/C  
 N30 4 SPEED ELECTRONIC AUTOMATIC TRANSMISSION WITH OVERDRIVE N/C  
 8TR P235/48R17 ALL-SEASON MOL CR-/ OFF ROAD TIRES 140.00  
 Q48 4,500 LB GVW RATING N/C  
 WFO AM/FM STEREO W/CASS & CD PLAYER 180.00  
 1&1 LT EXT PRF EQUIPMENT GROUP 2195.00  
 LEATHER PLUS OPTION PACKAGE  
 \* PREMIUM LEATHER SEATING SURFACES ON 1ST AND 2ND ROW, 8 WAY POWER DRIVER AND PASSENGER SEATS WITH POWER LUMBAR SUPPORT  
 \* DRIVER CONVENIENCE PACKAGE  
 \* DRIVER MIRROR CENTER  
 \* WITH 13THRTY CONTROL  
 \* REAR SEAT RADIO AND HVAC CONTROLS  
 \* REDUNDANT HVAC/AUDIO/VIDEO STEERING WHEEL CONTROLS  
 \* DRIVER'S SEAT MEMORY AND OVRV MIRROR  
 \* TURN SIGNAL OVRV MIRRORS  
 \* MUSH BENSE MIRRORS  
 \* BODY COLOR MOLDINGS, HANDLES AND GRILLE  
 8M MAGNETIC RED METALLIC 95.00

INV AMT 37840.43  
 RETAIL - STUCK INVOICE 08/08/02  
 SHIPPED 08/08/02  
 EXP 1/7 08/18/02  
 INT COM 08/18/02  
 PRG BRP 08/03/02  
 KEYS 8104K 8104K  
 MFT-F STR OPT-1  
 MARKS UPRI - 029  
 CMO-TO 08-020  
 SHIP WT: 4680  
 MPI 32.1  
 BWH 1200  
 GVE 3100  
 GVM 8400  
 BMS 3087.78  
 SUPPL 21771.77  
 NTR 1/8  
 UMI 61784  
 HND 1770.73

MAY 2 2002

214217

TOTAL MODEL & OPTIONS 34415.00 20982.29 ADT 287 20849.78  
 DESTINATION CHARGE 400.00 400.00 N/3 241 1002.48  
 DEM STR CO-OP ADVERTISING 344.18 ADV 261 344.18  
 LOCAL ADVERTISING & MARKETING 288.11 RTF 454 288.11

TOTAL 35015.00 32184.49 PAY 010 32184.49  
 MINUS TOTAL LESS HOLDBACK AND APPROX W/WHOLESALE FINANCE CREDIT 30490.34

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ALTERNATE COST BECAUSE OF MANUFACTURER BOUNTIES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO BOUNTY OR ADVERTISING FUNDS, ALL OF WHICH APPLY TO VEHICLE.  
 \*\*\*\*\*  
 THIS VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

GMAC WAGON CHEVROLET-OLDSMOBILE

REMIT TO GMAC NO. 029  
 VIN 1GNDJ22142P26118100  
 \* 30184.49 INV 1AD91054346  
 DUE 08/18/02 DEALER 00-520

Mar 28 00 11:00

p.4

56775  
**OP**  
11

# DAN VADEN CHEVROLET-OLDSMOBILE, INC.

2000 Abernethy Expressway  
Savannah, Georgia 31406  
Phone (912) 822-6399

1-3990193

Hay 17 South St 204  
Savannah, Georgia 31406  
Phone (912) 822-5414

CONTRACT # 86705

[REDACTED] 902 [REDACTED]

EXPIRES 5/31/03  
CITY COLUMBIA COUNTY STONE STATE MISSISSIPPI  
LICENSE NO. WORK HERE SOCIAL SECURITY # DATE OF BIRTH

VEHICLE MAKE/DESCRIPTION	
PLEASE CHECK BY CHECKING FOR THE FOLLOWING:	<input type="checkbox"/> NEW ENGINE <input type="checkbox"/> NEW TRANSMISSION
YEAR <u>2002</u>	MAKE <u>CADILLAC</u>
MODEL <u>DEVILLE</u>	DRIVE TYPE <u>4DR</u>
DOOR TYPE <u>LT</u>	EXTERIOR COLOR <u>LT</u>
VIN <u>7GNE3168326115150</u>	TRAILER WEIGHT <u>185</u>
STOCK NO. <u>2T4217</u>	REMARKS <u>W. Wilson</u>

FINANCIAL INFO	
GMA 1000	
Total to selling	
100000	

TRAC - 84	
Make Used For <u>GMAC</u>	U.I.A. # <u>18109139252286357</u>
Color <u>White</u>	Price <u>9,583</u>
Make Used by <u>GMAC</u>	Address <u>029-2206-45846</u>
Product No. <u>029-2206-45846</u>	Model Code <u>2000-312104</u>
Make Code <u>2000-312104</u>	Valid Use <u>May 31</u>
Color Line <u>700 on Hand Yes <input type="checkbox"/> No <input type="checkbox"/></u>	Warranty by <u>Manufacturer</u>

DEALER SERVICE	
TOTAL BILLING PRICE	
TREASURY ALLOWANCE	
SALEMAN'S COMMISSION	
STAFF SALARY TAX	
SALES TAX	
SALES TAX DEFERMENT FEE	
SALES TAX ON Trade	<u>31,200</u>
GRAND TOTAL	
DEPT. DEPOSIT	
FINANCY FEE	
DEALER FEE	
DATE ON DELIVERY	
DATE GM'S BUY	
DATE IN USE DELIVERY	

NAME OF INSURANCE COMPANY <u>Allstate</u>
NAME OF INSURANCE AGENT <u>LOIS COHEN</u>
ADDRESS OF INSURANCE AGENT <u>1105 Oak Street</u>
TELEPHONE NO. <u>768-352-2827</u>

LIEN HOLDER	
ADDRESS	
CITY	STATE ZIP
I WARRANT THAT I AM SEVENTEEN YEARS OF AGE OR OLDER.	
Under the Fair Credit Reporting Act, I authorize the lender to check my credit report and references.	
APPROVED SIGNATURE <u>[Signature]</u>	



MAY 14 0008 0180AM DAN VADEN CHEVROLET

812-828-2478

P-4



April 28, 2003

[Redacted Name]

**SETTLEMENT OFFER**

Subject: Repurchase of **SCHEIDT/ROUSSELLO, 2002 Chevrolet TrailBlazer**

Dear Mr. [Redacted]:

We regret that you are dissatisfied with your **SCHEIDT/ROUSSELLO, 2002 Chevrolet TrailBlazer** and that our attempt to resolve your concerns have not met your expectations.

This offer to make good your 2002 Chevrolet TrailBlazer is being made in an effort to keep you a satisfied Chevrolet customer. Chevrolet will meet your cash purchase price for your 2002 Chevrolet TrailBlazer. Your satisfaction may be, but not limited to, make, make fee, financing fee, taxes, damage, repairs, add-ons, and accessories. Your offer is calculated by using the following figures:

Report of original Vehicle good will	000,000	101,823.23
Fin Charge		\$ 4,266.19
Fin Taxes		\$ 648.71
Fin Registration, reg. title fees		\$ 23.00
Fin Charge		\$ 88.00
Fin Upgrade		\$ 2,988.00
Fin Add-ons		\$ 65.00
Less discounts		\$ 88.00

**TOTAL RESPONSIBILITY OF CUSTOMER: 101,823.23**

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

General Motors will repurchase VMI **SCHEIDT/ROUSSELLO, 2002**, in exchange for the release of liability covering such repurchase, repairs or recalls, covering this vehicle.

Please return this document to fax number (844) 213-4648 by 05/01/03. The conditions of the trade-in repurchase are as follows:

- the vehicle is free from any structural damage or alterations which impact its resale value
- all factory installed equipment are listed and functional
- a free and clear title is provided at the time of repurchase (paper original loan)
- a "Form of Assent" form is signed at the time of repurchase and only for this occasion, if needed (provided by General Motors)
- an "Odometer Disclosure Statement" is signed at the time of the repurchase (provided by General Motors)
- this offer is contingent upon the approval of your lending/leasing institution
- no cash back rebate or incentives of any kind are applicable towards this transaction
- the required release agreement is signed and returned with this offer letter

MAY 14 2003 8:30AM LAM VADPN CHEVROLET

812-828-8470

P.0



IF YOU WANT TO RENEW YOUR LEASE OR PURCHASE, please sign this form and return it to my attention with the  
 authorization check along with a copy of your dealer's invoice. Upon receipt of your signed authorization, a check will  
 be processed and forwarded to your dealer. Allow up to 7 business days for check processing. The  
 office will contact you to set up a closing date. You will be required to complete the transaction on the closing date  
 or this reservation will be voided. I can be reached at (800) 231-1749 24/7 if you have any questions or concerns.

Sincerely,

Julie L. Moore  
 Business Development Center

To: [Redacted]  
 From: [Redacted]

*May 14 03*

**RELEASE AGREEMENT**

Hereunder, (Vendor) Louis A. Wilson, and General Motors Corporation wish to receive a  
release involving a 2001 Chevrolet TrailBlazer, VIN 1GNEK130220104101, owned by the  
releasee. Therefore, in full satisfaction of debts made by Dan Vrsen Chevrolet to  
releasee, for his/her/its Motor professional, mechanical, labor, design, violation/retail,  
agent or any representative, hourly wages and honor although General Motors  
Corporation, their subsidiaries, divisions, divisions, officers, employees, agents and assigns, and  
any authorized General Motors Dealership, from any and all past, present and future claims,  
damages, rights, cause of action, judgments, proceedings, lawsuits, penalties, work of expense,  
including reasonable attorney fees or court costs, which Releasee might have or require in the  
future against General Motors Corporation which are known or unknown and which directly or  
indirectly arise from, are related to or connected with the purchase, repair, operation, financing  
use or ownership of the subject vehicle.

Releasee(s) agrees to transfer title and possession of subject vehicle to General Motors  
Corporation unencumbered by any interest or lien, and undisturbed by judgment or any other  
action from any condition, upon receipt of the above mentioned statement from.

Releasee(s) agrees that payment of the consideration for this Release Agreement reflects a  
complete and final release, that the payment is not to be construed as an admission of  
liability on the part of General Motors Corporation, and that the payment is intended to resolve  
this matter without litigation.

Releasee(s) also agrees that the payment represents the sole and total consideration for this  
Release Agreement and that General Motors Corporation has not made any promise or  
representation to Releasee(s) other than those contained in this Release Agreement.

Releasee(s) has read all of this Release Agreement and hereby fully understands the terms and  
the significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other  
agreement, written or oral, expressed or implied, between the parties except this Release  
Agreement. The terms of this Release Agreement are contractual and not merely a receipt.

This Release Agreement is executed this 14 day of May, 2003

Releasee: 

APP-VI-2823 11/27

DN VAGEN CHRY ELEC

512 320 5135 P.12

**Dealer Confirmation Letter- Trade Agreement (Customer Participation)**  
**Chevrolet**  
 5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610  
 Phone (800) 231-1841 x 58656 Todd Masters

Trade Agreement Agreement between Chevrolet and its dealer partner Dan Vagen Chevrolet

Case Number: 001-0007976

Thank you for making Chevrolet in the trade agreement transaction for our mutual customer.

The customer has provided a certified check, payable to the dealership, in the amount of \$7,007.21 to fulfill the trade-in. The dealer, in turn, will issue a check in the amount of \$4,100.00 to the customer's account in order to fulfill the trade-in and satisfy the original vehicle. Once all of the trade agreement paperwork, including your dealer check, has been sent back to the National Trade Agreement Center (NTAC), Dan Vagen will issue a check in the amount of \$2,907.21 to the customer.

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

Replacement VIN	1G1BB116220104783
New Vehicle Sales Price	\$22,967.00
Trade Vehicle Trade Value	\$20,400.00
Customer Cash	\$7,007.21
Taxes	\$448.71
Registration	\$100.00
Lien on old vehicle, good only until 03/01/03	\$1,000.00
Plus the old license fees	\$75.00
State/County Fees	\$25.00
Dealer Processing Fee	Not paid by either party (\$200 applied as warranty credit on vehicle)

An always, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not have the responsibility for any other charges, such as taxes, license, registration, title, on the original vehicle. Also, according to our trade agreement we to be used on the replacement vehicle. Using the Agreement, the customer is responsible for

Payoff of Original Vehicle =	\$5,000.00
Usage / depreciation =	\$ 4,000.10
Subsequent State Fees =	\$ 10.00
Taxes =	\$ 400.71
Registration =	\$ 100.00
Other Charges =	\$ 200.00

Dan Vagen Chevrolet agrees to sign a Power of Attorney to enable GM to make the necessary arrangements with the state referenced dealer's lending institution on the Dealer's behalf to satisfy financing of the old vehicle.

If you are in agreement with this offer, please sign and date below and return this agreement along with a signed Bill of Sale to my attention at the following fax # 800-613-9976.

~~DAN VAGEN CHEVROLET 11290~~ *Bruce A. Fulford* *65M*  
 DAN VAGEN CHEVROLET *Bruce A. Fulford* *65M*

\_\_\_\_\_  
 Dan Vagen  
 \_\_\_\_\_  
 Dan Vagen Chevrolet

Thank you for selling Chevrolet in the trade agreement for our mutual customer.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Indianapolis IN [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 1-4006116 VIN: 1GN0T13S122233895  
MODEL YEAR: 2002  
DATE OPENED: 2002-05-28 SERIES: Trailblazer  
DATE CLOSED: 2002-05-31 MILEAGE: 1900.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Pedigo Holdings, Inc.  
BRC PARENT: DEALER ADDRESS: 5101 W 38th St, Indianapolis, IN, 46254-3325, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms  
0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Windshield wipers; ; 2002-05-28  
2-05-29  
Call svc mgr re diagnosis; ; 2002-05-29  
2002-05-29  
Offer Oil change; ; 2002-05-29  
2002-05-29  
Maintenance letter; ; 2002-05-29  
2002-05-29  
Created: CAC\_RS0022. SR#1-4006116; ; 2002-05-29  
2002-05-29  
One complimentary oil change Ready for submission.; ; 2002-05-30  
2002-05-30  
Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-05-30  
2002-05-30  
One complimentary oil change as goodwill Sending for final approval; ; 2002-05-30  
2002-05-30  
Processed Final Approval; ; 2002-05-31  
2002-05-30  
Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2002-05-30  
2-05-31  
Service Request has been Closed Satisfied.; ; 2002-05-31

\*\*\*\*\*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:  
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:  
FAR STATUS:

\*\*\*\*\*FAR 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:  
NADA: 0  
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
P:

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\*\*\*\*\*

INTERNAL CASE NUMBER:  
VEHICLE 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]  
Indianapolis, IN [REDACTED]

Service Request: S1-4006116  
[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,

Jennifer Corpus  
Customer Relationship Manager

RS0022-A/pme

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

Submit the claim for the reasonable/customary quick lube 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:  
ADDRESS:  
HOME PHONE:

Marianna, FL

CASE NUMBER: 1-40097815 VIN: 1GNES16S136100681  
MODEL YEAR: 2003  
DATE OPENED: 2002-10-10 SERIES: TrailBlazer  
DATE CLOSED: 2002-12-19 MILEAGE: 2400.0000000  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: RepurchaseNo DEALER NAME: Rahal Chevrolet-Buick, Inc.  
SRC PARTNT: DEALER ADDRESS: 4204 W Lafayette, Marianna, FL, 32446-8234, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

windshield wipers; ; 2002-10-10  
2002-10-10  
diagnosis; ; 2002-10-10  
2002-10-11  
follow up; ; 2002-10-11  
2002-10-11  
diagnosis; ; 2002-10-18  
2002-10-14  
follow up; ; 2002-10-14  
2002-10-15  
follow up; ; 2002-10-15  
2002-10-17  
follow up; ; 2002-10-17  
2002-10-15  
AVM Robert Walls; ; 2002-10-15  
2002-10-17  
part info; ; 2002-10-17  
2002-10-18  
follow up; ; 2002-10-18  
2002-10-23  
follow up; ; 2002-10-23  
2002-10-23  
creating maint letter; ; 2002-10-23  
2002-10-23

Created: CAC\_RH0022. SR#1-40097815; ; 2002-10-23  
2002-10-23

submitting LOP for review; ; 2002-10-30  
2002-10-30

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-10-30  
2002-10-30

Submitting lof; ; 2002-10-31  
2002-10-31

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2002-10-31  
2002-10-31

Service Request has been Closed Satisfied.; ; 2002-10-31  
2002-11-06

wipers not working again; ; 2002-11-06  
2002-11-06

callback; ; 2002-11-06  
2002-11-06

info on wipers; ; 2002-11-06  
2002-11-06

returned call; ; 2002-11-19  
2002-11-06

follow up on dust concern; ; 2002-11-06  
2002-11-07

follow up; ; 2002-11-07  
2002-11-07

follow up; ; 2002-11-07  
2002-11-14

Recvd vme from Svc. Mgr. Chuck Anderson 11/6/02; ; 2002-11-19  
2002-11-14

follow up; ; 2002-11-14  
2002-11-19

follow up; ; 2002-11-19  
2002-11-22

Service Request Ownership has changed FROM: COOPERJ TO: FORDE; ; 2002-11-22  
2002-11-22

Ownership Escalated to BRC; ; 2002-11-22  
2002-11-22

VOLUNTARY TRADE; ; 2002-11-22  
2002-11-27

Service Request Ownership has changed FROM: FORDE TO: MANNARIM; ; 2002-11-27  
2002-11-27

TRADE; ; 2002-12-03  
2002-12-03

CUST; ; 2002-12-03  
2002-12-03

CUST; ; 2002-12-03  
2002-12-03

DLR; ; 2002-12-03  
2002-12-03

AVM; ; 2002-12-03  
2002-12-05

OFFER; ; 2002-12-05  
2002-12-05

BRC REPURCHASE Scanned: 2002-12-05-17.08.22.000000, MSXDocNum: MAN3DEF6E9; ; 2002-12-12  
2002-12-05

BRC REPURCHASE Scanned: 2002-12-05-17.08.23.000000, MSXDocNum: MAN3DEF6EE; ; 2002-12-12  
2002-12-11

SIGNED DOCS; ; 2002-12-11  
2002-12-11

RETRIEVE DOCS; ; 2002-12-11  
2002-12-11

BILL OF SALE; ; 2002-12-11  
2002-12-11

DOCS; ; 2002-12-11  
2002-12-12

RECEIVED; ; 2002-12-12  
2002-12-16

BVDC; ; 2002-12-16  
2002-12-16

BRC REPURCHASE Scanned: 2002-12-16-17.11.33.000000, MSXDocNum: MAN3DFDEE2; ; 2002-12-19  
2002-12-19

closed trade; ; 2002-12-19  
2002-12-19

Service Request has been Closed Satisfied.; ; 2002-12-19

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

DRIVER 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\*\*\*\*\*

PRICE:  
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:

AMOUNT BALANCE:  
AL:

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:

\*\*\*\*\*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:

\*\*\*\*\*ERC CONTACT INFORMATION\*\*\*\*\*

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:



November 5, 2003

[REDACTED]  
Marianna, FL [REDACTED]

Service Request: S1-40097815  
[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 Cooper  
Customer Relationship Manager

RS0022-A/jhh

---

**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.

● PLEASE TYPE UP A BILL OF SALE ON THE NEW VEHICLE USING THE FIGURES GIVEN. PLEASE FAX BACK THE SIGNED DEALER CONFIRMATION LETTER AND THE NEW BILL OF SALE. PLEASE CALL ME IF YOU HAVE QUESTIONS.

● Thank You

●

**Dealer Confirmation Letter- Collateral Exchange  
Chevrolet**

**5701 East Hillborough Ave, Suite 2300 Tampa FL 33610  
Phone (800) 231-1841 57418 Maria Mannarino**

**Collateral Exchange Agreement between Chevrolet and its dealer partner Rahal Chevrolet**

**Customer's Name: James Goodson  
Case Number: 140097815**

**Thank you for assisting Chevrolet in the collateral exchange for our mutual customer.**

**General Motors will issue a check in the amount of \$30,215.12 made payable to Rahal Chevrolet after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).**

**When writing the sales agreement for this exchange, please use the numbers below:**

<b>Replacement VIN:</b>	<b>1GNEC13Z33R161364</b>
<b>New Vehicle Sales Price:</b>	<b>\$34,587.99</b>
<b>Used Vehicle Trade Value:</b>	<b>\$29,820.99</b>
<b>Trade Difference:</b>	<b>\$4,737.00</b>
<b>Taxes:</b>	<b>\$386.29</b>
<b>Rebate:</b>	<b>[Not Applicable]</b>
<b>Plus title and license fees:</b>	<b>\$35.83</b>
<b>Miscellaneous State Fees:</b>	<b>[If applicable]</b>
<b>Document Fees:</b>	<b>[Not paid by either party]</b>
<b>Dealer Processing Fee:</b>	<b>[\$200 applied as warranty credit via W.I.N.S.]</b>

**As always, the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:**

<b>Sales Tax</b>	<b>\$0</b>
<b>Miscellaneous Fees =</b>	<b>\$0</b>
<b>Usage / depreciation =</b>	<b>\$0</b>
<b>Upgrade =</b>	<b>\$4,737.00</b>
<b>Total Customer Contribution =</b>	<b>\$4,737.00</b>

**Rahal Chevrolet agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate resolving a free and clear title to the old vehicle.**

**If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax # 866-213-4647.**

\_\_\_\_\_  
**Rahal Chevrolet 112809 Management Agents Signature and Title.**

\_\_\_\_\_  
**Rahal Chevrolet 112809 Management Agents Printed Name and Title.**

\_\_\_\_\_  
**Authorized General Motors BNC Representative Signature**

\_\_\_\_\_  
**Authorized General Motors BNC Representative Printed Name**

**Again, thank you for assisting Chevrolet in this collateral exchange transaction for our mutual customer!**

**ERC REPURCHASE WORKSHEET**

**File Number**  
\$140,097,815.00

**Customer Name**  
James Goodson

**Worksheet filled out by:**  
Merla Mannarino

**Old Vehicle VIN:**  
1GNEB16B136100691

**New Vehicle VIN:**  
1GNEC13Z93RL161354

**Date:**  
12/5/02

<b>Acct 231/237 Vehicle Costs</b>	34,887.99	<b>Purchase Price (New Unit)</b>	34,887.99
Adjustment to line 1	0.00		
Conversion Cost	0.00	<b>State Sales Tax</b>	385.28
Tax	385.28		
Luxury Tax	0.00	<b>Luxury Tax</b>	0.00
Reg./Lic./Title Fees (opt)	39.85		
Miscellaneous	0.00	<b>Reg./Lic./Title Fees (opt)</b>	39.85
Other	0.00		
State Fees	0.00	<b>Additional Aftermarket Items</b>	0.00
Cost to transfer Aftermarket Items	0.00	<b>State Fees</b>	0.00
Service Contracts/GMPP	0.00		
Attorney's Fees	0.00	<b>Miscellaneous</b>	0.00
Transportation Fees	0.00		
		<b>Other</b>	0.00
<b>Total Replacement Price</b>	34,952.12		
		<b>Subtotal</b>	34,952.12
Tax	0.00		
Luxury Tax	0.00	<b>Trade In</b>	29,820.99
Reg./Lic./Title Fees (opt)	0.00		
Additional Aftermarket Items	0.00	<b>Payoff</b>	0.00
Usage/Depreciation	0.00	<b>Net Allowance</b>	29,820.99
Damage	0.00		
Upgrade	4,737.00	<b>Cash on Delivery</b>	384.13
Downgrade (deducted)	0.00		
Reimbursement of Aftermarket	0.00	<b>Total Balance Due</b>	4,737.00
Other	0.00		
<b>Total Customer Cost</b>	4,737.00	<b>Amount to Dealer for additional Fees</b>	0.00
<b>Trade Repurchase Amount</b>	30,215.12		
		<b>GM Authorized Signature</b>	<b>Date</b>
<b>Total Payoff Amount</b>	0.00		
<b>PAYOFF GOOD THRU (mm/dd/yy)</b>			
<b>Dealer Due to GM</b>	NA		
<b>GM Due to Dealer</b>	30,215.12		
<b>Estimated Auction Price</b>	29,955.94	<b>*This is a "work in process" until signed</b>	

Projected (Loss)	(1,259.18)		by a GM Authorized Representative	

PLEASE SIGN AND FAX  
COPY OF SIGNED  
SETTLEMENT OFFER  
AND RELEASE  
AGREEMENT AND FAX  
BACK ALONG WITH  
COPY CURRENT  
VEHICLE  
REGISTRATION.

Thank You

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

12/5/02

Maxima, FL

**SETTLEMENT OFFER****Subject: Repurchase of 2003 Chevrolet Trailblazer 1GNES168136100681, 140097818**

Dear Mr. Goodman:

We regret that you are dissatisfied with your 2003 Chevrolet Trailblazer, 1GNES168136100681 and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into 1GNEC13Z93R161354, 2003 Chevrolet Trailblazer. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 12/31/02	\$31,639.85
Plus upgrade	<u>\$4,737.00</u>
<b>TOTAL RESPONSIBILITY OF CUSTOMER</b>	<b>\$36,376.85</b>

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

General Motors will repurchase VIN 1GNES168136100681 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-219-6647 by 1/25/03. The conditions of the trade-repurchase are as follows:

- the vehicle is free from any abnormal damage or alterations which impair its resale value
- all factory installed equipment are latest 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 correction, if needed (supplied by General Motors)
- an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)
- this offer is contingent upon the approval of your lending/leasing institution
- no cash back rebates or incentives of any kind are applicable towards this transaction
- the enclosed release agreement is signed and returned with this offer letter

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Retail Chevrolet. Please allow up to 7 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 or this transaction will be voided. I can be reached at (800) 231-1841 57418 if you have any questions or concerns.

Sincerely,  
 Maria Marinone  
 Business Resource Center

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

Signature and Date



**BMC**



## RELEASE AGREEMENT

The undersigned, (owner) James Goodson (Releasor(s)), and Oldsmobile Motor Division, General Motors Corporation (Oldsmobile) wish to resolve a dispute involving a 2003 Chevrolet Trailblazer, VIN 1GNEB168136100681, owned by the releasor(s). Therefore, in sole consideration of trade made by Rebel Chevrolet to releasor(s), for him/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharge Oldsmobile and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, cause of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releasor might have or acquire in the future against Oldsmobile and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releasor(s) agrees to transfer title and possession of subject vehicle to Oldsmobile unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon receipt of the above mentioned settlement funds.

Releasor(s) agrees that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of Oldsmobile, and that the payment is intended to resolve this matter without litigation.

Releasor(s) also agrees that the payment represents the sole and total consideration for this Release Agreement and that Oldsmobile has not made any promise or representation to Releasor(s) other than those contained in this Release Agreement.

Releasor(s) has read all of this Release Agreement and he/she fully understands the terms used and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a recital.

This Release Agreement is executed this \_\_\_\_\_ Day of \_\_\_\_\_, 2002

Releasor \_\_\_\_\_

James Goodson



RVDC Case# 52449

RVDC Case Number	1-40097925	Vehicle is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1000?	
Customer Name		Dealer Admin Fee Applies?	Y	Issue Reason			
Original VIN	1GNEC1203R161384	This vehicle was repurchased as a result of a Voluntary mediated customer satisfaction repurchase.					
BAC	11100	Include Sales Tax?	N	Title Issue?			
Dealership Name	KARAL CHEVROLET-BUICK-CADILLAC	Reason for not including Sales Tax: TRADE PURCHASE					
Dealer Contact/Title	BILLY BAILEY, SALES MANAGER	Original Sales Tax Paid in State:	FL	Repurchased Under Laws of State:	FL		
Dealer Phone	850433851	Vehicle Meets Prerequisite of LEMON LAW? Y					
Dealer Fax	850433118	Closing Schedule:	2002-12-15	Established on:	2002-12-12		
Delivery Date	2002-09-24						
Feedback Message	359						
Transmission	A	If no, where BAC is 0					
Year/Make/Model	99/AL-500	Location (City/State):					
MSRP	24125.00	Contact Name:					
MSRP	24125.00	Address 1:					
Case Number	52449	Address 2:					
TAC Case Number		City	State	Zip			
Type of Transaction	CR	Phone #1:					
Replacement VIN	1GNEC1203R161384	Fax #1:					
Repurchase Type	AVM Voluntary	Comment: HOLD FOR YAC REVIEW					
Repurchase Source	FRA AVM ROBERT WALLS	GM Legal Case Number:					
Reason for Repurchase: W/DEFECT W/PR FAILED 3 TIMES. NEW PART NOT AVAILABLE FOR 30 DAYS.		GM Counsel Number: N/A					
		GM Counsel Contact Name: N/A					
		Address 1:					
		Address 2:					
		City	State	Zip			
		Phone #1:					
		Fax #1:					
Loan Payoff Amount: 0.00		Loan Payoff Expires on:		Per Diem: 0.00			
Customer Due to GM: 0.00				Dealer Due to GM: 0.00			
Check Information							
Customer	2002-12	Bank	2002-12	Check Amount	0.00		
Payee 1	James H. & Nina Harris Gordon	Payee 1	AmSouth Bank	Payee 1			
Payee 2	& Karal Chevrolet	Payee 2	71600000000000000000	Payee 2			
Address 1	2893 Windwood Circle	Address 1	2000 Parkway Office Cir	Address 1			
Address 2		Address 2		Address 2			
City	Meridian	City	Birmingham	City			
State	FL	State	AL	State			
Zip	33408	Zip	35244	Zip			
Phone #1	813283332	Phone #1	205-367-8844	Phone #1			
Fax #1		Fax #1		Fax #1			
		Account #	71600000000000000000	Account #			
		Account #		Account #			

Case ID: 52449 Initiator: manager

*John*  
12-12-02

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

AP	AP
_____ INCENTIVE BUST-OFF REQUEST	_____ SIGNED BILL OF SALE ON ORIGINAL VEHICLE
_____ COPY OF TITLE OR REGISTRATION	_____ SIGNED BILL OF SALE ON NEW VEHICLE
_____ <input checked="" type="checkbox"/> WARRANTY HISTORY	_____ <input checked="" type="checkbox"/> INVOICE ON REPLACEMENT VEHICLE
_____ CHECK REQUEST FORM	_____ SIGNED SETTLEMENT OFFER LETTER
_____ EVDC SPECIAL INSTRUCTIONS FORM	_____ SIGNED RELEASE AGREEMENT
_____ <input checked="" type="checkbox"/> EVDC CALCULATION WORKSHEET	_____ SIGNED DEALER CONFIRMATION LETTER
_____ <input checked="" type="checkbox"/> FRA FORM	_____ DEALER PROFIT OTHER THAN ADMIN FEE
_____ <input checked="" type="checkbox"/> INVOICE ON ORIGINAL VEHICLE	_____ INVOICE FOR ATTORNEY FEES (if Applicable)
	_____ REPAIR ORDER FOR REASON FOR REPURCHASE

(FLORIDA ONLY)

 Substitution of Collateral New Retail/Lease Contract

**REPURCHASE LIENHOLDER INFORMATION**

**CUSTOMER INFORMATION:**

Name	
VIN#	
Year-Make and Model:	

**LIENHOLDER INFORMATION:**

Lienholder Name:	Amsouth Bank
Lender Contact Person and Dept:	Loan Dept
Physical Address:	2050 Parkway Office Cir
City/State/Zip:	Birmingham, AL 35244
Phone:	800-367-6884
Fax Number:	
Account Number:	716000000000002055042
Dealer Buyout/Payoff Amount:	\$381,639.23
Buyout/Payoff Expiration Date:	12/31/02
Per Diem:	\$5.18

Additional Information

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**INCENTIVE SHUT-OFF NOTICE**

**SPECIALIST NAME:** Maria Mannarino  
**DEPARTMENT:** Business Resource Center  
**FILE NUMBER:** 140097815  
**OLD VEHICLE VIN:** 1GNES16S136100681 ✓  
**REASON:** TRADE REPURCHASE

**THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"**

**DEALER CODE:** 08230  
**BRAND (circle one):** CHEVROLET (01)  
**NEW VEHICLE VIN:** 1GNBC13Z93R161354 ✓  
**SPECIFY INCENTIVES TO BE SHUT-OFF:** ALL

12/08/02 12:03 FAX 880 826 7903

DEPARTMENT MAIN DR.

0002

REG. NO.	REG. DATE	COUNTY	REG. FEE	SALES TAX	TITLE FEE
443 14	5	33.00	5	60.00	5
PLATE	REG. DATE	REG. FEE	SALES TAX	TITLE FEE	TOTAL
X	09/20/02	52.00	5	60.00	117.00

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 02/15/02  
 FLA. REGISTRATION # LA-XXXXXXXXXX  
 TRM: 12/15/02 EXPIRES: 12/15/02 EXP: 02/15/02  
 VIN: XXXXXXXXXXXX TC: XXXXXXXX TR: XXXXXXXX

JAMES H. HERRIN, HUSB HERRIN HERRIN  
 2803 WILSON CIRCLE  
 WINTER, FL 32448

LJ: 808048 TF: 327762052 DF: 118448 FW: 327762052

**BIG REPURCHASE WORKSHEET**

**File Number**  
1-40097815

**Customer Name**  
[REDACTED]

**Worksheet filed out by:**  
Marie Mannerino

**Old Vehicle VIN:**  
1GNES168136104681

**New Vehicle VIN:**  
1GNEC13Z93R161354

**Date:**  
12/12/02

Acct. 231/23/ Vehicle Costs	34,867.99	Purchase Price (New Unit)	34,867.99
Adjustment to line 1	0.00		
Conversion Cost	0.00	State Sales Tax	355.28
Tax	355.28		
Luxury Tax	0.00	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	38.86		
Miscellaneous	0.00	Reg./Lic./Title Fees (opt)	38.86
Other	0.00		
State Fees	0.00	Additional Aftermarket Items	0.00
Cost to transfer Aftermarket Items	0.00	State Fees	0.00
Service Contracts/GMPP	0.00		
Attorney's Fees	0.00	Miscellaneous	0.00
Transportation Fees	0.00		
		Other	0.00
<b>Total Replacement Price</b>	<b>34,962.12</b>		
		Subtotal	34,962.12
Tax	0.00		
Luxury Tax	0.00	Trade In	29,820.98
Reg./Lic./Title Fees (opt)	0.00		
Additional Aftermarket Items	0.00	Payoff	0.00
Usage/Depreciation	0.00	Net Allowance	29,820.98
Damage	0.00		
Upgrade	4,737.00	Cash on Delivery	384.13
Downgrade (deducted)	0.00		
Reimbursement of Aftermarkets	0.00	<b>Total Balance Due</b>	<b>4,737.08</b>
Other	0.00		
<b>Total Customer Cost</b>	<b>4,737.00</b>	Amount to Dealer for additional Fees	0.00
<b>Trade Repurchase Amount</b>	<b>30,215.12</b>		
<b>Total Payoff Amount</b>	<b>0.00</b>		
<b>PAYOFF GOOD THRU (mm/dd/yyyy)</b>			
<b>Dealer Due to GM</b>	<b>NA</b>		
<b>GM Due to Dealer</b>	<b>30,215.12</b>		
<b>Estimated Auction Price</b>	<b>24,958.64</b>		
<b>Projected (Loss)</b>	<b>(1,269.18)</b>		

*P. J. [Signature]* 12-12-02  
GM Authorized Signature Date

**\*\*This is a "work in process" until signed by a GM Authorized Representative\*\***

*B.H.*

### electronic Preliminary Repurchase Authorization (ePRA)

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

- 1. Date (mm/dd/yyyy): 11/20/2002
- 2. Customer Name: [REDACTED]
- 3. Customer Address: [REDACTED]
- 4. Customer City, State, and Zip: [REDACTED]
- 5. Primary Customer Phone #: [REDACTED] *work work \**
- 6. Additional Customer Phone #: [REDACTED]
- 7. Customer fax #: [REDACTED]
- 8. Cust Drivers Licenses #: [REDACTED]
- 9. State tax % rate: [REDACTED]

*Mannarino  
10:35  
11-22-02*

#### Customer Vehicle Information

- 10. Year/Make/Model: 2003/Chevrolet/Trailblazer
- 11. VIN (17 Digits): 1GNED15813R100881
- 12. Current Mileage: 3,299
- 13. Purchased: NEW

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

- 14. Dealership that will handle entire transaction: Rebel Chevrolet-Buick, INC
- 15. Dealership Phone #: 850-482-3051
- 16. Dealership Contact Name and TITLE: Billie Smiley - Sales Mgr.
- 17. Dealership Contact Phone # (if different than Dealership #): 850-482-3051
- 18. Dealership Contact Fax #: 850-482-3110
- 19. Dealership BAC: 112808 Region: Southeast

*collateral*

#### 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 type="checkbox"/> | GMPP                      |                          |                             |

- 21. Was a TRADE Repurchase offered? YES
- 22. If this will not be a Trade Repurchase, Please explain Why?

#### TAC case number is required and if not available, Please explain why not?

- 23. CAC Case Number: 1-40097816
- 24. TAC Case Number: 8886744

25. If no TAC number, Explain:

26. Reason for Repurchase (include specific mechanical failure): Windshield wiper failed 3 times. New part may not be available within the next 30 days. 1GNED13Z8R101354

27. This case was resolved by: Field Voluntary Decision

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

29. Recommended Disposition of Repurchased Vehicle: HOLD FOR TAC REVIEW (If Refill, please include 26 digit account # or 10 authorization code).

30. Type of TRANSACTION? TRADE REPURCHASE

31. Vehicle Damage (explain what damage is present and who is responsible): Owner is responsible for any damage.

32. If a Trade Repurchase, New VIN (17 Digits) or Order Number (8 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: SR181354

33. New Vehicle Year/Make/Model: 2003/Chevrolet/Tahoe

34. Upgrade  Downgrade  Difference Amount (PURCHASED NEW ONLY: Old MSRP to New MSRP): 4,781

#### 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: Mileage Waived, vehicle had three failures with the wiper within three months.

35. 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? Customer

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

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: Please rush process. Owner Unable to properly use vehicle, w/for  
run at all times.

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 11/13/2002

42. Authorizer Name: Robert L. Walls

43. GM Position: Area Service Manager

44. VoiceMail Node: 404.082 Mailbox Number: #119

45. Email Address: robert.l.walls@gm.com

Save this document using the customers 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@GM.com](mailto:EPRA@GM.com)

Forward any supporting documentation to FAX- 800-827-1128

**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.**

$6\% + 1.5\%$   
 Tot  
 \$38.85

Arm south  
 # 800-267-6884  
 # 716 000000 00 900 2055962

\$31,608.77  
 12/15  
 \$5.18

31677.85  
 12/21

2050 Parkway office circle  
 Birmingham AL 35240





**RAHAL CHEVROLET-BUICK-NISSAN**  
Post Office Box 700 • MARIANNA, FLORIDA 32447

BOOK NO.  
45788

DATE 12/16/02  
 PURCHASER [REDACTED]  
 DATE OF BIRTH 08/18/47 DRIVER'S LICENSE NUMBER 48844347028 PHONE [REDACTED]  
 ADDRESS [REDACTED] CITY HELVEN STATE FL ZIP 32447  
 CO-PURCHASER JIMMY JAMES HENDERSON  
 DATE OF BIRTH 02/21/44 DRIVER'S LICENSE NUMBER 48844347028  
 ENTER MY ORDER FOR  NEW  USED  TRADE-IN  1997 BUICK LESABRE 1.8L 4-CYL  
 SERIAL NUMBER 2082444121000000000 MILES 70

INSURANCE INFORMATION		EQUIPMENT CHARGE		BASE PRICE		SALES TAX	
INSURANCE CO. <u>GEICO</u>							
AGENT <u>BILLY BISH</u>							
ADDRESS <u>MARIANNA FL</u>		TERMINATED					
AGENT PHONE # <u>90444</u>				<u>NEELI TILIA &amp; WITTANY</u>		<u>6.28</u>	
POLICY # <u>FF488888888</u>							
VERIFIED BY <u>[REDACTED]</u>							
TAB # <u>00000</u>							
USED VEHICLE TRADED IN AND/OR OTHER CREDIT							
TERM <u>36</u> MONTHS OF TRADE-IN TERM				TOTAL PRICE		<u>24800.00</u>	
MILEAGE <u>11000</u>				BALANCE		<u>20707.00</u>	
MOOR. OR SEVER <u>NEED</u>		Less Trade-In Allowance				<u>4193.00</u>	
BODY TYPE <u>HD</u>				PAYOFF		<u>807.00</u>	
COLOR <u>SLATE</u> <u>TRN</u> <u>BL</u>							
MAY. ORDER NO. <u>48844347028</u>		APPROX. TRADE				<u>24800.00</u>	
PAYOFF INFORMATION		Sales Tax				<u>1320.00</u>	
BALANCE OWED TO:		License Fees or Title				<u>20.00</u>	
ADDRESS <u>RAH</u>		Fees Used for Interest Cost				<u>0.00</u>	
GOOD THROUGH <u>0</u>				CASH BALANCE DUE →		<u>20707.00</u>	
<small>All amounts are approximate unless otherwise stated. Deposits are non-refundable if financing is not available through one of our credit sources.          See attached documents for dealer copy and all history or other records or warranties.</small>				FINANCE →		<u>1000.00</u>	
				CASH ON DELIVERY →		<u>0.00</u>	
				UNPAID BALANCE OF CASH PRICE →		<u>20707.00</u>	
<p><b>PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.</b></p> <p><b>DISCLAIMER OF WARRANTIES</b> - Except as otherwise specified herein the seller, RAHAL CHEV-BUICK, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability, or fitness for a particular purpose, and RAHAL CHEV-BUICK, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.</p> <p>The purchaser of the vehicle described here-in understands that it may have suffered damage during production, transit, or while in the control or possession of the seller. There are no warranties of merchantability or fitness being made by the seller to the purchaser as to repairs of such damage.</p> <p>On a cash transaction this offer is not valid unless signed and accepted by dealer. If credit transaction the purchaser's offer is not accepted and the transaction is not consummated until the purchaser has signed and accepted a responsible Bank or Finance Company and (b) all disclosures of Truth Lending Act have been given and (c) purchaser(s) and Dealer have signed.</p>							
SALESMAN <u>[REDACTED]</u>		FLR					
ACCEPTED BY <u>[REDACTED]</u>		CO-P					

USED VEHICLE - DEALER'S WARRANTY DISCLAIMER

The above described used motor vehicle is being sold "as is" and "with all faults" without any warranty, either expressed or implied. The purchaser will bear the entire expense of repairing or correcting any defects that may presently exist or that may occur in the vehicle. The dealer shall not have any responsibility for consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages with respect to any defect, or deterioration or malfunctions or other deficiency of the vehicle. Purchaser acknowledges that he has read, understood and accepts all of the provisions of the dealer warranty disclaimer attached to the vehicle identified above.

Purchaser \_\_\_\_\_ Co-Purchaser \_\_\_\_\_

12/06/02 12:08 FAX 850 838 7998

BUYER'S MAIN NR.

004



**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

12/02

McLean, VA

SETTLEMENT OFFER

Subject: Repurchase of 2001 Chevrolet Trailblazer 1GBML12012000001, 14007915

Dear Mr. Goodman:

We regret that you are dissatisfied with your 2001 Chevrolet Trailblazer, KMDH M8136100001 and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into 1GBML1201200001, 2001 Chevrolet Trailblazer. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrades, add-ons, and accessories. This offer is estimated by using the following figures:

Repay of original Vehicle good will 120102	21,428.85
Plus upgrade	24,777.00
<b>TOTAL RESPONSIBILITY OF CUSTOMER</b>	<b>26,985.85</b>

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

General Motors will repurchase VIN 1GBML1201200001 in exchange for the vehicle's liability stemming from construction, repairs or incident, covering this vehicle.

Please return this document to Attention: 800.255.4667 by 12/02. The conditions of the trade-in/repurchase are as follows:

- the vehicle is free from any structural damage or alterations which impact its road value
- all factory installed equipment are intact and functional
- a clean and clear title is provided at the time of repurchase (except original lease)
- a "Warranty Affidavit" form is signed at the time of repurchase and only for this occasion, if needed (supplied by General Motors)
- a "Chevrolet Exchange Statement" is signed at the time of the repurchase (supplied by General Motors)
- this offer is contingent upon the approval of your leasing/financing institution
- no cash back rebate or incentive of any kind are applicable towards this transaction
- the updated return agreement is signed and returned with this offer letter

If this trade-in/repurchase offer is acceptable, please sign the bottom of this letter and return it to any location via the fax number above along with a copy of your driver's license. Upon receipt of your signed agreement, a check will be generated and forwarded to Retail Chevrolet. Please allow up to 7 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 or this transaction will be voided. I can be reached at (800) 231-1841 #7418 if you have any questions or concerns.

Sincerely,  
 [Redacted]  
 Business Resource Center

12-6-02

12/06/02 15:08 FAX 850 888 7003

SUBJECT MAIN BR.

003

**RELEASE AGREEMENT**

The undersigned, [REDACTED] (Releasor(s)), and Oldsmobile Motor Division, General Motors Corporation (Oldsmobile) wish to resolve a dispute involving a 2001 Chevrolet Trailblazer, VIN 1GKUS16H12100001, owned by the releasor(s). Therefore, in sole consideration of trade made by Buick Chevrolet to releasor(s), for himself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharge Oldsmobile and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, cause of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releasor might have or acquire in the future against Oldsmobile and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releasor(s) agrees to transfer title and possession of subject vehicle to Oldsmobile unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon receipt of the above mentioned settlement funds.

Releasor(s) agrees that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of Oldsmobile, and that the payment is intended to resolve this matter without litigation.

Releasor(s) also agrees that the payment represents the sole and total consideration for this Release Agreement and that Oldsmobile has not made any promise or representation to Releasor(s) other than those set forth in this Release Agreement.

Releasor(s) has read all of this Release Agreement and he/she fully understands the terms used and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a receipt.

This Release Agreement was signed on December, 2002

Releasor(s)

12/11/02 WED 10:02 FAX 800 462 4503

RAHAL CHEVROLET FINANCE

001

**Dealer Confirmation Letter- Collateral Exchange  
Chevrolet**

**5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610  
Phone (800) 231-1841 57418 Maria Manarino**

Collateral Exchange Agreement between Chevrolet and its dealer partner Rahal Chevrolet

Customer's Name: XXXXXXXXXX  
Case Number: 140097016

Thank you for making Chevrolet in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of \$30,216.12 made payable to Rahal Chevrolet after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (Lump sum on the old vehicle and pay day upgrade in place from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VMS:	1E90C13E93R161384
New Vehicle Sales Price:	\$24,587.00
Used Vehicle Trade Value:	\$28,820.00
Trade Offense:	\$4,737.00
Taxes:	\$355.00
Rebates:	[Not Applicable]
Plus 91% and license fees:	\$20.00
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by other party]
Dealer Processing Fee:	[\$500 applied as warranty credit to W.J.N.B.]

As always, the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle. With the exception of the VIN, nothing in the financing contract changes because the loan holder extends to new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Sales Tax:	\$0
Miscellaneous Fees:	\$0
Usage / depreciation:	\$0
Upgrade:	\$4,737.00
<b>Total Customer Contribution:</b>	<b>\$4,737.00</b>

Rahal Chevrolet agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate reaching a true and clear title to the old vehicle.

If you XXXXXXXXXX please send a copy to my attention at the following fax # 800-2 XXXXXXXXXX

Name: XXXXXXXXXX

Rahal Chevrolet (1) 2002 Managerial Agents' Printed Name and Title

Authorized General Motors GMC Representative Signature

Authorized General Motors GMC Representative Printed Name

Again, thank you for making Chevrolet in this collateral exchange transaction for our mutual customer!



**RAHAL CHEVROLET-BUICK-NISSAN**  
 Palm Drive Bldg 308 - MARIANNA, FLORIDA 32447

VEHICLE  
 MAKE  
 MODEL

DATE 12/11/02

PURCHASER \_\_\_\_\_

DATE OF BIRTH \_\_\_\_\_ DRIVER'S LICENSE NUMBER \_\_\_\_\_ PHONE \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ STATE \_\_\_\_\_ FL \_\_\_\_\_

CO-PURCHASER \_\_\_\_\_

DATE OF BIRTH \_\_\_\_\_ DRIVER'S LICENSE NUMBER \_\_\_\_\_

ENTER MY ORDER FOR  NEW  USED  MANUFACTURED  USED  TYPE SEDAN COLOR BLU

SERIAL NUMBER 18N422000261284 MILE 10

SALES/REPOSITION	EQUIPMENT CHANGES	BASE PRICE	SALES TAX
INSURANCE CO.			
AGENT			
ADDRESS	REGISTRATION		
AGENT PHONE #	SALES TAX & SERVICE		6.00
POLICY #			
VEHICLE BY DATE			
TRUCK			
USED VEHICLE TRADED IN AND/OR OTHER CREDIT			
YEAR <u>04</u> MAKE OF TRUCK <u>1997</u>			
RELEASE		TOTAL PRICE	24504.47
MODEL OR SERIES <u>TRAIL</u>	Less Trade-In Allowance		20104.00
BODY TYPE		BALANCE	4400.47
COLOR <u>TRM</u>			
MAN. ORDER NO. <u>18N422000261284</u>	Appraisals		4400.47
PAYOFF INFORMATION			
BALANCE OWED TO:	Bank		4400.47
ADDRESS	Amount Owed or Transfer		4400.47
GOOD THROUGH	Plus Used Car Reserve Fund		4400.47
All dealers are responsible when vehicles are sold. Dealers are responsible if financing is not available through bank of financial institution. Sale price and amount include any and all taxes or dealer handling of financing.	CASH BALANCE	→	4400.47
	POINTS	→	4400.47
	CASH ON DELIVERY	→	4400.47
	UNPAID BALANCE OF CASH PRICE	→	4400.47
PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.			
DISCLAIMER OF WARRANTIES - Except as otherwise specified herein the seller, RAHAL CHEV-BUICK, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability, or fitness for a particular purpose, and RAHAL CHEV-BUICK, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.			
The purchaser of the vehicle described here-in understands that it may have suffered damage during production, transit, or while in the control or possession of the seller. There are no warranties of merchantability or fitness being made by the seller to the purchaser as to repairs of such damage.			
On a cash transaction this offer is not valid unless signed and accepted by Dealer. On a credit transaction the purchaser's offer is not accepted until the transaction is not consummated and (a) approved in writing by Dealer and a responsible Bank or Finance Company and (b) all disclosures required by the Federal Consumer Credit Protection Act (Truth Lending Act) have been given and (c) purchaser and Dealer have signed an installment Sales Contract.			
SALESMAN _____	PURCHASER _____		
ACCEPTED BY _____	CO-PURCHASER _____		

**USED VEHICLE - DEALER'S WARRANTY DISCLAIMER**

The above described used motor vehicle is being sold "as is" and "with all faults" without any warranty, either expressed or implied. The purchaser will bear the entire expense of repairing or correcting any defects that may presently exist or that may occur in the vehicle. The dealer shall not have any responsibility for consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages with respect to any defect or malfunctions or failures or other deficiency of the vehicle. Purchaser acknowledges that he has read, understands and accepts all of the provisions of the dealer's warranty disclaimer covering the vehicle described above.

Purchaser \_\_\_\_\_ Co-Purchaser \_\_\_\_\_

GENERAL MOTORS CORPORATION  
DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



Moove , AL

CASE NUMBER: 1-40195512 VIN: 1GKES16S726120607  
MODEL YEAR: 2002  
DATE OPENED: 2002-10-11 SERIES: Envoy  
DATE CLOSED: 2003-02-19 MILAGE: 7304.0000000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: RepurchaseYes DEALER NAME: Royal Oldsmobile-GMC Truck  
ERC PARENT: DEALER ADDRESS: P. O. Box 660239, Birmingham, AL, 35266-0239,

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

N51 Power Windshield Wiper - Motor / Blades / Arms  
0 REPAIR ATTEMPT(S)

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

WIPER MOTOR; ; 2002-10-11  
2002-10-11  
Service Request has been Closed Satisfied.; ; 2002-10-11  
2002-12-13  
SR in Status of Closed has been Re-Opened by ROWES; ; 2002-12-13  
2002-12-13  
Cust dissat; ; 2002-12-13  
2002-12-13  
Cust was trans from marketing support. CRM Susan Watson TPA CARE; ; 2002-12-13  
2002-12-16  
Prvc Notes; ; 2002-12-16  
2002-12-16  
Consumer Protection Laws; ; 2002-12-16  
2002-12-16  
Service Request Ownership has changed FROM: HARRIS TO: DUBOIS; ; 2002-12-16  
2002-12-16  
OTS for dissatisfied closing; ; 2002-12-16  
2002-12-16  
FYI Repurchase; ; 2002-12-16  
2002-12-18  
Check if AVM called; ; 2002-12-18  
2002-12-17  
customer contacted cac; ; 2002-12-17  
2002-12-18

Created: CAC\_MW0001, SR#1-40195512; ; 2002-12-18  
2002-12-18

BBB letter submitted for approval; ; 2002-12-18  
2002-12-18

APPROVED LETTER; ; 2002-12-18  
2002-12-18

Service Request has been Closed Satisfied.; ; 2002-12-18  
2002-12-19

SR in Status of Closed has been Re-Opened by DUBOISR; ; 2002-12-19  
2002-12-19

AVM contacted CRM; ; 2002-12-19  
2002-12-19

Service Request has been Closed Dissatisfied.; ; 2002-12-19  
2003-01-13

SR in Status of Closed has been Re-Opened by KELSEY; ; 2003-01-13  
2003-01-13

Service Request Ownership has changed FROM: DUBOISR TO: KELSEY; ; 2003-01-13  
2003-01-13

seeks update; ; 2003-01-13  
2003-01-13

Royal Oldsmobile-GMC Truck; ; 2003-01-13  
2003-01-13

seeking input; ; 2003-01-13  
2003-01-14

seeking update; ; 2003-01-14  
2003-01-14

wanting the previous Crm; ; 2003-01-14  
2003-01-14

vms recieved; ; 2003-01-14  
2003-01-14

follow-up; ; 2003-01-14  
2003-01-14

SR update; ; 2003-01-14  
2003-01-14

Avm comments; ; 2003-02-19  
2003-01-14

l/m; ; 2003-01-14  
2003-01-14

l/m; ; 2003-02-19  
2003-01-15

Service Request Ownership has changed FROM: KELSEY TO: FORDE; ; 2003-01-15  
2003-01-15

Ownership Escalated to BRC; ; 2003-01-15  
2003-01-15

VOLUNTARY STRAIGHT; ; 2003-01-15  
2003-01-15

Service Request Ownership has changed FROM: FORDE TO: BELL; ; 2003-01-15  
2003-01-15

Straight; ; 2003-02-19  
2003-01-15

Cust; ; 2003-01-15  
2003-01-15

Cust; ; 2003-01-15  
2003-01-15

Dealer; ; 2003-01-15  
2003-01-15

AVM; ; 2003-01-15  
2003-01-22

UPDATE; ; 2003-01-22  
2003-01-22

SALES INFO REQUEST; ; 2003-02-19  
2003-01-23

ALV REQUEST; ; 2003-01-23  
2003-01-24

UPDATE; ; 2003-02-19  
2003-01-28

INCENTIVE ACK FORM REQ; ; 2003-01-28  
2003-01-28

BRC REPURCHASE Scanned: 2003-01-28-11.13.54.000000, MSXDocNum: BEL3E365B9; ; 2003-02-19  
2003-01-29

transfer to CRM; ; 2003-01-29  
2003-01-29

BRC REPURCHASE Scanned: 2003-01-29-09.10.36.000000, MSXDocNum: BEL3E378B4; ; 2003-02-19  
2003-01-29

customer called; ; 2003-01-29  
2003-01-29

QUESTIONS ABOUT THE OFFER; ; 2003-01-29  
2003-01-29

questions; ; 2003-01-29  
2003-01-29

CALLBACK; ; 2003-01-29  
2003-01-29

repurchase; ; 2003-01-29  
2003-01-29



Please call customer with final resolution....; ; 2003-02-19  
2003-01-29

TM; ; 2003-01-29  
2003-01-30

transfer; ; 2003-01-30  
2003-01-30

advising of cust contact; ; 2003-02-19  
2003-01-30

CUSTOMER; ; 2003-01-30  
2003-01-30

LETTER; ; 2003-01-30  
2003-01-30

MESSAGE; ; 2003-01-30  
2003-01-30

AVM; ; 2003-01-30  
2003-01-31

CALLBACK; ; 2003-01-31  
2003-02-01

BRC REPURCHASE Scanned: 2003-01-30-15.16.13.000000, MEXDocNum: BRL3R3926A; ; 2003-02-19  
2003-02-04

CALLBACK; ; 2003-02-04  
2003-02-04

CALLBACK; ; 2003-02-04  
2003-02-04

CALL; ; 2003-02-04  
2003-02-04

QUESTIONS; ; 2003-02-19  
2003-02-05

CUSTOMER QUESTION; ; 2003-02-05  
2003-02-05

BRC REPURCHASE Scanned: 2003-02-05-13.12.03.000000, MEXDocNum: BRL3R40KFS; ; 2003-02-19  
2003-02-06

CONFIRMATION; ; 2003-02-06  
2003-02-06

RECEIVED; ; 2003-02-06  
2003-02-06

CLOSING; ; 2003-02-06  
2003-02-06

CALLBACK; ; 2003-02-06  
2003-02-07

RVDC; ; 2003-02-07  
2003-02-07

DEALER; ; 2003-02-07  
2003-02-11

CALL; ; 2003-02-11  
2003-02-11

QUESTION; ; 2003-02-11  
2003-02-19

CANCELLED; ; 2003-02-19  
2003-02-19

CLOSED; ; 2003-02-19  
2003-02-19

Service Request has been Closed Dissatisfied.; ; 2003-02-19

\*\*\*\*\*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:

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:  
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:  
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 SOKRET:

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]  
Hoove, AL [REDACTED]

Service Request: S1-40195512  
[REDACTED]

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Rita Dubois  
Customer Relationship Manager

MN0001-T/dln

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

January 28, 2003

[REDACTED]

**STRAIGHT SETTLEMENT OFFER**

Hoover Alabama

Subject: Repurchase of 2002 GMC Envoy, VIN# 1GKEB168728120807

[REDACTED]

We regret that you are dissatisfied with your 2002 GMC Envoy, VIN# 1GKEB168728120807 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 GMC customer. GMC will repurchase your vehicle for \$30,248.75. This offer is calculated by using the following figures:

Purchase Price	\$37,880.00
Less Incentives	\$ 780.00
Less usage	\$ 2,000.00
Less over allowance/negative equity	<u>\$ 4,881.25</u>
<b>TOTAL REPURCHASE PRICE</b>	<b>\$30,248.75</b>
<b>PAYOFF OF ORIGINAL VEHICLE</b>	<b>\$32,372.88</b>
<b>TOTAL AMOUNT CUSTOMER OWES</b>	<b>(\$2,123.85)</b>

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

General Motors will repurchase VIN #1GKEB168728120807 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-311-2777 by 1/29/03. 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 *used only for title corrections, 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 Royal Automotive. Please allow up to 7 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 58732 if you have any questions or concerns.



**BMC**

---

Sincerely,

**Crystal Sanders  
Business Resource Center**

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

---

**Signature and Date**

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

January 28, 2003

Revised 2/4/03

**STRAIGHT SETTLEMENT OFFER**

Hoover Al

**Subject: Repurchase of 2002 GMC Envoy, VIN# 1GKES168728120807**

We regret that you are dissatisfied with your 2002 GMC Envoy, VIN# 1GKES168728120807 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 GMC customer. GMC will repurchase your vehicle for \$32,438.14. This offer is calculated by using the following figures:

Purchase Price	\$37,880.00
Less incentives	\$ 780.00
Less usage	\$ 212.81
Less over allowance/negative equity	<u>\$ 4,881.25</u>
<b>TOTAL REPURCHASE PRICE</b>	<b>\$32,438.14</b>
<b>PAYOFF OF ORIGINAL VEHICLE GOOD TILL 2/22/03</b>	<b>\$32,438.14</b>
<b>TOTAL AMOUNT TO CUSTOMER</b>	<b>\$0.00</b>

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

General Motors will repurchase VIN #1GKES168728120807 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-311-2777 by 1/29/03. 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—used only for this transaction, 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 Royal Automotive. Please allow up to 7 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 58752 if you have any questions or concerns.





**GMC**

Sincerely,

**Crystal Bealens  
Business Resource Center**

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

---

**Signature and Date**

~~Actual Cash Value \$10200.00~~

~~RE: Eric Hawkins Documentational~~

~~DATE: 1/23/03~~

~~FROM: Jeff Herbert / Greg Belcher~~

~~TO: Chrysler Sanders~~

COVER SHEET

BUZZ 01002

Dealer Code  
GMC 53048

**JUST THE  
FAX**

JEFF HERBERT  
TRUCK SALES MANAGER  
ROYAL TRUCK SALES  
2010 Columbia Road, Vauxhall, AL 36186  
TEL 205 375-4444 FAX 205 375-3100



The document is required as supporting documentation for the payment of any consumer incentive and must be submitted to the Trust...

List must include VIN, Delivery Date and Program Reference

Dealership Name: GOVIA & M.S.

Authorized Dealer Signature: [Signature]

has been forwarded to General Motors

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

Date: 2/11/09

Purchaser/Lessee Signature: [Signature]

I am the ultimate retail purchaser or lessee of the vehicle bearing the vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 1/22/09. I acknowledge receipt of incentive(s) as described in Item # 7 and release the GM Dealer from any future claim or obligation for incentive(s) on this unit.

CUSTOMER AND DEALER ACKNOWLEDGMENT

i) elect to receive

ii) elect to receive

(within supported financing/leasing, etc.)

Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example:

Total Incentive Amount Received

Incentive Program Reference

Amount GM Incentive Code

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) to the down payment on this vehicle, (b) where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive and final price with incentive applied) or (c) a check be issued in my name by Dealer named below

CUSTOMER INCENTIVE(S)

CUSTOMER NAME: Eric & Stacy Hurlins

VIN: 1GK25168220120507

(or see attached list)

GM INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

**81st REGIONAL SUPPORT COMMAND  
CHAPLAIN'S OFFICE**

**ATTN: AFRC-CAL-CH  
255 West Oxmoor Road**

**Birmingham, Alabama 35209-6383**

**Telephone: (205) 795-1699 ♦ Fax: (205) 795-1696**

**FACSIMILE TRANSMITTAL**

FROM:	
<input type="checkbox"/> CH (COL) TOMMY W. SMITH	<input type="checkbox"/> SGM CARL HILL
<input type="checkbox"/> CH (COL) GARY HILL	<input checked="" type="checkbox"/> MSG ERICK HAWKINS
<input type="checkbox"/> CH (LTC) GERALD NELSON	<input type="checkbox"/> SFC LARRY STANTLEY
<input type="checkbox"/> CH (MAJ) CARLTON FISHER	<input type="checkbox"/> SSG AL ROBBINS
<input type="checkbox"/> CH (MAJ) STEVEN DYBBS	<input type="checkbox"/> SSG DENNIS RUTLEDGE

To: Tiffany King

Fax: 866 311 2777 Pages: 21 (including cover)

Phone: \_\_\_\_\_ Date: \_\_\_\_\_

Subject: \_\_\_\_\_

Urgent  For Review  Please Comment  Please Reply

REMARKS

*HM # 205 824-6264*  
*WR # 205 271-4062*



[REDACTED]  
Hoover, AL [REDACTED]

January 29, 2003

This correspondence is in regard to the following vehicle:

2002 GMC Envoy XL  
VIN # 4S2CK58WX14308952  
Purchased on 6/27/02.

I, MSG Erick and my wife, Stacy Hawkins of Hoover, AL purchased the vehicle at Royal Automotive in Vestavia, AL. The vehicle had 278 miles at delivery. The vehicle was purchased primarily for me to drive to and from work and for family travel.

On June 30, 2002, as I was returning home from work, the windshield wipers came on and would not turn off. It was not raining and there was no other moisture in the air to set off this action. The vehicle had accumulated 336 total miles (including mileage at delivery). I took the car to Royal's service department the next morning, leaving the vehicle there for the day. The windshield wiper module was replaced and the vehicle was returned that evening.

On Friday, September 20, 2002, in the midst of a fierce rainstorm fueled by Hurricane Lily, I was returning home with his children in tow when the windshield wipers stopped working. The vehicle had accumulated 2,334 total miles by this time. Although he was about a mile away from home, he was forced to pull off the road for 15 minutes until he felt it was safe to drive without the wipers. The following morning, he took the car to Royal. I waited until about 2:00 PM to inquire about the car after he had not heard anything from the dealership. He was told that the part was not there and would be there first thing Monday. The part did not arrive as predicted and the car was not ready until Tuesday, September 24, 2002. Although he felt terribly inconvenienced, I did not formally complain because he did not want to stir up any ill will at the dealership so early in the relationship. The windshield wiper module was replaced at that time.

On Friday, October 10, 2002, I left his home to run an errand. It was raining. As the wipers, usually would turn on automatically, it was not immediately apparent that they were again inoperable. After he got about a block away, and he had attempted to turn them on manually, he realized they were not working and returned home. He returned the car to Royal the next morning. On this occasion, I was told that the module had to be ordered and that the vehicle would have to remain in the shop over the weekend. As I had planned to take his family and parents-in-law out-of-town that weekend, he requested the dealership provide a comparable rental vehicle. The vehicle provided was a Buick Regal, which seats five, to replace the Envoy, which seats seven. Needless to say, the trip had to be cancelled. The vehicle was returned the following Wednesday. The windshield wiper module had been replaced again.

Hawkins

## Alabama Lemon Law Statutes

### Article 8, Chapter 20A

**Section 8-20A-1**

**Definitions.**

As used in this chapter, the following terms shall have the respective meanings as indicated:

**(1) Consumer.**

The purchaser, other than for purposes of resale, of a new or previously untitled motor vehicle used in substantial part for personal, family, or household purposes, and any other person entitled by the terms of such warranty to enforce the obligations of the warranty.

**(2) Motor vehicle.**

Every vehicle intended primarily for use and operation on the public highways which is self-propelled; provided, however, that the term "motor vehicle" shall not apply to motor homes or to any motor vehicle having a manufacturer's gross vehicle weight rating (GVWR) of 10,000 pounds or more.

**(3) Manufacturer.**

The person, firm, or corporation engaged in the business of manufacturing, importing and/or distributing motor vehicles to be made available to a motor vehicle dealer for retail sale.

**(4) Motor vehicle dealer or Authorized dealer.**

The person, firm, or corporation operating under a dealer agreement from a manufacturer, importer, or distributor and who is engaged regularly in the business of buying, selling or exchanging motor vehicles in this state and who has in this state an established place of business.

**(5) Express warranty.**

A written warranty, so labeled, issued by the manufacturer of a new motor vehicle, including any terms or conditions precedent to the enforcement of obligations under that warranty.

**(6) ~~Condition of a motor vehicle~~**

Any condition of a motor vehicle which shall not be in conformity with the terms of any express warranty issued by the manufacturer to a consumer and which: (3) ~~occurs or arises solely in the course of the ordinary use of the motor vehicle, and which does not arise or occur as a result of abuse, neglect, modification, or alteration of the motor vehicle not authorized by the manufacturer, nor from any accident or other damage to the motor vehicle which occurs or arises after such motor vehicle was delivered by an authorized dealer to the consumer.~~ (4) occurs or arises solely in the course of the ordinary use of the motor vehicle, and which does not arise or occur as a result of abuse, neglect, modification, or alteration of the motor vehicle not authorized by the manufacturer, nor from any accident or other damage to the motor vehicle which occurs or arises after such motor vehicle was delivered by an authorized dealer to the consumer.

use - during min  
& safety  
and ordinary  
use no  
abuse

the use of the motor vehicle because of the nonconforming condition. There shall be offset against any monetary recovery of the consumer a reasonable allowance for the consumer's use of the vehicle. Refunds shall be made to the consumer, and any lien holders, as their interests may appear. ~~A reasonable allowance for use is that amount directly attributable to use by the consumer before his first report of the nonconformity to the manufacturer, agent, or authorized dealer, and must be calculated by multiplying the full purchase price of the motor vehicle by a fraction having a numerator of 100,000 and having a denominator of the number of miles that the vehicle travelled before the first report of nonconformity.~~

reasonable allowance for use

(e) It shall be presumed that reasonable attempts to correct a nonconforming condition have been allowed by the consumer if, during the period of 24 months following delivery of the vehicle or 24,000 miles, whichever first occurs, either of the following events shall have occurred:

- (1) The same nonconforming condition has been subject to ~~repair attempts~~ ~~by the manufacturer, its agents or its authorized dealers, at least one of which occurred during the lemon law rights period, plus a final attempt by the manufacturer, and the same nonconforming condition continues to exist;~~ or
- (2) The motor vehicle is out of service and in the custody of the manufacturer, its agent, or an authorized dealer due to repair attempts (including the final repair attempt), one of which occurred during the lemon law rights period, for a cumulative total of 30 calendar days, unless such repair could not be performed because of conditions beyond the control of the manufacturer, its agents or authorized dealers, such as war, invasion, strike, fire, flood, or other natural disaster.

**Section 2-21A-2**

**Cause of action against manufacturer.**

(a) A consumer sustaining damages as a proximate consequence of the failure by a manufacturer to perform its obligations imposed under this chapter may bring a civil action against the manufacturer to enforce the provisions of this chapter. Prior to the commencement of any such proceeding a consumer must give notice of a nonconforming condition by certified United States mail to the manufacturer and demand correction or repair of the nonconforming condition. If at the time such notice of a nonconforming condition is given to the manufacturer, a presumption has arisen that reasonable attempts to correct a nonconforming condition have been allowed, the manufacturer shall be given a final opportunity to cure the nonconforming condition. The manufacturer shall within seven calendar days of receiving the written notice of nonconforming condition notify the consumer of a reasonably accessible repair facility. After delivery of the new vehicle to the authorized repair facility by the

consumer can bring action

consumer, the manufacturer shall attempt to correct the nonconforming condition and conform the vehicle to the express warranty within a period not to exceed 14 calendar days. If a manufacturer has established an informal dispute settlement procedure which is in compliance with federal rules and regulations, a consumer must first exhaust any remedy afforded to the consumer under the informal dispute procedure of the manufacturer before a cause of action may be instituted under the provisions of this chapter.

(b) It shall be an affirmative defense to any claim against the manufacturer under this chapter that: (i) an alleged nonconforming condition does not significantly impair the use, market value, or safety of the motor vehicle; or (ii) a nonconforming condition is a result of abuse, neglect, or any modification or alteration of a motor vehicle by a consumer that is not authorized by the manufacturer.

(c) If it is determined that the manufacturer has breached its obligations imposed under this chapter, then the consumer shall be entitled to recover, in addition to the remedy provided under Section 8-20A-2 above, an additional award for reasonable attorneys fees.

#### **Section 8-20A-4**

##### **Resale of returned motor vehicle.**

If a motor vehicle has been returned to the manufacturer under the provisions of this chapter or a similar statute of another state, whether as the result of a legal action or as the result of an informal dispute settlement proceeding, it may not be resold in this state unless:

- (1) The manufacturer discloses in writing to the subsequent purchaser the fact that the motor vehicle was returned under the provisions of this chapter and the nature of the nonconformity to the vehicle warranty.
- (2) The manufacturer returns the title of the motor vehicle to the Alabama Department of Revenue advising of the return of the motor vehicle under provisions of this chapter with an application for title in the name of the manufacturer. The Department of Revenue shall brand the title issued to the manufacturer and all subsequent titles to the motor vehicle with the following statement:

**THIS MOTOR VEHICLE WAS RETURNED TO THE MANUFACTURER  
BECAUSE IT DID NOT CONFORM TO ITS WARRANTY.**

#### **Section 8-20A-5**

##### **No dealership liability.**



First TRP

Royal 

ISUZU  
C.A.T.  
TRUCKS

**OLDMOBILE**  
3010 Columbiana Road 823-9100  
VESTAVIA, ALABAMA 35216-0239  
*The dealership that's different*



APPROVED NO. 27143	APPROVED RICHARD VARNER 844	DATE 1/29/01	ISSUE DATE 07/29/02	ISSUE NO. 025117007
	LABOR DATE	LICENSE NO.	ISSUE DATE	ISSUE NO.
	VEHICLE MAKE/TYPE/DESCRIPTION 2000 ISUZU TRUCK 4DR		ISSUE DATE 06/27/02	ISSUE NO. 278
HOWNER, AL	VIN 14XKE169728120007		ISSUE DATE	ISSUE NO.
	A. S. NO.	A. S. NO.	A. S. NO. 07/20/02	1
	EXEMPT NO: 338			

QTY	UNIT	DESCRIPTION	LIST PRICE	UNIT PRICE	TOTAL PRICE
1	LABOR	ELC INSTRUMENT WORK			
<p>TECH(3) 640</p> <p>CUSTOMER STATES WORN FIELD WINDS WILL NOT CUT OFF</p> <p>WIND MOTOR INTERFERE W/ WIPER MOTOR THROUGH CONNECTOR.</p> <p>REPLACED WIPER MOTOR AND SEALED CONNECTOR</p>					
1	WIPER MOTOR	WIPER MOTOR	18.00		18.00
JOB # 1 TOTAL PARTS					18.00
JOB # 1 TOTAL LABOR & PARTS					6.00

TECHNICIAN CERTIFICATION: JERRY SCOTT WALDRIP 2826

**TOTALS:**

TOTAL LABOR	6.00
TOTAL PARTS	18.00
TOTAL TAX	0.00
TOTAL SERVICE	24.00

WARRANTY: 3 MONTHS OR 30,000 MILES WHICHEVER COMES FIRST

WARRANTY APPLIES FOR CUSTOMER PAY REPAIRS.

ALL REPAIRS ARE WARRANTEED FOR 3 MONTHS OR 12,000 MILES

FROM DATE OF INVOICE EXCEPT AS OTHERWISE NOTED

THANK YOU FOR ALLOWING US THE OPPORTUNITY TO SERVICE YOUR VEHICLE. IF WE ARE NOT COMPLETELY SATISFIED WITH YOUR EXPERIENCE CONTACT D K CLARK @ 800 855 2100

DUPLICATE INVOICE

Second



OLDSMOBILE

ISUZU  
TRUCKS

3010 Columbiana Road 823-3100  
VESTAVIA, ALABAMA 36216-0230  
The dealership that's different



WORK ORDER NO. 274	CUSTOMER TOM HOFFEN DOB	VEHICLE NO. 4372	WORK ORDER DATE 10/18/02	WORK ORDER NO. 5002120270
LABOR UNIT	WORKER NO.	VEHICLE	MAKE	MODEL
VEHICLE MAKE OLDSMOBILE 400			VEHICLE YEAR 2002	VEHICLE MAKE 274
VEHICLE NO. 7422104728120607			VEHICLE MODEL NO.	VEHICLE MAKE
A.T.R. NO.		F.O. NO.	A.C. UNIT 10/1/02	
NO: 2439				

LABOR & PARTS  
3 1 HOUL ELECTRICAL BODY WORK TECH(S):640 WARRANTY  
CUST STATES THE V/S MOTOR AND V/S HISTORY FROM MOTOR. MOTOR INITIALLY SEIZED FROM WATER. THE CAR WOULD NOT START. TAC ADVISED REPLACE MOTOR AND CONNECTOR.

QTY	PP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
1	120000	REPLACE V/S MOTOR	16.00		0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

3002Z WHEEL AND TIRE WORK TECH(S):1000 WARRANTY  
CUST STATES THE FRONT WHEEL TIRE WORN OUT FROM DRIVING ON POLE. CUSTOMER CAME BY DAY IN PLACE. INSPECTED AND FOUND TIRE WORN. TAC ADVISED REPLACE FRONT TIRE. TAC REPLACED FRONT WHEEL AND TIRE. TAC REPLACED FRONT WHEEL AND TIRE.

QTY	PP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

3002Z-R RENTAL TECH(S):30 WARRANTY  
Called Operation ENTERPRISE RENTAL 10/11/02 10:00  
ENTERPRISE CAR RENTAL PER D.C. 10-11-02 11AM

QTY	PP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

QTY	PP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
1	2000	RENTAL	0.00		0.00
TOTAL - RENTAL					0.00

COMMENTS  
CALLED CUST UPDATED 10-14-02 CALLED ENTERPRISE RENTAL

TECHNICIAN CERTIFICATION  
640 JERRY SCOTT WALDRUP 2568

Third



**ISUZU**  
**TRUCKS**

**OLDSMOBILE**  
3010 Columbiana Road 823-3100  
VESTAVIA, ALABAMA 35216-0230  
*The dealership that's different*



WORK ORDER NO. 27142	APPROVED TIM BURNIN 305	DATE NO. 2001	WORK DATE 11/1/02	INVOICE NO. 8233123032
	LABOR RATE	LEADERS NO.	SALES RENT	TRAFFIC NO. 78854
	VEHICLE MAKE ISUZU TRUCK 2500 4DR		VEHICLE YEAR 99/2703	VEHICLE MAKE 270
HOOPER, A	VIN & ID NO. 1XKER198728120807		BILLING DEALER NO.	REVISIONS DATE
	P. O. NO.	P. O. NO.	P. O. DATE 11/1/02	
COMMENTS				MO: 4025

LABOR & PARTS

JOB # 1 7702 INTERIOR TRUCK WORK (TECHNICAL) JOB WARRANTY

CUSTOMER STATES ONE OF THE KEYLESS ENTRY REMOTES LOSE PROGRAM IS INOP. ONE OF KEY COPIES, ONE ON CONSOLE. SERVICE DONE. REPLACED REMOTE AND REPROGRAMMED

QTY	UNIT	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
1	1	TRANSMIT 16.853			
JOB # 1 TOTAL PARTS					0.00
JOB # 2-TOTAL LABOR & PARTS					0.00

TECHNICIAN CERTIFICATION: JERRY W ANDERSON 1480

TOTALS

\*\*\*\*\*

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL TAX	0.00
TOTAL DISC	0.00
TOTAL	0.00
TOTAL INVOICE \$	0.00

\*\*\*\*\*

ALL REPAIRS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES FROM DATE OF INVOICE UNLESS OTHERWISE NOTED

THANK YOU FOR ALLOWING US THE OPPORTUNITY TO SERVICE YOUR VEHICLE. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR EXPERIENCE CONTACT US AT 823-3100

CUSTOMER SIGNATURE \_\_\_\_\_ DUPLICATE INVOICE

FORTH Trip



**ISUZU**  
**GM**  
**TRUCKS**

**3010 Columbiana Road 828-3100**  
**VESTAVIA, ALABAMA 38218-0238**  
*The dealership that's different*



INVOICE NO. <b>2713</b>	SALESMAN <b>TOM HUFFON 808</b>	DATE <b>1997</b>	ISSUE DATE <b>12/12/97</b>	INVOICE NO. <b>82 CB 13063</b>
	LAUNCH DATE	ALIGNED NO. <b>7307</b>	SALES <b>7307</b>	INVOICE NO. <b>10894</b>
	VEHICLE MAKE <b>ISUZU</b>		ISSUE DATE <b>01/27/98</b>	ISSUE NO. <b>276</b>
	VEHICLE MODEL <b>ISUZU TRUCK 4DR</b>		BILLING METHOD NO.	PRODUCTION DATE
<b>HURVEL A</b>	VEHICLE NO. <b>18ZEB188726120007</b>		R.O. DATE <b>12/12/97</b>	
	F.T.S. NO.	R.O. NO.		
			<b>MC: 7301</b>	

**LABOR & PARTS**  
JOB # 1  
ELECTRICAL BODY WORK TECH(S) 1.73  
CUST STATES THE W/S HOPPER WILL NOT CUT OFF KEEPS RUNNING  
FOR WHOLE BODY JOB DONE IN IT  
AFTER TRYING TRUCK PER MANUAL FOUND IT NEC TO REPLACE THE  
WIRE BOWTIE AND TRANSMISSION ASSEMBLY AND SEALED CONNECTOR  
VEHICLE OPERATES TO SPECS

QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNITY PRICE	WARRANTY
1	15047627	WHEEL 16, 644			
<b>JOB # 1 TOTAL PARTS</b>				<b>0.00</b>	
<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>				<b>0.00</b>	

WARRANTY  
ON IN LOWER

**TOTALS**

DATE REPAIRED WITH AN ASTERISK (\*) INDICATES LIFETIME WARRANTY APPLIES FOR CUSTOMER PAY REPAIRS.

* CASH	C/P	C/CNO	R/CHARGE	TOTAL LABOR	0.00
* C/SLLS			CASHIER	TOTAL PARTS	0.00
	DATE			TOTAL P.O.D.	0.00
				TOTAL FISC. TAX	0.00
				TOTAL FISC. DISC.	0.00
				TOTAL TAX	0.00
<b>ALL REPAIRS ARE WARRANTEED FOR 12 MONTHS OR 12,000 MILES FROM DATE OF INVOICE UNLESS OTHERWISE NOTED</b>				<b>TOTAL INVOICE \$</b>	<b>0.00</b>

THANK YOU FOR ALLOWING US THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE ARE COMMITTED TO DELIVERING OUTSTANDING CUSTOMER SERVICE. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR EXPERIENCE CONTACT R. CLARK @ 808 828 3100

CUSTOMER SIGNATURE \_\_\_\_\_  
DUPLICATE INVOICE

**ODOMETER DISCLOSURE STATEMENT  
(SALE TRANSACTION)**

FEDERAL LAW (AND STATE LAW, IF APPLICABLE) REQUIRES THAT YOU STATE THE MILEAGE UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

**ROYAL AUTOMOTIVE, INC.**

(TRANSFEROR'S NAME - SELLER - PRINT)

STATE THAT

THE ODOMETER NOW READS 278 MILES AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED BELOW, UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED.

- (1) I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.
- (2) I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE WARNING - ODOMETER DISCREPANCY.

NAME <b>ERIC</b>	MODEL <b>ENV0Y</b>	BODY TYPE <b>2ND 4DR</b>
VEHICLE IDENTIFICATION NUMBER <b>16KES165726120607</b>		YEAR <b>2002</b>

TRANSFEROR'S SIGNATURE (SELLER) <i>[Signature]</i>	PRINTED NAME <b>D. L. COOPER</b>
TRANSFEROR'S STREET ADDRESS (SELLER) <b>3010 COLUMBIANA RD.</b>	
CITY <b>BIRMINGHAM AL 38216</b>	STATE <b>AL</b>
DATE OF STATEMENT <b>06/27/02</b>	

TRANSFEROR'S SIGNATURE (BUYER) <i>[Signature]</i>	PRINTED NAME <b>ERIC HAWKINS</b>
TRANSFEROR'S STREET ADDRESS (BUYER) <b>672 GEARVIE RD</b>	
CITY <b>ROOVER AL 38226</b>	STATE <b>AL</b>

*[Signature]*  
TRANSFEROR'S SIGNATURE (BUYER)

HEREBY CERTIFY THAT I HAVE RECEIVED A COPY OF THE ABOVE ODOMETER DISCLOSURE STATEMENT.

DEAL # 28270

INVOICE NO. **TR894**  
 BUYER'S ADDRESS  
**SEMI BREEK**  
 DATE **05/27/2002**

# ROYAL AUTOMOTIVE, INC.

8016 COLLETT ROAD  
 VINTAGE, TEXAS 75856

BUYER or LESSEE [REDACTED] PHONE [REDACTED]

ADDRESS **671 CLEARVIEW RD** CITY **HOOVER**

COUNTY **JEFFERSON** STATE **TX** ZIP [REDACTED] E-mail address

NEW  USED  DEMONSTRATOR  LEASE  TRUCK

YEAR	MAKE	CYL	MODE	TRUCK TYPE	VEHICLE ID
2002	GM	5	ENVY	2WD 4DR	298
COLOR <b>MAGNETIC RED</b>		SERIAL NO. <b>298097</b>			

**DESCRIPTION OF TRADE-IN**

Year **2001** Make **ISUZU**

V.I.N. **4S2CR164X1430B352**

Model **ROED** B.Style **SU**

Color **White** Mileage **16477**

Tag No. **16477** Dept No.

Payoff to FINANCIAL AMT. **16138.77**

Address **[REDACTED]** Phone No. **[REDACTED]**

Date **[REDACTED]** Title **[REDACTED]**

Account No. **[REDACTED]**

Good till **[REDACTED]** Daily A.

I hereby certify that I am the owner of the above described vehicle and that I have no other liens or encumbrances on the vehicle. I hereby authorize ROYAL AUTOMOTIVE to pay off the loan holder's account and title to ROYAL AUTOMOTIVE for any amount of cash in excess of the above payoff amount that I can pay and the sale proceeds. I have made delivery and paid for all taxes.

In warranty of any kind, either express or implied, we make by Royal Automotive company, as vehicle being purchased, ROYAL AUTOMOTIVE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. This vehicle is sold as-is, with all faults. This disclaimer by Royal Automotive in no way affects the laws of the manufacturer's warranty. If any new vehicle only, Royal Automotive acknowledges that he has read, understands and accepts all provisions of the manufacturer's warranty statement covering the new vehicle.

All information you see on the sticker from this vehicle is a part of this contract, information on the other front window and GM TRUCKS provided in the contract of sale.

I hereby affirm that I am at least 18 years of age and competent to sign this order.

My credit will be accepted by Dealer and approved by a responsible Finance Officer as to my deferred balance.

PLEASE READ, UNDERSTAND AND ACCEPT ALL PROVISIONS ON THE FRONT & BACK OF THIS DOCUMENT.

List Price	38275.00
Dealer Installed Options	
TOTAL PURCHASE PRICE	38275.00
Trade-In Allowance/Savings	21091.25
CASH DIFFERENCE	17183.75
Documentary Fee	50.00
SUB-TOTAL	17243.75
Sales Tax	581.98
Title	16.50
Licency Tax	
Tag	1.50
SUB-TOTAL	17843.73
Balance Owed on Trade-In	16138.77
SUB-TOTAL	33982.50
Down Payment/Dep.	N/A
Rebate	780.00
Extended Maintenance Agreement	
<b>TOTAL AMOUNT FINANCED</b>	<b>35487.50</b>

[REDACTED]  
 [REDACTED]

RETAIL INSTALLMENT-SALE CONTRACT

GRAND FURNITURE - FURNITURE PLAN

By signing this contract, you agree to the terms and conditions of the contract and to the payment schedule shown below. You will agree to finance charges at a daily rate.

Buyer's Name and Address: [Redacted]		Seller's Name and Address: <b>ROYAL INTERIORS, INC.</b> <b>3010 COLUMBIANA RD.</b> <b>ST. LOUIS, MO. 63116</b>
---	--	---

You will make your payments on the 1st and 15th of the month. You agree to pay on the 1st of the month. The first payment is due on the 1st of the month. You will agree to finance charges at a daily rate.

Year of Loan	Year	Month and Day	Vehicle Identification No.	Finance Plan or Other Payment
2001	2001	01/01	10E316E7K512007	Equipment, title, or licensed Operator's license

Annual Percentage Rate	Finance Charge	Amount of Payment	When Payment Due	Year Term of Loan
12.99%	\$2,122.00	\$127.00	01/12/2002	36 Months

**Late Charges:** If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the price of the payment first in late, with a minimum charge of \$10 and a maximum charge of \$25.

**Prepayment:** If you pay off all your sales early, you will not have to pay a penalty. Monthly interest will be credited to the balance of your account.

**Assignment:** You can assign your account to another person. You must notify us in writing before you do so.

Item	Price	Quantity	Total Price
1. One sofa described as according to picture and label	\$2,000.00	1	\$2,000.00
2. One chair described as according to picture and label	210.00	1	210.00
3. One chair described as according to picture and label	180.00	1	180.00
4. One chair described as according to picture and label	750.00	1	750.00
5. Other items listed on this contract			
6. Delivery and installation charges			
7. Sales tax			
8. Finance charge			
<b>Total Price of Goods Sold</b>			<b>\$3,140.00</b>

**Warranty:** The seller warrants that the goods described in this contract are new and free from defects in material and workmanship. The seller warrants that the goods are free from defects in material and workmanship for a period of 90 days from the date of delivery. The seller warrants that the goods are free from defects in material and workmanship for a period of 90 days from the date of delivery. The seller warrants that the goods are free from defects in material and workmanship for a period of 90 days from the date of delivery.

**Financing:** The seller is providing financing for the purchase of the goods. The seller is providing financing for the purchase of the goods. The seller is providing financing for the purchase of the goods. The seller is providing financing for the purchase of the goods.

**Signature:** [Signature]

**Date:** 01/27/2002

**THIS CONTRACT CAN BE CHANGED:** The contract can be changed by mutual agreement between you and the seller. Any change to the contract must be in writing and signed by you and the seller. Changes to the contract must be in writing and signed by you and the seller.

**See back for other important information:** If you signed this contract in Grand Furniture Acceptance Corporation (GFAC), the GFAC Retail Installment Agreement will apply to the contract and to the goods.

**You agree to the terms of this contract and the Grand Furniture Acceptance Corporation Agreement and warrant that you received a complete title to copy of these documents when you signed them.**

**CAUTION - IT IS YOUR RESPONSIBILITY TO READ THE CONTRACT BEFORE YOU SIGN IT.**

**Buyer's Name:** [Signature] **Date:** 01/27/2002 **Seller's Name:** [Signature] **Date:** 01/27/2002

**SELLER: ROYAL INTERIORS, INC. 01/27/2002**



**Royal**



3010 Columbiana Road  
Phone 823-3100  
VESTALVA, ALABAMA 36216

**OLDSMOBILE ISUZU GMC**

DATE <b>06/27/02</b>					BUYER <b>ERIC HANKINS STACEY HANKINS 571 GEARY RD HOOPER AL 36224</b>		INVOICE NO. <b>[REDACTED]</b>						
QUOT. NO. <b>271.3</b>	STOCK NO. <b>29270</b>	YEAR/MAKE <b>TB884 2002 GMC</b>	MODEL <b>ENVOY</b>	NEW/USED <b>NEW</b>	SERIAL NO. <b>1GKES16S7Z6120607</b>	KEY NO. <b>\$198A \$198A</b>	EXTERIOR <b>SPIN GREEN</b>						
It is expressly understood and agreed that the seller reserves and retains all rights, title and interest in and to vehicle described herein until full, complete and final payment has been made and received by the seller.					PRICE OF CAR FREIGHT AND HANDLING OPTIONAL EQUIP. & ADVICE		<b>38275.00</b>						
All warranties on this vehicle are the manufacturer's. The seller, Royal Oldsmobile, hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Royal Oldsmobile neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. This disclaimer by the seller, Royal Oldsmobile, in no way affects the terms of the manufacturer's warranty.					SERVICE & REC.		<b>66.50</b>						
THIS VEHICLE IS EQUIPPED WITH A GENERAL MOTORS ENGINE PRODUCED IN A GENERAL MOTORS PLANT OPERATED BY THE _____ DIVISION.					STATE SALES TAX CITY SALES TAX COUNTY SALES TAX LICENSE AND TITLE		<b>344.88 172.44 64.66 1.50</b>						
<p><b>PENALTY OF TEN DOLLARS (\$10) DUE IF VEHICLE IS NOT REGISTERED IN THE NAME OF THE NEW OWNER WITHIN 10 CALENDAR DAYS.</b></p> <table border="0"> <tr> <td>ALLOWANCE</td> <td><b>21081.25</b></td> </tr> <tr> <td>AMOUNT OWED</td> <td><b>18138.77</b></td> </tr> <tr> <td></td> <td><b>2942.48</b></td> </tr> </table>					ALLOWANCE	<b>21081.25</b>	AMOUNT OWED	<b>18138.77</b>		<b>2942.48</b>	TOTAL CASH PRICE		<b>38924.98</b>
					ALLOWANCE	<b>21081.25</b>							
					AMOUNT OWED	<b>18138.77</b>							
						<b>2942.48</b>							
SALES TAX		<b>255.00</b>											
TOTAL TRUCK PRICE		<b>39179.98</b>											
REBATE		<b>780.00</b>											
DEPOSIT		<b>N/A</b>											
CASH ON DELIVERY		<b>N/A</b>											
USED CASH		<b>2942.48</b>											
TYPE		<b>RODIO</b>											
SERIAL NO.		<b>4S2CK68HX14309962</b>											
ENGINE NO.													
PARTS													
GMC		<b>35487.80</b>											
TOTAL		<b>39179.98</b>											

ALWAYS SHOW SERIAL, ENGINE AND KEY NUMBERS





**A U T O M O T I V E I N C .**

2017 Colson Road • Birmingham, Alabama 35216-8907 • (205) 823-3100 • Fax (205) 978-4108 • www.royalautomotive.com

**FAX TRANSMISSION COVER SHEET**

Date:

12-17-02

To:



Attention:

From:

Greg Belcher

Subject:

Envy

Number of items including this sheet: 2

If you do not receive all the pages, please call (205) 823-3100 (Fax #: 205-978-4108)

1/28/01

New	MSRP	39,620	
Trade	MSRP	37,880	37
		-1740 - Diff.	
		58 <sup>22</sup> - TAX	
		16 <sup>00</sup> - Title	
		1815 <sup>22</sup> - Total	
		1605 <sup>12</sup> - Mileage Charge	
		<u>3420<sup>12</sup></u> - Total	

Mileage Charge was \$2016 - I lowered it to give up credit for the polished wheels you added.

Thanks,  
Greg

If this is acceptable let Spin or myself know and we will locate your vehicle + start the process.



**BMC**

**Business Resource Center**

# Fax

To: [Redacted]  
Company:  
Phone:  
Fax: [Redacted]

From: **CRYSTAL SANDERS**  
Phone: **EXT 58752**  
Fax: **8869112777**  
Date: **Tuesday, January 28, 2003 4:58:44 PM**  
Pages: **02**  
**(not including cover)**

Comments:

### CONFIDENTIALITY

The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 28, 2003

**STRAIGHT SETTLEMENT OFFER**

Hoover A

Subject: Repurchase of 2002 GMC Envoy, VIN# 1GKES168728128607

We regret that you are dissatisfied with your 2002 GMC Envoy, VIN# 1GKES168728128607 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 GMC customer. GMC will repurchase your vehicle for \$30,348.75. This offer is calculated by using the following figures:

Purchase Price	637,880.00
Less Incentive	3,750.00
Less usage	6,200.00
Less over allowance/negative equity	<u>1,481.25</u>
<b>TOTAL REPURCHASE PRICE</b>	<b>630,248.75</b>
<b>PAYOFF OF ORIGINAL VEHICLE</b>	<b>327,925.58</b>
<b>TOTAL AMOUNT CUSTOMER OWES</b>	<b>(32,123.83)</b>

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

General Motors will repurchase VIN# 1GKES168728128607 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-311-3777 by 1/29/03. 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 Royal Automotive. Please allow up to 7 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 58732 if you have any questions or concerns.



**BMC**

Sincerely,

Cynthia Sanders  
Business Resource Center

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

Signature and Date

GENERAL MOTORS CORPORATION  
DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:



Middletown

OH



HOME PHONE:

CASE NUMBER:	1-44415940	VIN:	1GKET16E536101181
DATE OPENED:	2002-10-28	MODEL YEAR:	2003
DATE CLOSED:	2002-11-05	SERIES:	Envoy
SOURCE:	Phone	MILEAGE:	6500.0000000
ERC TYPE:	N/ANo	DELIVERY DATE:	
ERC PARTENT:		DEALER NAME:	Guyler Buick-Pontiac-GMC, Inc.
		DEALER ADDRESS:	3456 E Dixie Hwy, Middletown, OH, 45044, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Customer has parts delay complaint; ; 2002-10-28  
2002-10-28

svo mgr Gene King; ; 2002-10-28  
2002-10-29

1-44415940 work 513-539-7359; ; 2002-10-29  
2002-10-28

svo Mary Abo; ; 2002-10-28  
2002-10-29

svo mgr; ; 2002-10-29  
2002-10-29

Service Request has been Closed Satisfied.; ; 2002-10-29  
2002-11-05

PART INFO; ; 2002-11-05  
2002-11-05

SPO; ; 2002-11-05  
2002-11-05

Service Request has been Closed Satisfied.; ; 2002-11-05

\*\*\*\*\*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:

AS 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  
MSRP:

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

NAME:  
  
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:

LEASES 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:



Fords , NJ



CASE NUMBER: 1-45478407 VIN: 1GKFT16S626120563  
DATE OPENED: 2002-10-31 MODEL YEAR: 2002  
DATE CLOSED: 2003-01-30 SERIES: Envoy  
SOURCE: White Mail MILEAGE: 6960.0000000  
SRC TYPE: LegalYes DELIVERY DATE:  
SRC PARENT: DEALER NAME: Malouf Buick-Pontiac-GMC Truck, Inc.  
Brunswick, NJ, 08902, DEALER ADDRESS: U.S. Hwy. 1 & Adams Lane, North

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Windshield Wiper Motor continued failure; ; 2002-10-31  
2002-10-31

Call to Svc Dept; ; 2002-10-31

Follow up on final repair attempt request 1-45478407; ; 2002-10-31

repurchase / final repair attempt request; ; 2002-11-05

check for letter 1-45478407; ; 2002-11-14  
2002-11-08

letter reception; ; 2002-11-08  
2002-11-08

cust called in; ; 2002-11-08  
2002-11-08

Was letter rec'd?; ; 2002-11-08  
2002-11-08

Please see inbound notes. Have a good day. -Dani Ford/PDX; ; 2002-11-11  
2002-11-11

Service Request Ownership has changed FROM: WHITESIL TO: SPEERC; ; 2002-11-11  
2002-11-11

Scanned: 2002-11-08-16.01.58.000000, MXIDocNum: 0231200032; ; 2002-11-11  
2002-11-11

called cust; ; 2002-11-11

2002-11-11

called s/m; ; 2002-11-11  
2002-11-11

called svm; ; 2002-11-11  
2002-11-12

AG Scanned: 2002-11-11-17.07.45.000000, MEXDocNum: SPH3DCFD5B; ; 2002-11-18  
2002-11-18

called cust; ; 2002-11-18  
2002-11-18

Service Request has been Closed Satisfied.; ; 2002-11-18  
2002-12-05

SR in Status of Closed has been Re-Opened by SPHERC; ; 2002-12-05  
2002-12-05

cust called; ; 2002-12-05  
2002-12-05

called dealership; ; 2002-12-05  
2002-12-05

called svm; ; 2002-12-05  
2002-12-09

called s/m; ; 2002-12-09  
2002-12-09

called svm; ; 2002-12-09  
2002-12-11

svm returned call; ; 2002-12-11  
2002-12-11

NISM SR; ; 2002-12-11  
2002-12-11

BRC LEGAL Scanned: 2002-12-06-17.12.57.000000, MEXDocNum: 0234000112; ; 2002-12-11  
2002-12-11

cust returned call; ; 2002-12-11  
2002-12-11

Service Request Ownership has changed FROM: SPHERC TO: DOBBINS; ; 2002-12-11  
2002-12-11

Ownership Escalated to BRC; ; 2002-12-11  
2002-12-11

legal to handle; ; 2002-12-11  
2002-12-11

initials; ; 2002-12-11  
2002-12-11

BRC LEGAL Scanned: 2002-12-11-13.10.09.000000, MEXDocNum: D0E3DF722E; ; 2002-12-11  
2002-12-12

Assessment; ; 2002-12-12

2002-12-12

Closed; ; 2002-12-12  
2002-12-12

Service Request has been Closed Satisfied.; ; 2002-12-12  
2002-12-12

Service Request has been Closed Satisfied.; ; 2002-12-12  
2002-12-12

Service Request has been Closed Satisfied.; ; 2002-12-12  
2002-12-13

SR in Status of Closed has been Re-Opened by SWARTZA; ; 2002-12-13  
2002-12-13

Service Request Ownership has changed FROM: DOBBINS TO: SWARTZA; ; 2002-12-13  
2002-12-13

DOBBINS; ; 2002-12-13  
2002-12-13

SWARTZA; ; 2002-12-13  
2002-12-13

WISW SR; ; 2002-12-13  
2002-12-17

ERC LEGAL Scanned: 2002-12-17-13.13.42.000000, MSXDocNum: SWA3DP2F6N; ; 2002-12-18  
2002-12-19

Weekly call; ; 2002-12-19  
2002-12-19

Offer; ; 2002-12-19  
2002-12-23

Tampa; ; 2002-12-23  
2002-12-30

Offer and release; ; 2002-12-30  
2002-12-30

ERC LEGAL Scanned: 2002-12-30-13.09.08.000000, MSXDocNum: SWA3E102FF; ; 2002-12-31  
2003-01-06

Signed offer and release; ; 2003-01-06  
2003-01-10

ERC LEGAL Scanned: 2003-01-09-21.56.45.000000, MSXDocNum: 0300900449; ; 2003-01-12  
2003-01-13

Dealer approval; ; 2003-01-13  
2003-01-13

op GW; ; 2003-01-13  
2003-01-13

Karen Calhoun; ; 2003-01-13  
2003-01-13

Straight Repurchase; ; 2003-01-13

2003-01-13

RVDC; ; 2003-01-13  
2003-01-13

Service Request has been Closed Satisfied.; ; 2003-01-13  
2003-01-13

SR in Status of Closed has been Re-Opened by COSTELLJ; ; 2003-01-13  
2003-01-13

Service Request has been Closed Satisfied.; ; 2003-01-13  
2003-01-20

SR in Status of Closed has been Re-Opened by SWARTZA; ; 2003-01-20  
2003-01-20

RVDC packet; ; 2003-01-20  
2003-01-20

GNAC; ; 2003-01-20  
2003-01-20

Jason Nevarez; ; 2003-01-20  
2003-01-20

Updated offer and release; ; 2003-01-20  
2003-01-21

LEGAL Scanned: 2003-01-20-15.11.38.000000, MSXDocNum: SWA3E2COB7; ; 2003-01-21  
2003-01-28

Signed offer and release; ; 2003-01-28  
2003-01-28

WISM RR; ; 2003-01-28  
2003-01-28

Prep GW; ; 2003-01-28  
2003-01-28

Straight rep; ; 2003-01-28  
2003-01-28

RVDC; ; 2003-01-28  
2003-01-28

Service Request has been Closed Satisfied.; ; 2003-01-28  
2003-01-30

SR in Status of Closed has been Re-Opened by COSTELLJ; ; 2003-01-30  
2003-01-30

Service Request has been Closed Satisfied.; ; 2003-01-30

\*\*\*\*\*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:

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

BEC WARRANTY DATE:

MSRP:

NADA: 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 NAMES:

BUSINESS:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

LEASE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:.

ADDRESS:

1-45478407

<b>Customer Name:</b> FREDERIC J. SA	<b>Close Date:</b> 1/13/2003
<b>CRM Name:</b> AARON SWARTZ	
<b>RVDC Case#</b> 53166 <b>TAC Case Number</b> 1-45478407 <b>Customer Name</b> Frederic J. Sa <b>Original VIN</b> 1GKET16S626120563 <b>BAC</b> 118035 <b>Dealership Name</b> MALOUF BUICK PONTIAC GMC TRUCK, INC. <b>Dealer Contact/Title</b> Bob Devito, General Manager <b>Dealer Phone</b> 7328215400 <b>Dealer Fax</b> 7328210970 <b>Delivery Date</b> 2002-07-15 <b>Buyback Mileage</b> 6171 <b>Transmission</b> A <b>UCC Code(s)</b> N51 <b>MSRP</b> 35345.00 <b>NADA</b> 29551.25 <b>Case Number</b> 53166 <b>TAC Case Number</b> <b>Type of Transaction</b> SR <b>Replacement VIN</b> <b>Repurchase Type</b> Legal-Early Resolution-NISM <b>Repurchase Source</b> Legal CRM, Aaron Swartz <b>Reason for Repurchase:</b> Windshield wipers are inoperable. <b>Vehicle is going to:</b> <b>Auction Is Vehicle Drivable?</b> <b>Y Issue 1099?</b> <b>Y</b> <b>Dealer Admin Fee Applies?</b> <b>Y Issue Release</b> <b>N</b> <b>This vehicle was repurchased as a result of a:</b> <b>Voluntary mediated customer satisfaction repurchase</b> <b>Retrieve Sales Tax? Y Title Brand?</b> <b>Reason for not Retrieving Sales Tax:</b>  <b>Original Sales Tax Paid in State:</b> NJ Repurchased Under Laws of State: NJ <b>Vehicle Meets Prerequisite of LEMON LAW? Y</b> <b>Closing Schedule:</b> <b>2003-01-20 Established on:</b> <b>2003-01-13</b>  <b>If no, where: BAC is 0</b> <b>Location Site Name:</b> <b>Contact Name:</b> <b>Address 1:</b> <b>Address 2:</b> <b>City: State: Zip:</b> <b>Phone #:</b> <b>Fax #:</b>	<b>Comment:</b> No lien. Special instructions to follow about holding Kimmel & Silverman check until confirmation from dealership of completed exchange.  <b>GM Legal Case Number:</b> <b>GM Counsel Name:</b> N/A <b>Gm Counsel Contact Name:</b> N/A <b>Address1:</b> <b>Address2:</b> <b>City: State: Zip:</b> <b>Phone #:</b> <b>Fax #:</b>  <b>Lien Payoff</b> <b>Lien Payoff Amount:</b> 0.00 <b>Lien Payoff Expires on:</b> Per Diem: 0.00 <b>Customer Due to GM:</b> 0.00 <b>Dealer Due GM:</b> 0.00 <b>Check Information</b> <b>Customer Lienholder Plaintiff's Attorney</b> <b>Check Amt:</b> 32993.94 <b>Check Amt:</b> 1500.00 <b>Payee1:</b> Frederic Sa <b>Payee1:</b> <b>Payee1:</b> Kimmel & Silverman, P.C. <b>Payee2:</b> <b>Payee2:</b> <b>Payee2:</b> <b>Address1:</b> 20 Cliff Avenue <b>Address1:</b> <b>Address1:</b> 30 East Butler Pike <b>Address2:</b> <b>Address2:</b> <b>Address2:</b> <b>City:</b> Fords <b>City:</b> <b>City:</b> Ambler <b>State:</b> NJ <b>State:</b> <b>State:</b> PA <b>Zip</b> 08863 <b>Zip</b> <b>Zip</b> 19002 <b>Phone #:</b> 7326619295 <b>Phone #:</b> <b>Phone #:</b> 2155408888 <b>Fax #:</b> <b>Fax #:</b> <b>Fax #:</b> 2155408817 <b>Attention:</b> <b>Attention:</b> David Kelly <b>Account #:</b> <b>Fed Tax ID:</b> 23-2671027 <b>Firm Name:</b> Kimmel & Silverman <b>Case ID:</b> 53166 <b>Initiator:</b> swartz

11/05/03

**Privileged and Confidential Information**

**CASE ASSESSMENT BY: DOBBINS**

Customer Name: [REDACTED]

CARS Request No.: 1-45478407

GM Legal File No.:

Vehicle ID No.: 1HKET16S626L20563  
Year, Make & Model: 02 ENVOY

In Service Date: 7-15-02

Vehicle Is: NEW

DLR's BAC Code:  
118035

**VEHICLE REPAIR HISTORY**

**CUSTOMERS PRIMARY SYMPTOM/COMPLAINT: WIPERS INOP**

18SEP02	2183	1	CUSTOMER STATES W/S WIPERS INOP. REPLACED MOTOR.
14OCT02	3174	2	CUSTOMER STATES WIPERS GO IN OFF POSITION WHEN DRIVING. WIPERS STAY ON. REPLACED MOTOR.
13NOV02	4126	2	CUSTOMER STATES WINDSHIELD WIPERS WON'T WORK. COWL IS FILLING WITH WATER AND BURNING MOTOR. REPLACED MOTOR AND DRILLED NEW DRAIN HOLE.
05DEC02	5099	4	CUSTOMER STATES WIPERS INOP. REPLACED WIPER MOTOR.

**OTHER / MISCELLANEOUS:**

**Total Days Out of Service: 9**

VEHICLE MEETS PRESUMPTION: YES: **XXXXXX** NO:

CRM FINAL OFFER: {CASH / REP / TRADE}; OFFER TO CUST: \${Amount} ATTORNEY FEES: \${Amount }

**RECOMMENDATION:**

**BUY IT BACK**

TEAM MANAGER APPROVING: {name} YES: NO:

BRC Legal Case Manager: DOBBINS Ph# 800-251-1841, prompt 9, prompt 3, 58471 FAX# 1-866-234-3027



**Reason for Removal**

---

**THIS SECTION IS FOR LOCAL COUNSEL USE ONLY**

**THIS FORM MUST ACCOMPANY ALL CHECK REQUESTS FOR CASH  
SETTLEMENTS AND REPURCHASES**

**LC FINAL OFFER:      {CASH / REP/ TRADE}:      OFFER TO CUST: \$      ATTORNEY FEES: \$**

**SETTLEMENT RATIONALE:** Please provide feedback to GM on how you were able to reach a settlement when the BRC could not (what new or additional facts were developed?). We will be using this information as a learning tool for future settlement attempts. You may use a separate page for your input, but you must include a copy of our case assessment with your input so that we can evaluate the differences. **PLEASE LIMIT THIS TO ONE PARAGRAPH IF POSSIBLE AND RETURN A COPY OF BOTH PAGES OF THIS ASSESSMENT FORM.**

Francis F. ...  
Michigan ...  
30 Cliff Ave.  
Troy, NY 12180



NOV 08 2002

Gen/ Fountain Division  
P.O. Box 33172  
Detroit, MI 48232-3172

4823235172    

Frederic J. Sa'  
20 Cliff Ave.  
Fords, NJ 08863  
732-661-9295  
October 31, 2002

Gmc Customer Assistance  
P.O. Box 33172  
Detroit, MI 48232

To Whom It May Concern:

I believe that my passenger vehicle is a "Lemon" under the New Jersey Lemon Law (N.J.S.A. 56:12-22 to 56:12-42). I am hereby making a written demand for relief under the Lemon Law.

I purchased a 2002 Gmc Envoy XL vin# 1GKET169626120563 on July 15<sup>th</sup> 2002 from Malouf Gmc in North Brunswick, New Jersey. Since I bought the vehicle, I have had to return it to the dealership a total of 2 times. My vehicle has been out of service for repair for 4 calendar days. The current mileage on my vehicle is 3,740.

My vehicle has been in Malouf Gmc on the following dates for repair of the following defects:

In: September 18 <sup>th</sup> 2002	Out: September 19 <sup>th</sup> 2002	For wipers not working properly
In: October 14 <sup>th</sup> 2002	Out: October 15 <sup>th</sup> 2002	For wipers not working properly

On October 31<sup>st</sup> 2002 my vehicle's wipers stopped working properly again for the 3<sup>rd</sup> time. Every time the vehicle was brought in for service the wiper motor was replaced. I need to have this vehicle repaired a.s.a.p. due to having 2 very small children which need to be transported back and forth. This defect is safety issued because the wipers just stop working at anytime during any weather. By them doing this the chance of an accident is increased, which might cause serious bodily harm or even death due to the lack of visibility during inclement weather.

Since these defects substantially impair the use, value or safety of my vehicle, I am hereby allowing you one final opportunity to repair my vehicle. If these repairs are not completed within 10 calendar days of receipt of this letter, I am entitled to a replacement vehicle or a refund calculated in accordance with the Lemon Law.

I look forward to hearing from you soon. You can reach me during the day at 732-371-5118 or 732-661-9295 and in the evening 732-661-9295.

Sincerely,



Frederic Sa'



**GMC**

**GENERAL MOTORS BUSINESS RESOURCE CENTER**

December 11, 2002

Robert M. Silverman, Esq.  
Kimmel & Silverman  
89 Haddon Avenue North  
Haddonfield, New Jersey 92127

Re: Frederick Sa v. General Motors Corporation  
2002 GMC Envoy VIN: 1GKET16S026120563

This is to advise you that we are in receipt of the above referenced case dated September 23, 2002. This case file has been assigned to me, and I will be contacting you in the next 10-15 business days for review.

If you have any questions, please call me at the number below.

Thank you.

Sincerely,

Aaron Swartz  
BRC Legal Case Manager  
Ph# 800-231-1841, prompt 9, prompt 5, extension 57466  
FAX# 855-359-9721

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

January 20, 2003

VIA FAX ONLY

Robert Silverman, Esq.  
 Kimmel & Silverman, P.C.  
 30 East Butler Pike  
 Ambler, PA 19002

Re: Frederic J. Sa v General Motors Corporation  
 CARS File No.: S1-45478407  
 2002 GMC Envoy  
 VIN # 1GKKT16S626120563

Dear Mr. Silverman:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2002 GMC Envoy for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Base Price	31,600.00
License/Title/Registration	389.00
Sales or Use Tax	1,694.94
Finance Charges (0% interest)	0.00
<b>Subtotal:</b>	<b>33,683.94</b>
<b>Less Usage/Depreciation</b>	<b>&lt; 690.00 &gt;</b>
<b>Subtotal:</b>	<b>32,993.94</b>
* Minus payoff to lessholder (good through 02/21/03)	< 21,083.29 >
* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lessholder if the amount should change.	
<b>Subtotal:</b>	<b>11,910.65</b>
<b>Attorney's Fees</b>	<b>1,500.00</b>
<b>Total due to attorney and client:</b>	<b>\$ 13,410.65</b>

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle.

January 20, 2003

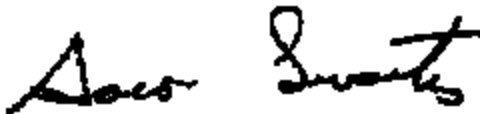
Page 2

The financial information, pre-purchase inspection and receipt of release documents must all be completed within 30 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and your federal tax ID. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to me at the fax number shown below.

Sincerely,



Aaron Swartz  
BRC Legal Case Manager  
PH# 800-231-1841, prompt 9, prompt 5, extension 57466  
FAX# 866-359-9721

cc: FILE

Attach.

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date

## RELEASE OF CLAIM

1. I, Frederic J. Sa (hereinafter referred to as "Releasor(s)"), as buyer(s) of a certain 2002 GMC Envoy, bearing Vehicle Identification No. 1GKET169626120563 (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "Releasee") of \$ 34,493.94, said payment to be made as outlined below, does for himself and each and all of his representatives, heirs, successors and assigns, hereby releases and discharges Releasee, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading in the matter of this claim.

2. As consideration for the payment described above, to be tendered in the form of three checks: the first, in the amount of \$ 11,910.65, made payable to Frederic J. Sa; the second, in the amount of \$ 21,083.29, made payable to GMAC; the third, in the amount of \$ 1,500.00, made payable to Kimmel & Silverman, P.C.

Note: These checks are subject to change if Releases are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to General Motors Corporation, will execute a limited Power of Attorney in favor of General Motors Corporation to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner after Releasor(s) executes this Release, but before Releasee tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to Releasee upon receipt of \$ 34,493.94, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasee shall make payment of said consideration to Releasor(s) of \$ 34,493.94, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2002 GMC Envoy as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 8,500 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of fifteen cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasee or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasee by Releasor(s);

(d) That neither Releasee's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrong doing by Releasee to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and his attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that he is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless the Releasee from any and every claim or demand of every kind and character arising out of the Complaint referenced above and this release;



(i) That no promise, agreement, statement or representation except as expressed in this release has been made to been rolled upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and Releasee.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS \_\_\_\_\_ DAY OF \_\_\_\_\_

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE \_\_\_\_\_ DATE SIGNED: \_\_\_\_\_

WITNESS: \_\_\_\_\_

\_\_\_\_\_  
Claimant's signature

\_\_\_\_\_  
Claimant's signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
Social Security Number

\_\_\_\_\_  
Social Security Number

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by  
Frederic J. Sa.

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

Frederic S. St.  
March 16, 20  
25 City Ave.  
Ft. St. 10000



NOV 0 8 2002

Genl Postria Division  
P.O. Box 55172  
Detroit, MI 48252-5172

482525172



Frederic J. Sa'  
20 Cliff Ave.  
Ford, NJ 08863  
732-661-9295  
October 31, 2002

Gmc Customer Assistance  
P.O. Box 33172  
Detroit, MI 48232

**To Whom It May Concern:**

I believe that my passenger vehicle is a "Lemon" under the New Jersey Lemon Law (N.J.S.A. 36:12-29 to 36:12-42). I am hereby making a written demand for relief under the Lemon Law.

I purchased a 2002 Gmc Envoy XL vin# 1GKET169626120563 on July 15<sup>th</sup> 2002 from Malouf Gmc in North Brunswick, New Jersey. Since I bought the vehicle, I have had to return it to the dealership a total of 2 times. My vehicle has been out of service for repair for 4 calendar days. The current mileage on my vehicle is 3,740.

My vehicle has been in Malouf Gmc on the following dates for repair of the following defects:

In: September 18 <sup>th</sup> 2002	Out: September 19 <sup>th</sup> 2002	For wipers not working properly
In: October 14 <sup>th</sup> 2002	Out: October 15 <sup>th</sup> 2002	For wipers not working properly

On October 31<sup>st</sup> 2002 my vehicle's wipers stopped working properly again for the 3<sup>rd</sup> time. Ever time the vehicle was brought in for service the wiper motor was replaced. I need to have this vehicle repaired a.s.a.p. due to having 2 very small children which need to be transported back and forth. This defect is safety hazard because the wipers just stop working at anytime during any weather. By them doing this the chance of an accident is increased, which might cause serious bodily harm or even death due to the lack of visibility during inclement weather.

Since these defects substantially impair the use, value or safety of my vehicle, I am hereby allowing you one final opportunity to repair my vehicle. If these repairs are not completed within 10 calendar days of receipt of this letter, I am entitled to a replacement vehicle or a refund calculated in accordance with the Lemon Law.

I look forward to hearing from you soon. You can reach me during the day at 732-371-5118 or 732-661-9295 and in the evening 732-661-9295.

Sincerely,



Frederic Sa'

Class - Siebel Docs

RequestNum  
5478407

MSXDocNum  
0231200032

Last  
SA

First  
FREDERIC

Timestamp  
2002-11-08-16.01.58.000000

Division  
CE

CorrType  
C

CatCode  
03

MSXSource  
M

AttachNum

VIN



# KIMMEL & SILVERMAN

ROBERT M. SILVERMAN\*  
CRAIG TSON KIMMEL\*\*

89 HADDON AVENUE NORTH  
HADDONFIELD, NJ 08033

JACQUELINE C. HERRITT\*  
ROBERT A. RAPPIN\*\*  
VIVIAN BENZ PUGH\*\*  
AMY D. COOK\*  
LOUIS DONL. JR.\*  
SHANNON M. RYAN\*  
DANA TARQUINI\*  
MAYLEH MERRINS\*

\* ALSO MEMBER OF NEW YORK AND PENNSYLVANIA BARS  
\*\* MEMBER OF NEW YORK AND PENNSYLVANIA BARS  
\* ALSO MEMBER OF PENNSYLVANIA BAR  
\*\* MEMBER OF PENNSYLVANIA BAR

1-800-LAWSON LAW  
P (856) 430-8334  
F (856) 316-7344

www.lawsonlaw.com

December 6, 2002

GLENN I. CERRIER\*\*  
of Counsel

VIA FAX ONLY  
(248) 371-2443

General Motors Corporation  
c/o MBX International, ATTN: Aaron Swartz  
MC 336-105-000  
1464 John A. Papalas Drive  
Lincoln Park, MI 48146-1460

Re: **Frederic Sa v. General Motors Corporation**  
Vehicle: **2002 GMC Envoy**  
Date of Purchase: **July 2002**  
Place of Purchase: **Malouf GMC, North Brunswick, NJ**  
VIN: **1GKET165626120563**

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors Corporation pursuant to the New Jersey Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge my representation and direct any and all correspondence to this office.

**DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.**

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Robert M. Silverman  
KIMMEL & SILVERMAN, P.C.

RMS:lh  
cc: Mr. Sa




---

**KIMMEL & SILVERMAN**


---

 PC

**ROBERT M. SILVERMAN\***  
**CLAUDE THOR KIMMEL\*\***

**89 HADDON AVENUE NORTH**  
**MADISONVILLE, NJ 08033**

**2-800-LEMON LAW**  
**P (856) 420-8334**  
**F (856) 216-7844**

[www.kimmelsilver.com](http://www.kimmelsilver.com)

December 17, 2002

**JACQUELINE C. HERRITT†**  
**ROBERT A. RAPIK††**  
**VIVIAN RIDGE PERLIN†**  
**AMY D. COX†**  
**LOUIS DOBT, JR.†**  
**REANNON M. RYAN†**  
**DANA TARQUINI†**  
**MAYLISE MERTENS†**

\* ALSO MEMBER OF NEW YORK AND PENNSYLVANIA BARS  
 \*\* MEMBER OF NEW YORK AND PENNSYLVANIA BARS  
 † ALSO MEMBER OF PENNSYLVANIA BAR  
 †† MEMBER OF PENNSYLVANIA BAR

**GLENN I. ORRIS††**  
 of Counsel

VIA REGULAR MAIL AND TELEFAX

Mr. Aaron Swartz  
 General Motors Corporation  
 c/o MSX International  
 MC 336-105-000  
 1464 John A. Papalas Drive  
 Lincoln Park, MI 48146-1460

**RE: Frederic Sa v. General Motors Corporation**  
**Vehicle: 2002 GMC Envoy**  
**VIN: 1GKET168626120563**  
**Selling Dealer: Malouf Buick, Pontiac GMC Truck, Inc.**

Dear Mr. Swartz:

Please take notice that I represent the captioned individual in his claim against General Motors Corporation. Please take the steps necessary to advise all General Motors Personnel and dealership personnel that I am Mr. Sa's counsel and there should be no contact with my client, except for contact necessary to implement current repair attempts. I am writing this letter in an effort to work out a pre-litigation settlement and any attempts to contact my client directly will result in the immediate filing of suit and a request for an injunction and sanctions.

As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon. Specifically, the vehicle has been serviced by Malouf four times for the windshield wiper operation.

Mr. Aaron Swartz  
December 17, 2002  
Page -2-

Plaintiff hereby demands the statutory repurchase of his vehicle, plus payment of counsel fees and costs in the bottom line amount of \$1,500.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal General Motors Customer.

Please be advised that suit will be filed if we have not reached a settlement on or before 1/6/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

  
Robert M. Silverman

RMS/gpk

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

December 30, 2002

VIA FAX ONLY

Robert Silverman, Esq.  
 Kimmel & Silverman, P.C.  
 30 East Butler Pike  
 Ambler, PA 19002

Re: Frederic J. Sa v. General Motors Corporation  
 CARS File No.: S1-45478407  
 2002 GMC Envoy  
 VIN # 1GKET16S626120563

Dear Mr. Silverman:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2002 GMC Envoy for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise any office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Base Price	31,600.00
License/Title/Registration	389.00
Sales or use tax	1,694.94
<b>Subtotal:</b>	<b>33,683.94</b>
Less Usage/Depreciation	< 690.00 >
<b>Subtotal:</b>	<b>32,993.94</b>
Attorney's Fees	1,500.00
<b>Total due to attorney and client:</b>	<b>\$ 34,493.94</b>

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and your federal tax ID. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

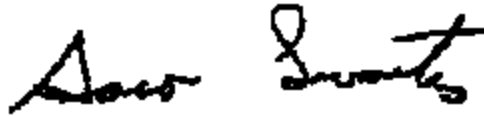


December 30, 2003

Page 2

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached releases and return them to me at the fax number shown below.

Sincerely,



Aaron Swartz  
ERC Legal Case Manager  
Pb# 800-231-1841, prompt 9, prompt 5, extension 57466  
FAX# 866-359-9721

cc: FILE

Attach.

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

RELEASE OF CLAIM

1. I, Frederic J. Sa (hereinafter referred to as "Releasor(s)"), as buyer(s) of a certain 2002 GMC Envoy, bearing Vehicle Identification No. 1GKET168626120563 (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "Releasee") of \$ 34,493.94, said payment to be made as outlined below, does for himself and each and all of his representatives, heirs, successors and assigns, hereby releases and discharges Releasee, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading in the matter of this claim.

2. As consideration for the payment described above, to be tendered in the form of two checks: the first, in the amount of \$ 32,993.94, made payable to Frederic J. Sa; the second, in the amount of \$ 1,500.00, made payable to Kimmel & Silverman, P.C.

Note: These checks are subject to change if Releasee are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to General Motors Corporation, will execute a limited Power of Attorney in favor of General Motors Corporation to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner after Releasor(s) executes this Release, but before Releasee tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to Releasee upon receipt of \$ 34,493.94, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasee shall make payment of said consideration to Releasor(s) of \$ 34,493.94, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2002 GMC Envoy as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 3,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of fifteen cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasee or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasee by Releasor(s);

(d) That neither Releasee's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrong doing by Releasee to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and his attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that he is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless the Releasee from any and every claim or demand of every kind and character arising out of the Complaint referenced above and this release;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to be relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and Releasee.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS \_\_\_\_\_ DAY OF \_\_\_\_\_.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE \_\_\_\_\_ DATE SIGNED: \_\_\_\_\_

WITNESS: \_\_\_\_\_

_____	_____
Claimant's signature	Claimant's signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code
_____	_____
Social Security Number	Social Security Number

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by Frederick J. Sa.

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

**KIMMEL & SILVERMAN**

POSTAGE WILL BE PAID BY ADDRESSEE



**RECEIVED**  
JAN 30 1983  
MSX

Mr. Aaron Swartz  
General Motors Corp.- Care  
C/o MSX International  
MC 336-105-000  
1428 Pacific Drive  
Aurum Hills, MI 48326

4422641871 26 

**KIMMEL & SILVERMAN**

—PC—

**ROBERT M. SILVERMAN\***  
**CRAND THOR KIMMEL\*\***

\* ALSO MEMBER OF NEW YORK AND NEW JERSEY BARS  
\*\* ALSO MEMBER OF NEW YORK BAR  
\* ALSO MEMBER OF NEW JERSEY BAR

**39 EAST BUTLER PKWY**  
**AMBLER, PA 19002**

**1-800-LIMON LAW**  
**P (215) 540-8888**  
**F (215) 540-8817**

**www.kimcoslaw.com**

**JACQUELINE C. HERRITT†**  
**ROBERT A. RAPKIN**  
**VIVIAN BIRN FELKIN†**  
**AMY D. COX†**  
**LOUIS DOBI, JR.†**  
**SHANNON M. RYAN†**  
**DANA TARQUINI†**  
**MAYLEE MRSKINE†**

**GLENN I. GERBER**  
of Counsel

**January 27, 2003**

**Mr. Aaron Swartz**  
**General Motors Corp.- Cars**  
**C/o MSX International**  
**MC 336-105-000**  
**1426 Pacific Drive**  
**Auburn Hills, MI 48326**  
**(866) 359-9721**

**RE: Sa vs. General Motors**

**Dear Mr. Swartz:**

Enclosed please find the executed Release of Claim and settlement letter for the captioned matter. Please recall that the captioned matter settled prior to litigation.

Please contact me when the settlement checks are available.

If you need additional information, please contact this office immediately.

Very truly yours,



**DAVID WILLIAM KELLY**

**DWK/rc**  
**Enclosure**

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

January 20, 2003

**VIA FAX ONLY**

Robert Silverman, Esq.  
 Kinzel & Silverman, P.C.  
 30 East Butler Pike  
 Ambler, PA 19002

Re: **Frederic J. Sa v General Motors Corporation**  
**CAES File No.: 81-45478407**  
**2002 GMC Envoy**  
**VIN # 1GERT16S626120583**

Dear Mr. Silverman:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2002 GMC Envoy for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Base Price	31,600.00
License/Title/Registration	389.00
Sales or use tax	1,694.94
Finance Charges (8% interest)	0.00
<b>Subtotal:</b>	<b>33,683.94</b>
<b>Less Usage/Depreciation</b>	<b>&lt; 690.00 &gt;</b>
<b>Subtotal:</b>	<b>32,993.94</b>
* Minus payoff to Bankholder (good through 02/21/03)	< 21,083.29 >
* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the Bankholder if the amount should change.	
<b>Subtotal:</b>	<b>11,910.65</b>
<b>Attorney's Fees</b>	<b>1,508.00</b>
<b>Total due to attorney and client:</b>	<b>\$ 13,418.65</b>

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle.

General Motors Corp. - CAES - Legal, c/o MEK International, MC 336-105-000  
 1426 Pacific Drive, Auburn Hills, MI 48326

January 20, 2003


Page 2

The financial information, pre-purchase inspection and receipt of release documents must all be completed within 30 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and your federal tax ID. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to me at the fax number shown below.

Sincerely,



Aaron Swartz  
BMC Legal Case Manager  
P# 800-231-1841, prompt 9, prompt 5, extension 57466  
FAX# 866-359-9721

cc: FILE

Attach.

  
\_\_\_\_\_  
Client's Signature  
1/23/2003  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Client's Signature  
\_\_\_\_\_  
Date

**ORIGINAL**



## RELEASE OF CLAIM

1. I, Frederic J. Sa (hereinafter referred to as "Releaser(s)"), as buyer(s) of a certain 2002 GMC Envoy, bearing Vehicle Identification No. 1GKET169626120563 (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "Releasee") of \$ 34,493.94, said payment to be made as outlined below, does for himself and each and all of his representatives, heirs, successors and assigns, hereby release and discharges Releasee, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading in the matter of this claim.

2. As consideration for the payment described above, to be tendered in the form of three checks: the first, in the amount of \$ 11,910.63, made payable to Frederic J. Sa; the second, in the amount of \$ 21,083.29, made payable to GMAC; the third, in the amount of \$ 1,500.00, made payable to Kimmel & Silverman, P.C.

Note: These checks are subject to change if Releasees are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releaser(s) will convey clear and unencumbered title of the vehicle to General Motors Corporation, will execute a Limited Power of Attorney in favor of General Motors Corporation to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner after Releaser(s) executes this Release, but before Releasee tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releaser(s) shall tender said Vehicle with clear title to Releasee upon receipt of \$ 34,493.94, less the estimated cost of repair to said Vehicle,

(i) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasee shall make payment of said consideration to Releasor(s) of \$ 34,493.94, less said value of said Vehicle, and,

(ii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2002 GMC Envoy as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 8,500 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of fifteen cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasee or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasee by Releasor(s);

(d) That neither Releasee's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrong doing by Releasee to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and his attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that he is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless the Releasee from any and every claim or demand of every kind and character arising out of the Complaint referenced above and this release;

(I) That no promise, agreement, statement or representation except as expressed in this release has been made to be relied upon by Releasee(s) and that this document of 3 pages contains the entire agreement between Releasee(s) and Releasee.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 23rd DAY OF Jan. 2003.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 6960 DATE SIGNED: 1/23/2003

WITNESS: \_\_\_\_\_

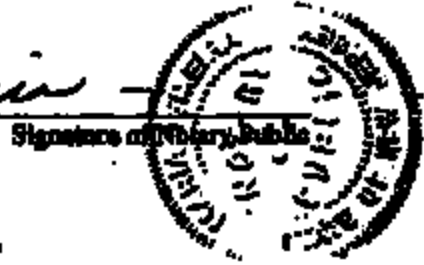
<u>[Redacted]</u>	_____
<u>20 Cliff Ave</u>	_____
Address	Address
<u>Fords, N.J.</u>	_____
City, State, Zip Code	City, State, Zip Code
<u>[Redacted]</u>	_____
Social Security Number	Social Security Number

STATE OF NEW JERSEY  
COUNTY OF Ocean

Sworn to (or affirmed) and subscribed before me this 23rd day of January, 2003, by  
Frederic J. Sa

**ORIGINAL**

Maria Tominia



Signature of Notary Public  
Notary Public  
Maria Tominia  
My Commission Expires July 28, 2004

Print, type or stamp Commissioned Name of Notary Public  
Personally Known \_\_\_\_\_ OR Produced Identification   
Type of Identification Access  
My commission expires: \_\_\_\_\_



# MALOUF

**BUICK PONTIAC & GMC  
US1 & ADAMS LANE  
PO BOX 7473  
NORTH BRUNSWICK  
NEW JERSEY 08902**

## FAX

1 OF 18 PAGES

**TO:** Michael Robbins

**RE:** Fredrick Sa 102 Ewoy

**FROM:** Ken Surman, Sales Manager

**PHONE:** (732) 821-5400 EXT. (732) 821-5407

**FAX:** (732) 821-0970

**NOTES:** Please call with

any questions. Thank you -

MAN VEHICLE  
Retail Order

New  Used  
 Demo



MALCOLF BUICK, PONTIAC, GMD TRUCK, INC.  
U.S. HIGHWAY 1 & ACADIE LANE P.O. BOX 7076  
NORTH BIRMINGHAM, AL 35206  
TELEPHONE (205) 961-0480



CUSTOMER: [REDACTED] DATE: 07/16/2002 TIME: 3:28PM  
 ADDRESS: [REDACTED] PARTS #  
 HOME PHONE: [REDACTED] WORK PHONE: [REDACTED] SALES REP: SALES REPSON  
 D. L. # 00011282112712 SOC. SEC. # 1-4482827 D.O.B. 12/07/1971

PLEASE ENTER MY ORDER FOR ONE 00  
 BODY TYPE: [REDACTED] COLOR: [REDACTED] VIN: [REDACTED] SPECIAL NO: [REDACTED]

**IF A NEW VEHICLE SALE**  
 The only warranties appearing in this vehicle are those offered by the manufacturer. The selling dealer sells this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, whether by way of "strict liability" based upon the selling dealer's negligence, or otherwise, is expressly excluded and customer hereby assumes any such risk. The manufacturer's warranty is not affected by this disclaimer of warranty by the selling dealer.

Price of Unit	31800.00
Additional Equipment (optional)	
TOTAL MS. RET.	

**IF USED VEHICLE SALE CHECK APPROPRIATE BOX**  
 This vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise, is expressly excluded and customer hereby disclaims any such risk.

**ALL USED VEHICLE SALES DEALER'S OBLIGATION**  
 The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or adjust the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been apprised of dealer's obligation above and agrees to have the used vehicle inspected within 7 days from the date of delivery of such vehicle.

**IF A LEASE, THE FOLLOWING APPLY:**  
 MONTHLY PAYMENT AMOUNT \$ [REDACTED]  
 TERM: [REDACTED] MONTHS  
 MILEAGE PER YEAR [REDACTED]  
 CASH DUE AT DELIVERY \$ [REDACTED]

**WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALES)**  
 The undersigned has read and understands the dealer's obligation and does hereby waive and release the dealer's obligation to make repairs without charge or adjust the full purchase price of the vehicle due to a defect that is not the result of a customer's own act. The undersigned, before entering into this contract, has been apprised of dealer's obligation above and agrees to have the used vehicle inspected within 7 days from the date of delivery of such vehicle.

**IF A PURCHASE, THE FOLLOWING APPLY:**

TOTAL PRICE OF VEHICLE	31800.00
Less Trade-In	[REDACTED]
Reserve on Cash Option	[REDACTED]
TOTAL PAYABLE AMOUNT	28840.00
State Sales Tax	1484.04
Luxury Tax (if Applicable)	

**SE TRADE-IN COMPENSATION AND ALLOWANCE**  
 Year: [REDACTED] Make: [REDACTED]  
 Model No.: [REDACTED] Mileage: [REDACTED]  
 Trade-In Value: [REDACTED] Date of: [REDACTED]  
 Less Balance Owed: [REDACTED]  
 Net Trade-In Allowance: [REDACTED]  
 Balance Owed to: [REDACTED]  
 Address: [REDACTED]  
 Account No.: [REDACTED]  
 Exp. Term: [REDACTED] Good Thru: [REDACTED]

Registration/Tax Fee	
Documentation Fee	1484.04
NET DELIVERY ON TRADE-IN	
TOTAL	28840.00
Deposit	500.00
BALANCE DUE ON DELIVERY	28340.00

Customer certifies that he/she or the trade-in vehicle has never been declared as stolen or used in a crime. If the vehicle is ever declared as stolen or used in a crime, the dealer shall be notified immediately and the dealer shall be notified immediately and the dealer shall be notified immediately.

**WARRANTY**  
 MALCOLF BUICK, PONTIAC, GMD TRUCK, INC. warrants that the vehicle is free from defects in workmanship and materials at the time of delivery. This warranty shall not extend to any defects caused by accident, misuse, neglect, or any other cause beyond the control of the manufacturer. This warranty shall not be voided by any other warranty or service contract which may be obtained by the customer. This warranty is in full and complete satisfaction of all obligations of the manufacturer to the customer.

Accepted By: [Signature]  
 THIS CONTRACT CONTAINS NECESSARY CONTRACT TERMS WRITTEN HEREON.  
 THE ORDER NOT SUBJECT TO CANCELLATION - DEPOSIT NON-REFUNDABLE  
 IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.

[Redacted]

677

(732) 371 5118

151490

WORKORDER

PAGE 1

# WALTER

WALTER'S TIRE & AUTO SERVICE  
1000 W. 10th St. Dept. 00001  
New York, NY 10011  
Tel: 212-921-4400 Fax: 212-921-4407  
www.walters1.com

FORDS, NJ

SERVICE ADVISOR: 351 NORTHERN LN

DATE	02	CNC INVOY XL	1GKMT168626120563	2193/	7808
INVOY DATE	PROD. DATE	WARR. EXP.	PROJECT	SALES	SALES
15JUL2002			17:00 1888F02		CASH
ESTIM. N.O. OPENED	READY	OPTIONS: BTK:3123N DLR:34840 ENG:4.2 Liter, L6, MPI, DOHC			
18SEP2002 12:57					

LINE OF CODE	TECH	TYPE	DESCRIPTION/INSTRUCTIONS
	CPC	C/S	FRONT WIPER ARM AND MOTOR
	CPC	C/S	SEALER FOR REAR LICENSE PLATE TRIM COOKING OUT.

*22 Rental Car  
day courtesy provided by my k...  
Wendy*

*Wendy's wiper motor 12/12/02*

**EXCLUSION OF WARRANTIES**

Any warranties on the parts and accessories used hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranty of any kind, express or implied, and excludes all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and accessories purchased, and that in no event shall dealer be liable for consequential damages or consequential injury resulting out of such systems. The undersigned purchaser further agrees that the undersigned hereby releases, defends, holds and shall be held in any proceedings that may arise, including proceedings for consequential damages or consequential injury, from the use of any vehicle of any of its systems in furtherance of reasonable safety, maintenance of records.

I hereby authorize the undersigned purchaser on behalf of the dealer along with the undersigned and agree that you are not responsible for loss or damage to vehicle or contents in or out of the vehicle in any event by the dealer or technician.

I hereby authorize dealer with reasonable discretion to complete the vehicle based on needs, history or condition of the vehicle of the undersigned purchaser. The undersigned hereby releases, defends, holds and shall be held in any proceedings that may arise, including proceedings for consequential damages or consequential injury, from the use of any vehicle of any of its systems in furtherance of reasonable safety, maintenance of records.

Signature: \_\_\_\_\_

CHARGE	AMOUNT	DATE	TIME	PER PLAT RATE HOUR
WIPER MOTOR	120.00			
SEALER	10.00			
TOTAL	130.00			

CASH  
 VISA  
 MC



*Brady (owner)*  
*732-371-5118*

*(K12)*

FORDS, NJ

SUB:

184646  
WORKORDER  
PAGE 1

**MALOUF BUICK-PONTIAC-GMC TRUCKS**  
Route 9 and Adams Lane, North Brunswick, New Jersey, 08902  
Sales (732) 821-5400 Service (732) 821-5407  
www.malouf.com

SERVICE ADVISOR: 310 EASTBURN, DANH

02	GMC ENVY XL	10000168626120563	3174/3174	1740
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15-10-2002 17:00 14OCT02 CASH  
 OPTIONS: SIX, 3123M DLR: 34840  
 BKG: 4.2 Liter, L6, MFI, DCMC

14OCT2002 14:19  
 WORK ORDER CODE TECH TYPE DESCRIPTION/INSTRUCTION

*2 days work not needed*  
*Completed by [Signature]*  
*12/12/02*  
*3174/1689*

**8 B XL CPC ENTERPRISE LOANER**

*[Handwritten notes and signatures]*

**EXPLANATION OF WARRANTIES**

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranty of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with respect to the parts and accessories described, and that in no event shall dealer be liable for incidental or consequential damages or consequential losses arising out of such purchase. The undersigned purchaser further agrees that the warranties contained by dealer, herein, but are not limited by any warranties that such parts and accessories are of merchantable quality or that they will provide any vehicle of any of its systems to perform with reasonable safety, efficiency, or economy.

I hereby warrant that the parts and accessories described herein are as shown and agree that the dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or other cause beyond the control of the dealer caused by carelessness or neglect of owner or person obtaining the vehicle or accessories. Dealer shall not be liable for consequential damages or consequential losses arising out of such purchase. The undersigned purchaser further agrees that the warranties contained by dealer, herein, but are not limited by any warranties that such parts and accessories are of merchantable quality or that they will provide any vehicle of any of its systems to perform with reasonable safety, efficiency, or economy.

I hereby warrant my work to a standard equivalent to the best in the industry.

ESTIMATED LABOR CHARGES ARE BASED ON A RATE OF \$ \_\_\_\_\_ PER HOUR (BASE RATE)

SALES TAX	<input type="checkbox"/>
GST	<input type="checkbox"/>
VAT	<input type="checkbox"/>
WET	<input type="checkbox"/>





#600

155876

WORKORDER

MALOUF BUICK-PONTIAC-GMC TRUCKS  
Route 7 and Adams Lane, North Brunswick, New Jersey, 08902  
Phone (732) 821-8400 Service (732) 821-8447  
www.malouf.com

PAGE 1

FORDS, NJ

BUS:

SERVICE ADVISOR: 302 KILLER, DAN

DATE	YEAR	MAKE	MODEL	VIN	PLATE	TYPE
15-JUL-2002	02	GMC	ENVVOY XL	1GKBT168626120563	4126/4126	1668
13-NOV-2002						

15-JUL-2002 17:00 13NOV02 CASH  
 READY: OPTIONS: STK:3123H DLR:34840  
 ENG:4.2 Liter, L6, MPI, DOHC

DATE	TIME	TECH	DESCRIPTION/INSTRUCTIONS
			CPC C/S BEES MARKS IN REAR BUMPER/SEND TO BODY SHOP
			<i>2 days earlier p. to see the work</i>
			<i>Repair</i>

**EXCLUSION OF WARRANTIES**  
 Any warranties on the parts and accessories sold hereby are made by the representative. The representative warrants and agrees that such parts are warranted by the manufacturer of such parts for a particular purpose, with regard to the parts and accessories provided, and that it is not liable for incidental or consequential damages or consequential losses arising out of such contracts. The representative further agrees that the warranties provided by such manufacturer, but are not limited to any warranties that such parts and accessories are of reasonable quality or that they will operate any vehicle in any of its systems to perform any reasonable safety, efficiency, or similar.

I hereby authorize the repair work described on this page to be done along with the necessary amount and agree that I will not be responsible for loss or damage to vehicle or contents therein in excess of the cash or any other value beyond your amount or for any damage caused by negligence of parts or labor in work performed by the dealer or technician. I further agree that I will not be responsible for damage to vehicle caused by accident, negligence or otherwise for the purpose of such repair work. I understand that I hereby authorize the dealer to be contacted in order to reach the terms of this agreement.

CUSTOMER LABOR CHARGES ARE BASED ON A RATE OF \$ \_\_\_\_\_ PER HOUR RATE HEREIN.

PAID BY	CASH	<input type="checkbox"/>
DATE	VISA	<input type="checkbox"/>
TIME	MC	<input type="checkbox"/>



CUSTOMER #: 6619295

15677E

DERIC SA  
CLIFF AVE  
FORDS, NJ 08863  
HOME: 732-661-9295 HUB:

WORKORDER

**HALOUP BUICK-PONTIAC-GMC TRUCKS**  
Route 1 and Adams Lane, North Brunswick, New Jersey, 08902  
Phone (732) 831-9400 Fax (732) 831-9407  
www.haloup.com

*732*  
*391 518*

PAGE 1

SERVICE ADVISOR: 352 MATTHEWS, LEE

02	GMC ENVOY XL	1GKFT168626120563	5098/ 5 <sup>09</sup>	T.300
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15JUL2002 17:00 05DEC02 CASH

05DEC2002 15:16  
OPTIONS: BTR:3123N DLR:34840  
ENG:4.2 Liter, I6, MPI, DOHC. *695*

LINE OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

*By Haloup under warranty*  
*4 days courtesy rental car*  
*complete repairs*

*12/10/02*  
*12/11/02*  
*12/12/02*  
*12/13/02*  
*12/14/02*  
*12/15/02*  
*12/16/02*  
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*12/29/02*  
*12/30/02*  
*12/31/02*

**EXCLUSION OF WARRANTIES**  
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaimer of warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or otherwise losses arising out of such purchase. The undersigned purchaser further agrees that the manufacturer excludes all liability, including but not limited to any warranties that such parts and/or accessories are of satisfactory quality or that they will operate any vehicle or any of its systems in perfect and continuous safety, operation, or comfort.

**WARRANTY STATEMENT**  
I hereby authorize the repair work described on this work order and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in care of this shop or any other work beyond your control or the use of any vehicle or articles left in your shop by the supplier or customer. I hereby grant you the right to use my vehicle to complete the work described on this work order and I agree to be held harmless for the amount of time and mileage used to complete the work described on this work order. I hereby acknowledge that I agree to the terms and conditions of this work order.

DATE OF WORK ORDER: 12/12/02  
TIME OF WORK ORDER: 15:16  
NAME OF CUSTOMER: DERIC SA

CUSTOMER LABOR CHARGES ARE BASED ON A RATE OF \$ \_\_\_\_\_ PER FLAT RATE HOUR.

PAINT	0	SPRINT	<input type="checkbox"/>	CASH	\$4.00
FLUORESCENT	0	WAX	<input type="checkbox"/>	WVA	
WAX	0	WAX	<input type="checkbox"/>	MC	

**COMPLAINT**

**CAUSE**

**CORRECTION**

**LABOR RECORD**

*Wiper Module A  
Fault of motor*

*Replace wiper motor  
Module correct  
Re Drill Hole  
Larger So water  
flow out.*

EMP. NO.	OPER. NO.	DATE	START TIME	TIME CLOCK
				08
				09
				10
				11
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				13
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**BUICK-PONTIAC-GMC TRUCKS**  
 Buick-Pontiac-GMC Trucks  
 6000 1 and Adams Lane, North Brunswick, New Jersey, 08902  
 Sales (732) 831-6400 Service (732) 831-6407  
 www.gmcorp.com

ORDS, NJ

SERVICE ADVISOR **LEE MATTHEWS**



18SEP02	19SEP02	3123N	1GKET168626120563	6619295	T808		19SEP02	153490
12:57	11:17	02 GMC ENVOY XL		732-661-9295		15JUL02	301	351
2183	2183							

CAUSE: SEALER COZING-NEC TO REMOVE AND CLEAN  
 B9654 LAMP ASSEMBLY, EXTERIOR - REPLACE  
 677 W894 0.20 (N/C)  
 CLAIM TYPE:  
 VN  
 CAUSE: 1 DAY COURTESY RENTAL NEC TO COMPLETE  
 E7901 COURTESY TRANSPORTATION 1 DAY  
 FC: 98 PART#: COUNT: 0  
 AUTH CODE:  
 PUBL. ENTERPRISE

**PLEASE RETURN  
 THE CSI SURVEY,  
 BUT REMEMBER,  
 COMPLETELY  
 SATISFIED  
 IS THE ONLY  
 PASSING GRADE!**

**THANK YOU,  
 THE MALOUF SERVICE  
 TEAM**

*Mr. Goodwrench*

**LIMITED LABOR WARRANTY**  
 THE NEW MALOUF SERVICE ADVISOR...  
 THIS WARRANTY...  
 THE MALOUF SERVICE ADVISOR...  
 THIS WARRANTY...  
 THE MALOUF SERVICE ADVISOR...  
 THIS WARRANTY...

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS/OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	

**STATEMENT OF DISCLAIMER**  
 The factory warranty...  
 The Malouf Service Team...  
 CUSTOMER SIGNATURE  
 X





**BUICK-PONTIAC-GMC TRUCKS**  
 Route 1 and Adams Lane, North Brunswick, New Jersey, 08902  
 Sales (609) 821-5800 Service (609) 821-5400  
 www.buick.com

ORDE, NJ

SERVICE ADVISOR **DAWN RASMUSSEN**

14OCT02	15OCT02	3123N	1GNET16S626120563	6619295	T740	15OCT02	154646
14:19	15:28	02 GMC ENVOY XL		732-661-9295		15JUL02	301 310
3174	3174						

<b>REPAIRS</b>	
682 W894	0.00 (N/C)
CLAIM TYPE:	
MJ	
W894	(N/C)
IBOP	(N/C)

**PLEASE RETURN THE CSI SURVEY, BUT REMEMBER, COMPLETELY SATISFIED IS THE ONLY PASSING GRADE!**

**THANK YOU, THE MALOUF SERVICE TEAM**

*Mr. Goodwrench*

**LIMITED LABOR WARRANTY**  
 THE WORKER'S WARRANTY...  
 THIS WARRANTY...  
 THE WORKER'S WARRANTY...  
 THIS WARRANTY...

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS/OIL/LUBE	0.00
SMOKE AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	

**STATEMENT OF DISCLAIMER**  
 The factory warranty constitutes all of the warranties with respect to the sale of this equipment. The dealer hereby expressly disclaims all warranties, either express or implied, including any limited warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor disclaims any other person to assume for it any liability in connection with the sale of this equipment.

CUSTOMER SIGNATURE  
 X



**BUICK-PONTIAC-GMC TRUCKS**  
 Buick Pontiac GMC Trucks  
 1000 North Adams Lane, North Brunswick, New Jersey 08902  
 Sales (732) 661-9400 Service (732) 661-5407  
 www.gm.com



FORDS, NJ

SERVICE ADVISOR DAN KELLER

13NOV02	15NOV02	3123M	1GKBT16B626120563	6619295	T668		15NOV02	155876
08:49	14:49	02 GMC ENVOY XL		732-661-9295		15JUL02	301	302
4126	4126							

**CLAIM TYPE:**

V7

WBS

(N/C)

CAUSE: 2 DAYS COURTESY RENTAL NEC TO COMPLETE

E7902 2 DAYS RENTAL

PC: 98 PART#: COUNT: 0

AUTH CODE:

HUEL MALOUF RENTALS

W594

(N/C)

\*\* PAE-INVOICE \*\*

**LIMITED LABOR WARRANTY**

*[This section contains a large block of extremely small, illegible text, likely a detailed warranty disclaimer or terms of service.]*

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SAV/OIL/LOAN	0.00
ROULET AMOUNT	0.00
MECH. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	

**PLEASE RETURN  
 THE CSI SURVEY,  
 BUT REMEMBER,  
 COMPLETELY  
 SATISFIED  
 IS THE ONLY  
 PASSING GRADE!**

**THANK YOU,  
 THE MALOUF SERVICE  
 TEAM**

*Mr. Goodwrench*

**STATEMENT OF DISCLAIMER**

The factory warranty constitutes all of the warranties with respect to the sale of this hardware. The Seller hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this hardware.

CLIENT'S SIGNATURE

X

**BLACK PONTIAC-GMC TRUCKS**  
 Route 1 and Adams Lane, North Brunswick, New Jersey 08902  
 Sales (732) 831-8400 Service (732) 831-8407  
 www.gmtrucks.com

ORDS, NJ

SERVICE ADVISOR **LEE MATTHEWS**



05DEC02	09DEC02	3123M	1GNET168626120563	6619295	T.308		09DEC02	156775
15:14	15:23	02 GMC ENVOY XL		732-661-9295			15JUL02	301 351
5098	5098							

**A C/S WIPERS INOP ON HIGH SETTING - RECENT**  
**CAUSE: WIPER MODULE/MOTOR FULL OF WATER-NEC TO**  
**N3520 MOTOR, WIPER - REPLACE WINDSHIELD**  
 1 12487689 MODULE (N/C)  
 PART#: 12487689  
 CLAIM TYPE:  
 CJ

**CAUSE: 4 DAYS COUNTRY RENTAL NEC TO COMPLETE**  
 E7904 4 DAYS RENTAL;  
 FC: 98 PART#: COUNT: D  
 AUTH CODE:

**PLEASE RETURN  
 THE CSI SURVEY,  
 BUT REMEMBER,  
 COMPLETELY  
 SATISFIED  
 IS THE ONLY  
 PASSING GRADE!**

**THANK YOU,  
 THE MALOUF SERVICE  
 TEAM**

*Mr. Goodwrench*

**LIMITED LABOR WARRANTY**  
 THE WORK DONE BY THE SERVICE ADVISOR IS LIMITED TO THE WORK DESCRIBED IN THE SERVICE ADVISOR REPORT. THIS WARRANTY DOES NOT COVER THE COST OF THE PARTS OR MATERIALS USED IN THE REPAIR. THE SERVICE ADVISOR REPORT IS THE ONLY AUTHORITY FOR THE REPAIR. THE SERVICE ADVISOR REPORT IS THE ONLY AUTHORITY FOR THE REPAIR. THE SERVICE ADVISOR REPORT IS THE ONLY AUTHORITY FOR THE REPAIR.

LABOR AMOUNT	
PARTS AMOUNT	
GAS/OIL/LOAN	
SUBLET AMOUNT	
REC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THE AMOUNT	

**STATEMENT OF DISCLAIMER**  
 The factory warranty covers all of the components with respect to the sale of this item/line. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/line.

**CUSTOMER SIGNATURE**  
 X \_\_\_\_\_



## GENERAL MOTORS BUSINESS RESOURCE CENTER LEGAL DEPT.

## MANAGEMENT APPROVAL CHECK LIST

LAST 8 OF VIN: 26120563 BRC Case Manager: SwartzType of Repurchase: Straight

## REQUIRED ITEMS, IN EXACT ORDER, FOR GM APPROVAL:

## NISM - BRC GENERATED REPURCHASE

- 1) REPURCHASE/TRADE REPURCHASE CHECK REQUEST FORM
- 2) RVDC SPECIAL INSTRUCTIONS SHEET
- 3) SIGNED RELEASE STATEMENT \*\* FIGURES MUST MATCH FIGURES ON OFFER LETTER AND REPURCHASE WORKSHEET\*\*
- 4) COPY OF OUR OFFER LETTER WITH ACCEPTANCE
- 5) GM CARD POINTS REIMBURSEMENT
- 6) DEALER TRADE CONFIRMATION LETTER ( IF APPLICABLE)
- 7) INCENTIVE SHUTOFF SHEET (IF APPLICABLE)
- 8) COPY OF CURRENT REGISTRATION WITH VIN & EXPIRATION DATE HIGHLIGHTED (COPY OF TITLE ONLY IF REGISTRATION IS NOT AVAILABLE)
- 9) DATED ODOMETER READING STATEMENT - See Release
- 10) COPY OF ORIGINAL SALES CONTRACT AND FINANCE AGREEMENT
- 11) AFTERMARKET ITEM RECEIPTS (IF BEING REIMBURSED)
- 12) LOAN/LENDER PAYOFF SHEET (IF APPLICABLE)
- 13) COPY OF ORIGINAL INVOICE - FROM BARS
- 14) COPY OF NEW INVOICE (TRADE REPURCHASE ONLY)
- 15) COPY OF INVOICE IF TRADE VEHICLE IS BEING TRADED BETWEEN DEALERS
- 16) INCENTIVES, INCLUDING DESCRIPTION FROM BARS
- 17) COMPLETE WARRANTY HISTORY PRINTOUT
- 18) REPAIR ORDER (S) PERTAINING TO REASON (S) FOR REPURCHASE
- 19) ORIGINAL DEMAND LETTER
- 20) CASE ASSESSMENT
- 21) OVER ALLOWANCE WORKSHEET
- 22) REPURCHASE WORKSHEET \*\* FIGURES MUST MATCH SIGNED OFFER LETTER\*\*



RVDC Case# 53596

BAC Case Number	1-45478407	Vehicle is going to:	Auction	Is Vehicle Drivable?	Y	Issue 10997	Y
Customer Name		Dealer Admin Fee Applied?	Y	Issue Released	N		
Original VIN	1G5NT76G1M110989	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase					
BAC	130018	Repurchase Sales Tax?	Y	Tax Brand?	Y		
Dealership Name	MALOUF BUICK PONTIAC GMC TRUCK, INC.	Reason for not Repurchasing Sales Tax:					
Dealer	Bob Devita, General Manager	Original Sales Tax Paid in State:	NY	Reperchased Under Laws of State:	NY		
Dealer Phone	7322213400	Vehicle Meets Prerequisite of LEMON LAW? Y					
Dealer Fax	732210970	Coating Schedule:	2003-02-04	Rebuilt on:	2003-01-28		
Delivery Date	2002-05-18						
Buyback Release	6800						
Transmission	A	If no, where BAC is 0					
UCC Code(s)	N/A	Location Site Name:					
MSRP	38348.00	Contact Name:					
WADA	29931.35	Address 1:					
Case Number	6304	Address 2:					
TAC Case Number		City: State: Zip:					
Type of Transaction	SA	Phone #1:					
Replacement VIN		Fax #1:					
Repurchase Type	Legal-Early Resolution-NISM	Comments: Special instructions to follow about holding Kimmel & Silverman check until confirmation from dealership of completed exchange.					
Repurchase Source	Legal GM Aaron Swertz	GM Legal Case Number:					
Reason for Repurchase: Wholesale repairs are inoperative.		GM Counsel Name: N/A					
		GM Counsel Contact Name: N/A					
		Address 1:					
		Address 2:					
		City: State: Zip:					
		Phone #1:					
		Fax #1:					
		Alt. Party:					
Van Payoff Amount: 21003.30		Van Payoff Expires on: 2003-02-21		Per Check: 0.00			
Customer Due to GM: 0.00		Center Due GM: 0.00					
Check Information							
Customer		Lender		Financier's Attorney			
Check Amt:	13010.65	Check Amt:	1300.00				
Payee 1:	Frederic Bo	Payee 1:	GMAC	Payee 1:	Kimmel & Silverman, P.C.		
Payee 2:		Payee 2:	ATTN: # 042-8018-15191	Payee 2:			
Address 1:	30 CHY Avenue	Address 1:	898 Southpark center Drive	Address 1:	30 East Butler Plaza		
Address 2:		Address 2:		Address 2:			
City:	Fortis	City:	Higham	City:	Atlanta		
State:	NC	State:	PA	State:	GA		
Zip:	28743	Zip:	19044	Zip:	30302		
Phone #1:	734410705	Phone #1:	6102054432	Phone #1:	2184200000		
Fax #1:		Fax #1:		Fax #1:	2184200017		
		Attention:	Payoff Dept.	Attention:	David Kelly		
		Account #:	042-8018-11101	Van Tax ID:	28-2871027		
				Firm Name:	Kimmel & Silverman		

Case 121 to 896 on display



## **Special Instructions**

**(Please be as specific as necessary)**

### **Kimmel & Silverman - Special Process**

**SEND CUSTOMER CHECK TO DEALER AS USUAL.**

**PLEASE HOLD ATTORNEY CHECK -  
DO NOT SEND TO DEALER WITH PACKET. RVDC IS TO  
FORWARD ATTORNEY CHECK TO KIMMEL &  
SILVERMAN VIA FEDEX IMMEDIATELY UPON  
CONFIRMATION FROM DEALERSHIP OF COMPLETED  
EXCHANGE. LIEN PAYOFF CHECK IS TO BE  
PROCESSED PER USUAL.**

**DO NOT WAIT FOR DEALERSHIP RETURN OF  
ORIGINAL PAPERWORK OR FINAL REPAIR ORDER  
BEFORE RELEASING ATTORNEY CHECK.**

**DEALERSHIP IS TO FAX TO RVDC A COPY OF ALL  
CUSTOMER PAPERWORK IMMEDIATELY UPON  
EXCHANGE COMPLETION, TO SHOW THAT THE  
VEHICLE HAS BEEN ACQUIRED & ALL CUSTOMER  
DOCUMENTS ARE COMPLETED CORRECTLY.**



**STATEMENT OF CLAIMS**

1. I, Robert A. De... (text is very faint and difficult to read)

2. As mentioned in the... (text is very faint)

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5. In the... (text is very faint)

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16. The... (text is very faint)

01/27/2003 10:20 FAX

KINKEL & SILVERMAN

0000

(1) That no promise, agreement, statement or representation except as expressed in this release has been made to be relied upon by Releasee(s) and that this document of 3 pages contains the entire agreement between Releasee(s) and Releasee.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 23rd DAY OF Jan. 2003.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 6960 DATE SIGNED: 1/23/2003

WITNESS:

<u>[Redacted]</u>	_____
_____	Claimant's signature
<u>[Redacted]</u>	_____
Address	Address
<u>Trade No. [Redacted]</u>	_____
City, State, Zip Code	City, State, Zip Code
<u>[Redacted]</u>	_____
_____	Social Security Number

STATE OF NEW JERSEY  
COUNTY OF COSSA

Sworn to (or affirmed) and subscribed before me this 23rd day of January, 2003, by  
Frederic J. Sa.

Oliver Scipione

Signature of Notary Public

Notary Public  
Marie Tolson  
My Commission Expires July 28, 2004



Print, type or stamp Commissioned Name of Notary Public  
 Personally Known \_\_\_\_\_ OR Produced Identification   
 Type of Identification ACR/KR  
 My commission expires: \_\_\_\_\_

BUYER/LESSEE SALES TAX STATE & COUNTY TAX



Buyer No. 100

**FINANCING**

General Motors, Inc.  
Finance Department, N.E.  
P.O. Box 1000  
Warren, MI 48090

Re: Vehicle: 1977 General Motors Corporation  
VIN: 1G11157240000000000  
1977 Oldsmobile  
1977 Oldsmobile

**Vehicle Details**

For the purpose of this document, General Motors Corporation (GMC) is making the following agreement with you and your agent. This agreement is subject to change if the vehicle title is not cleared in time for the current payment period to be processed. Vehicle title must be cleared before the payment of the first payment of the current period.

General Motors Corporation (GMC) is making the following agreement with you and your agent. This agreement is subject to change if the vehicle title is not cleared in time for the current payment period to be processed. Vehicle title must be cleared before the payment of the first payment of the current period.

Net Price	\$1,000.00
Less: Trade-in allowance	(500.00)
Net Price	500.00
Plus: Sales Tax	100.00
Plus: License & Title	50.00
Plus: Dealer Fee	50.00
Plus: Other	0.00
<b>Total</b>	<b>700.00</b>

Net Price	\$1,000.00
Less: Trade-in allowance	(500.00)
Net Price	500.00
Plus: Sales Tax	100.00
Plus: License & Title	50.00
Plus: Dealer Fee	50.00
Plus: Other	0.00
<b>Total</b>	<b>700.00</b>

Net Price: \$1,000.00  
Less: Trade-in allowance: (500.00)  
Net Price: 500.00  
Plus: Sales Tax: 100.00  
Plus: License & Title: 50.00  
Plus: Dealer Fee: 50.00  
Plus: Other: 0.00  
**Total: 700.00**

Net Price: \$1,000.00  
Less: Trade-in allowance: (500.00)  
Net Price: 500.00  
Plus: Sales Tax: 100.00  
Plus: License & Title: 50.00  
Plus: Dealer Fee: 50.00  
Plus: Other: 0.00  
**Total: 700.00**

Net Price: \$1,000.00  
Less: Trade-in allowance: (500.00)  
Net Price: 500.00  
Plus: Sales Tax: 100.00  
Plus: License & Title: 50.00  
Plus: Dealer Fee: 50.00  
Plus: Other: 0.00  
**Total: 700.00**

The above price is subject to any and all state, local, regional, and company's fees, taxes, or charges, and is subject to change without notice.

General Motors Corp. - GMF - Dept. of Finance, P.O. Box 1000, Warren, MI 48090

BUYER/LESSEE SALES TAX STATE & COUNTY TAX

Buyer No. 100

The General Motors Corporation (GMC) is making the following agreement with you and your agent. This agreement is subject to change if the vehicle title is not cleared in time for the current payment period to be processed. Vehicle title must be cleared before the payment of the first payment of the current period.

General Motors Corporation (GMC) is making the following agreement with you and your agent. This agreement is subject to change if the vehicle title is not cleared in time for the current payment period to be processed. Vehicle title must be cleared before the payment of the first payment of the current period.

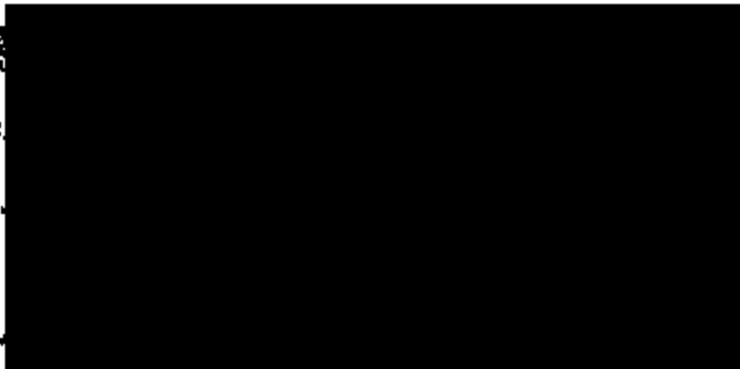
General Motors Corporation (GMC) is making the following agreement with you and your agent. This agreement is subject to change if the vehicle title is not cleared in time for the current payment period to be processed. Vehicle title must be cleared before the payment of the first payment of the current period.

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General Motors Corporation (GMC) is making the following agreement with you and your agent. This agreement is subject to change if the vehicle title is not cleared in time for the current payment period to be processed. Vehicle title must be cleared before the payment of the first payment of the current period.

General Motors Corp. - GMF - Dept. of Finance, P.O. Box 1000, Warren, MI 48090



347 9121 783

REFER TO THE NUMBER FOR PROMPT SERVICE

DATE 7-15-02  
PURCHASER'S RECEIPT

NON-NEGOTIABLE

THE PAY TO THE ORDER OF \$ 4.00

DOLLARS

TERMS: PLEASE READ THE TERMS ON THE REVERSE SIDE OF THE MONEY ORDER. *Chiffon E. N.Y. 08/02*



347 9121 781

REFER TO THE NUMBER FOR PROMPT SERVICE

DATE 7-15-02  
PURCHASER'S RECEIPT

NON-NEGOTIABLE

THE PAY TO THE ORDER OF \$ 2800.00

DOLLARS

TERMS: PLEASE READ THE TERMS ON THE REVERSE SIDE OF THE MONEY ORDER. *Chiffon E. N.Y. 08/02*



347 9121 782

REFER TO THE NUMBER FOR PROMPT SERVICE

DATE 7-15-02  
PURCHASER'S RECEIPT

NON-NEGOTIABLE

THE PAY TO THE ORDER OF \$ 2800.00

DOLLARS

TERMS: PLEASE READ THE TERMS ON THE REVERSE SIDE OF THE MONEY ORDER. *Chiffon E. N.Y. 08/02*





### Lienholder Information Request

Customer Name: \_\_\_\_\_  
Social Security No: \_\_\_\_\_  
VIN: \_\_\_\_\_ YRMAKE \_\_\_\_\_

ATTORNEY NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_

Lien Holder Information:  
Account #: 042-9018-1519  
Name: Carfax  
Physical Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Contact Person: \_\_\_\_\_  
Telephone #: \_\_\_\_\_

Payoff: \$ 21,033.29 - 7-21-03  
Good Until: \_\_\_\_\_  
Per Disc: 0 (OR) % \_\_\_\_\_

LAST CHARGE PAID: \_\_\_\_\_ LAST CHARGE DUE: \_\_\_\_\_

No. Payments Made: \_\_\_\_\_ at \$ \_\_\_\_\_ /month  
Total payments made: \$ \_\_\_\_\_  
Total Interest Paid to Date: \$ 66.76 as of \_\_\_\_\_  
1999 \$ \_\_\_\_\_ 2000 \$ \_\_\_\_\_ 2001 \$ \_\_\_\_\_ 2002 \$ \_\_\_\_\_

CURRENT MILEAGE OF VEHICLE: \_\_\_\_\_ DATE  
MILEAGE READ: \_\_\_\_\_

I, \_\_\_\_\_ hereby authorize \_\_\_\_\_ to release any and all information regarding the above referenced account to General Motors Corporation, including but not limited to a complete payment history of my account. Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2001.

2002 ENVOY XL 4WD (4-DOOR)  
 41U 41 ONYX BLACK /16G  
 92H DARK PENTER  
 ORDER NO. PGNMBP/TKR STOCK NO.  
 1GK WT16 86 26120563

PONTIAC/GMC VISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 5AD76327860  
 \*\*\*\*\*48\*065108

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT15806 ENVOY XL 4WD (4-DOOR)	33470.00	30290.35	INVOICE 05/16/02
AR9 DELUXE FRONT BUCKET SEATS	N/C	N/C	SHIPPED 05/16/02
CPS POWER SUNROOF	800.00	688.00	EXP I/T 05/26/02
C7H GVW RATING - 5,400 LBS	N/C	N/C	INT COM 05/28/02
F29 50-STATE LOW EMISSION VEHICLE	N/C	N/C	PRC HPP 05/16/02
G06 REAR AXLE - 3.42 RATIO	N/C	N/C	KEYS 8610K 8610K
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	WFP-S QTR OPT-1
M30 4-SPD AUTO TRANS W/ OVERDRIVE	0.00	0.00	BANK: GMAC - 020
AND ELECTRONIC CONTROL			CHG-TO 06-510
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
R6M NEW JERSEY COST SURCHARGE	0.00	66.00	SHIP WT: 4878
18B SLE ENHANCED PACKAGE (SB)	450.00	387.00	HP: 32.1
* AM/FM STEREO CASSETTE/CD			GVW: 6400
* CONTENT THEFT ALARM			GVWF: 3200
* POWER PASSENGER SEAT			GVWR: 3400
			GMS: 31031.25
			SUPPLR: 32272.50
			NTR: 1/2
			DAN: BKLSB
			MEMO 1736.00

TOTAL MODEL & OPTIONS	34720.00	31447.85	ACT 237	31031.25
DESTINATION CHARGE	628.00	628.00	R/B 261	1041.60
DEALER CO-OP ADVERTISING		347.20	ADV 261	347.20

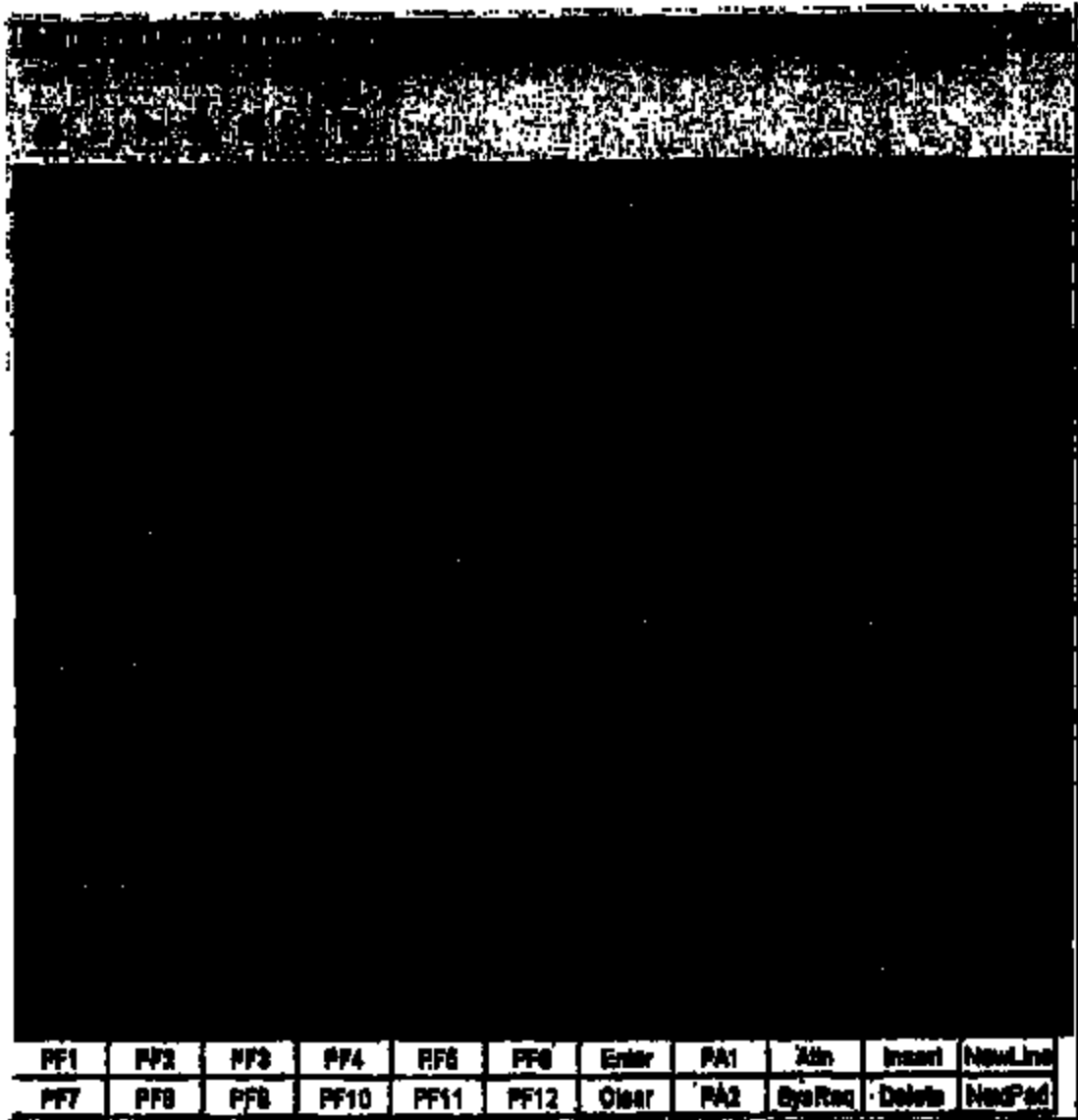
TOTAL	35345.00	32420.05	PAY 210	32420.05
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		30876.40		

\*\*\*\*\*  
 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.

BUICK-PONTIAC-GMC TRUCK, INC.

REMIT TO GMAC NO. 020  
 VIN 1GKWT168626120563  
 \$ 32420.05 INV 5AD76327860  
 DUE 05/28/02 DEALER 06-510



PF1	PF2	PF3	PF4	PF5	PF6	Enter	PA1	Xtn	Insert	NewLine
PF7	PF8	PF9	PF10	PF11	PF12	Clear	PA2	EyeReq	Delete	HeadPad



RINFF071 INCENTIVE PROGRAM CATALOG INQUIRY 12/30/02  
 START BROWSE PROCESSING SOURCE: GMC TRUCK 11:02:49  
 INCENTIVE CODE/LVL: XMC PAGE NO: 1

FN	INCTV	START	END	ST	LAST	ACTIVITY	CD	CD	LVL	DESCRIPTION	DATE	DATE	CD	DATE	VOLUME
(8)															
-	XMC	228	GRP	03	GMAC	RATE	SUPPORT				08/01/02		P	12/28/02	878
-	XMC	227	GRP	02	GMAC	RATE	SUPPORT				05/19/01		P	12/28/02	87
-	XMC	222	GRP	01	GMAC	RATE	SUPPORT				08/18/00		P	12/10/02	1
-	XMC	221	GRP	00	GMAC	RATE	SUPPORT				07/02/99		P	10/29/02	1
-	XMD	027	GRS	03	GMAC	SPECIAL	RATE	SONOMA			08/01/02		P	12/28/02	5
-	XMD	024	GRS	02	GMAC	SPECIAL	RATE	SONOMA			11/19/01		P	12/25/02	1
-	XMD	023	GRS	01	GMAC	SPECIAL	RATE	SONOMA			01/26/01		P		0
-	XMD	015	GRS	00	GMAC	RATE	SUPPORT	SONOMA			07/26/99		P	06/27/01	1
-	XMG	009	GRP	02	ISUZU	GMAC	APR	W-SERIES			07/01/01		P		0
-	XMG	008	GRP	01	ISUZU	GMAC	APR	W-SERIES			07/01/01		P		0
-	XMG	005	GRP	00	ISUZU	GMAC	APR	W-SERIES			07/01/01		P	04/02/02	67
-	XMT	002	MCA	00	TRANS	DLR	STK	3/1/01			03/01/01	06/01/01	P	12/13/01	1

COMMAND -->  
 PF01=HELP 03=PRV SCRN  
 PF07=PGUP 06=PGDN

MORE RECORDS  
 P/W:

## GM Vehicle Inquiry System Summary

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

Help

<b>VIN:</b>	1GKET168626120363
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### VEHICLE INFORMATION

<b>Merchandising Model:</b>	TT15806 - 2002 ENVOY XL	<b>Warranty Start Date:</b>	07/15/2002				
<b>RARS Order Type</b>	70 - RETAIL - STOCK						
<b>Delivering Dealer :</b>	MALOUF BUICK-PONTIAC-GMC TRUCK, INC. PO BOX 7473 NORTH BRUNSWICK, NJ 08903-7473 (732) 821-5400	<b>Selling Source:</b>	48 - GMC TRUCK				
		<b>Site Code:</b>	06510				
		<b>Business Associate Code:</b>	118035				
<b>Service Contract</b>	No	<b>Branded Title</b>	No	<b>Warranty Block:</b>	No	<b>FDI Status:</b>	Paid

### CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	07/15/2002	10 miles	7/15/2005	36010 miles
72/100000 SHEET METAL RUST-THROUGH	07/15/2002	10 miles	7/15/2008	100010 miles
36/36000 SHEET METAL CORROSION	07/15/2002	10 miles	7/15/2005	36010 miles
96/80000 PCM/CC EMISSIONS	07/15/2002	10 miles	7/15/2010	80010 miles
36/36000 FEDERAL EMISSIONS	07/15/2002	10 miles	7/15/2005	36010 miles

### CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
11/15/2002	659367	#	T2020 - WARRANTY TOWING	4000 miles
11/13/2002	155876	#	N3520 - W/S WIPER MOTOR RPL	4126 miles
11/13/2002	155876	#	A3278 - ONE PIECE REAR BUMPER FASCIA - REFINISH/CLEAR COAT	4126 miles
11/13/2002	155876	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	4126 miles

10/14/2002	154646	#	N3520 - W/S WIPER MOTOR RPL	3174 miles
10/14/2002	154646	#	Z3001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	3174 miles
10/14/2002	154646	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	3174 miles
09/18/2002	153490	#	N3520 - W/S WIPER MOTOR RPL	2183 miles
09/18/2002	153490	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	2183 miles
09/18/2002	153490	#	B9654 - HI LVL STOP LAMP-LICENSE (ONE OR BOTH)	2183 miles
09/18/2002	153490	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	2183 miles
05/16/2002	A20563	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

**CHECK HISTORY INFORMATION**

Vehicle Has No Associated Check History Information.

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## GM Vehicle Inquiry System Claim History

*MALOUF  
 SW:  
 KKW BIKMAN NJ*

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

Help

VIN:	1GKET168626120563
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### CLAIM HISTORY

Repair Order Date:		11/15/2002	Repair Order Number:		059367	Odometer Reading:		4000 miles	
Serviced By:	GM ROADSIDE ASSISTANCE PO BOX 50098 PHOENIX, AZ 85076-0098				Selling Source:		48 - GMC TRUCK		
					Site Code:		66736		
					Business Associate Code:		160067		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/19/2002	327	01	#	T2030 - WARRANTY TOWING	N/A	C	N/A	361.19	N

Repair Order Date:		11/13/2002	Repair Order Number:		155876	Odometer Reading:		4126 miles	
Serviced By:	MALOUF HUCK-PONTIAC-GMC TRUCK, INC. PO BOX 7473 NORTH BRUNSWICK, NJ 08902-7473 (732) 821-5400				Selling Source:		48 - GMC TRUCK		
					Site Code:		06510		
					Business Associate Code:		118035		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/29/2002	330	01	#	N8930 - W/R WIPER MOTOR RPL	13497689 - MODULE	B	N/A	\$390.61	<u>Y</u>
11/29/2002	330	02	#	A3278 - ONE PIECE REAR BUMPER FASCIA - REFINISH/CLEAR COAT	N/A	N/A	N/A	\$388.22	<u>Y</u>
11/29/2002	330	03	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$60.00	<u>Y</u>

Repair Order Date:		10/14/2002	Repair Order Number:		154646	Odometer Reading:		3174 miles	
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Serviced By:	MALOUF BUICK-PONTIAC-GMC TRUCK, INC. PO BOX 7473 NORTH BRUNSWICK, NJ 08902-7473 (732) 821-5400					Selling Source:		48 - GMC TRUCK		
						Site Code:		06510		
						Business Associate Code:		118035		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments	
10/18/2002	318	01	#	N3520 - W/B WIPER MOTOR RPL	12487689 - MODULE	B	N/A	\$380.61	Y	
10/18/2002	318	02	#	Z3001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	12487689 - MODULE	N/A	N/A	\$29.08	Y	
10/18/2002	318	03	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$60.00	Y	

Repair Order Date:	09/18/2002	Repair Order Number:	153490	Odometer Reading:	2183 miles					
Serviced By:	MALOUF BUICK-PONTIAC-GMC TRUCK, INC. PO BOX 7473 NORTH BRUNSWICK, NJ 08902-7473 (732) 821-5400					Selling Source:		48 - GMC TRUCK		
						Site Code:		06510		
						Business Associate Code:		118035		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments	
09/24/2002	311	01	#	N3520 - W/S WIPER MOTOR RPL	12487689 - MODULE	N/A	N/A	\$383.00	Y	
09/24/2002	311	02	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	12487689 - MODULE	N/A	N/A	\$29.08	Y	
09/24/2002	311	03	#	B6654 - HI LVL STOP LAMP-LICENSE (ONE OR BOTH)	N/A	N/A	N/A	\$15.64	Y	
09/24/2002	311	04	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$30.00	Y	

Repair Order Date:	05/16/2002	Repair Order Number:	A20563	Odometer Reading:	0 miles					
Serviced By:	MALOUF BUICK-PONTIAC-GMC TRUCK, INC. PO BOX 7473 NORTH BRUNSWICK, NJ 08902-7473 (732) 821-5400					Selling Source:		48 - GMC TRUCK		
						Site Code:		06510		
						Business Associate Code:		118035		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments	

01/21/2002	275	01	.1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	\$100.00	N
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**CHECK HISTORY**

Vehicle Has No Associated Check History.

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12/18/2002 10:14 AM

KIMMEL &amp; SILVERMAN

0001/001

**KIMMEL & SILVERMAN**

P.C.

**ROBERT M. SILVERMAN\***  
**CHAND SEOR KIMMEL\*\*****40 HADDON AVENUE NORTH**  
**HADDONFIELD, NJ 08033****1-800-LAWOFF L&S**  
**F (908) 480-6334**  
**F (908) 216-7341****www.kimmelsilver.com****MOQUELLE C. HENRY\*\***  
**ROBERT A. RAPEL\*\***  
**VIVIAN BENCE PECK\*\***  
**AMY D. COOK\*\***  
**LOUIS DOBLER\*\***  
**SHANNON M. KEAN\*\***  
**DANA TROJAN\*\***  
**WAYLEN MERRISON\*\*****CLARENCE J. COFFIN\*\***  
**of Counsel**

December 6, 2002

**VIA FAX ONLY**  
**(248) 371-2443****General Motors Corporation**  
**c/o MBX International, ATTN: Aaron Swartz**  
**MC 336-105-000**  
**1454 John A. Papales Drive**  
**Lincoln Park, MI 48145-1460****Re: Frederis Sa v. General Motors Corporation**  
**Vehicle: 2002 GMC Envoy**  
**Date of Purchase: July 2002**  
**Place of Purchase: Maloni GMC, North Brunswick, NJ**  
**VIN: 1GKKE168626120563****Dear Sir/Madam:**

Please be advised that this office represents the above individual against General Motors Corporation pursuant to the New Jersey Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge my representation and direct any and all correspondence to this office.

**DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.**

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

**Robert M. Silverman**  
**KIMMEL & SILVERMAN, P.C.****RMShh**  
**cc: Mr. Sa**

11/11/02

**Privileged and Confidential Information**

**CASE ASSESSMENT BY: DOBBINS**

Customer Name: [REDACTED]

CARS Request No.: I-45478407

Gm Legal File No.:

Vehicle ID No.: 1HKET165626120353  
Year, Make & Model: 02 ENVOY

In Service Date: 7-15-02

Vehicle Is: NEW

DLR's SAC Code:  
118035

**VEHICLE REPAIR HISTORY**

**CUSTOMERS PRIMARY SYMPTOM/COMPLAINT: WIPERS INOP**

Date	Mileage	Days Out of Service	Description of Repair
18SEP02	2183	1	CUSTOMER STATES W/S WIPERS INOP. REPLACED MOTOR.
14OCT02	3174	2	CUSTOMER STATES WIPERS GO IN OFF POSITION WHEN DRIVING. WIPERS STAY ON. REPLACED MOTOR.
13NOV02	4126	2	CUSTOMER STATES WINDSHIELD WIPERS WONT WORK. COWL IS FILLING WITH WATER AND BURNING MOTOR. REPLACED MOTOR AND DRILLED NEW DRAIN HOLE.
05DEC02	5099	4	CUSTOMER STATES WIPERS INOP. REPLACED WIPER MOTOR.

**OTHER / MISCELLANEOUS:**

Total Days Out of Service: 9

VEHICLE MEETS PRESUMPTION: YES: XXXXXX NO:

CRM FINAL OFFER: {CASH / REP / TRADE}: OFFER TO BUY: \${Amount} ATTORNEY FEES: \${Amount}

**RECOMMENDATION:**

BUY IT BACK

TEAM MANAGER APPROVING: {name} YES: NO:

BRC Legal Case Manager: DOBBINS

Pl# 800-231-1841, prompt 9, prompt 5, 38471

FAX# 1-866-234-3027



12/12/02

**Reason for Removal**

---

**THIS SECTION IS FOR LOCAL COUNSEL USE ONLY****THIS FORM MUST ACCOMPANY ALL CHECK REQUESTS FOR CASH  
SETTLEMENTS AND REPURCHASES**

LC FINAL OFFER: {CASH / REP / TRADE}: OFFER TO CUST: \$ ATTORNEY FEE: \$

**SETTLEMENT RATIONALE:** Please provide feedback to GM on how you were able to reach a settlement when the BRC could not (what new or additional facts were developed?). We will be using this information as a learning tool for future settlement attempts. You may use a separate page for your input, but you must include a copy of our case assessment with your input so that we can evaluate the differences. **PLEASE LIMIT THIS TO ONE PARAGRAPH IF POSSIBLE AND RETURN A COPY OF BOTH PAGES OF THIS ASSESSMENT FORM.**

Number  
45478487

SEC PURCHASE WORKSHEET

Customer Name  
Fredrick Sa

Worksheet Filed Out By  
Dobbins

Old Vehicle VIN:  
10KGT180020126003

New Vehicle VIN:

Date:  
12-Dec-02

			Loan Term NO	MI	Loan Usage Mo	SR
1 Replacement Vehicle Costs	\$0.00	1 Base Price	\$51,800.00	1 Down Payment / Cap Cost Reduction	\$0.00	
2 Conversion / Equipment Transfer	\$0.00	2 Conversion Price	\$0.00	2 Additional Payments	\$0.00	
3 Sales Tax	\$0.00	3 Sales Tax	\$1,894.94	3 Reg./Lic./Title (opt)	\$0.00	
4 Reg./Lic./Title (opt)	\$0.00	4 Reg./Lic./Title (opt)	\$399.00	4 Aftermarket Items	\$0.00	
5 Aftermarket Items	\$0.00	5 Finance Charges	\$0.00	5 Collateral Costs	\$0.00	
6 Collateral Costs	\$0.00	6 Aftermarket Items	\$0.00	6 Pre-Judgment Interest	\$0.00	
7 Pre-Judgment Interest	\$0.00	7 Collateral Costs	\$0.00	7 Annoyance / Inconvenience	\$0.00	
8 Annoyance / Inconvenience	\$0.00	8 Pre-Judgment Interest	\$0.00	8 Other		
9 Dealer Admin / Vehicle Transfer	\$0.00	9 Annoyance / Inconvenience	\$0.00	9 Total Additions	\$0.00	
10 Other	\$0.00	10 Other		10		
11		11 Total Purchase Price	\$53,693.94	11 Usage/Depreciation	\$0.00	
12 Total Replacement Price	\$0.00	12 Usage/Depreciation	\$680.00	12 Damage	\$0.00	
13		13 Damage	\$0.00	13 Over-Allowance	\$0.00	
14 Usage/Depreciation	\$0.00	14 Over-Allowance	\$0.00	14 Negative Equity	\$0.00	
15 Damage	\$0.00	15 Negative Equity	\$0.00	15 Incentives	\$0.00	
16 MSRP Upgrade	\$0.00	16 Incentives (deduct)	\$0.00	16 Over Mileage Penalty		
17 Dealer Add-Ons	\$0.00	17 Total Deductions	\$680.00	17 Total Deductions	\$0.00	
18 MSRP Downgrade	\$0.00	18		18		
19 Customer Cost (review LL)	\$0.00	19 Repurchase Subtotal	\$32,983.94	19 Total Refund to Customer	\$0.00	
20		20 Loan Payoff	\$21,083.28	20 Attorney's Fees	\$0.00	
21 Total to Dealer & Customer	\$0.00	21 Total Refund to Customer	\$11,918.88	21 Dealer Buy Out / Payoff Amount	\$0.00	
22 Attorney's Fees	\$0.00	22 Attorney's Fees	\$1,500.00	22 Total Repurchase Amount	\$0.00	
23 Total Repurchase	\$0.00	23 Total Repurchase	\$34,483.94	23		
24		24		24		
25 Estimated Auction Price	\$0.00	25 Estimated Auction Price	\$29,531.25	25 Estimated Auction Price	\$0.00	
26 Projected Loss	\$0.00	26 Projected Loss	\$4,952.69	26 Projected Loss	\$0.00	

OVER ALLOWANCE CALCULATION

PURCHASE PRICE (before tax)	\$ 51,800.00	ACV OF TRADE IN	\$ 3,500.00	PURCHASE PRICE	\$ 51,800.00
MSRP (FROM BARS INVOICE)	\$ 35,946.00	PAYOFF OF TRADE	\$ -	INCENTIVE* (from BARS)	
DIFFERENCE	\$ (3,746.00)	DIFFERENCE	\$ 3,500.00	OVERALLOWANCE	
If positive look for over allowance		If negative-negative equity		ACTUAL PRICE	\$ 51,000.00
		TRADE ALLOWANCE	\$ 3,500.00		
		ACV OF TRADE	\$ 3,500.00		
		DIFFERENCE	\$ -	do not include fuel tax credit	
		non-cash value		include GM card points	updated 2/7/02

JAN 28 2003 12:55 FR BUSINESS RES CNTR #5

TO 91865399721

P. 21/21

## GENERAL MOTORS BUSINESS RESOURCE CENTER LEGAL DEPT.

## MANAGEMENT APPROVAL CHECK LIST

LAST 8 OF VIN: 26120563 BRC Case Manager: SwartzType of Repurchase: Straight

## REQUIRED ITEMS, IN EXACT ORDER, FOR GM APPROVAL:

## NISM - BRC GENERATED REPURCHASE

- 1) REPURCHASE/TRADE REPURCHASE CHECK REQUEST FORM
- 2) RVDC SPECIAL INSTRUCTIONS SHEET
- 3) SIGNED RELEASE STATEMENT \*\* FIGURES MUST MATCH FIGURES ON OFFER LETTER AND REPURCHASE WORKSHEET\*\*
- 4) COPY OF OUR OFFER LETTER WITH ACCEPTANCE
- 5) GM CARD POINTS REIMBURSEMENT
- 6) DEALER TRADE CONFIRMATION LETTER ( IF APPLICABLE)
- 7) INCENTIVE SHUTOFF SHEET (IF APPLICABLE)
- 8) COPY OF CURRENT REGISTRATION WITH VIN & EXPIRATION DATE HIGHLIGHTED (COPY OF TITLE ONLY IF REGISTRATION IS NOT AVAILABLE)
- 9) DATED ODOMETER READING STATEMENT - *see Release*
- 10) COPY OF ORIGINAL SALES CONTRACT AND FINANCE AGREEMENT
- 11) AFTERMARKET ITEM RECEIPTS (IF BEING REIMBURSED)
- 12) LOAN LIENHOLDER PAYOFF SHEET (IF APPLICABLE) - *No lien*
- 13) COPY OF ORIGINAL INVOICE - FROM BARS
- 14) COPY OF NEW INVOICE (TRADE REPURCHASE ONLY)
- 15) COPY OF INVOICE IF TRADE VEHICLE IS BEING TRADED BETWEEN DEALERS
- 16) INCENTIVES, INCLUDING DESCRIPTION FROM BARS
- 17) COMPLETE WARRANTY HISTORY PRINTOUT
- 18) REPAIR ORDER (S) PERTAINING TO REASON (S) FOR REPURCHASE
- 18) ORIGINAL DEMAND LETTER
- 20) CASE ASSESSMENT
- 21) OVER ALLOWANCE WORKSHEET
- 22) REPURCHASE WORKSHEET \*\* FIGURES MUST MATCH SIGNED OFFER LETTER\*\*



RVDC Case# 53166

<b>RVC Case Number</b>	1-45478407	<b>Vehicle is going to Auction</b>	Y	<b>Is Vehicle Drivable?</b>	Y	<b>Issue 1009?</b>	Y
<b>Customer Name</b>		<b>Dealer Admin Fee Applied?</b>	Y	<b>Issue Release</b>			
<b>Original VIN</b>	1G1E148225120300	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase. Retrieve Sales Tax? Y Title Brand?					
<b>BAC</b>	11053	<b>Reason for not Retrieving Sales Tax:</b>					
<b>Dealership Name</b>	MALCOLM BURCH PONTIAC GMC TRUCK, INC.	<b>Original Sales Tax Paid in State:</b>	NC	<b>Repurchased Under Laws of State:</b>	NC		
<b>Dealer Contact/Title</b>	Bob Devito, General Manager	<b>Vehicle Meets Prescription of UNIFORM LAW?</b> Y					
<b>Dealer Phone</b>	7573114100	<b>Closing Schedule:</b>	2003-01-30	<b>Established On:</b>	2003-01-13		
<b>Dealer Fax</b>	7573115970						
<b>Delivery Date</b>	2002-07-15						
<b>Buyback Mileage</b>	6171						
<b>Transmission</b>	A	<b>If no, where: BAC is 0</b>					
<b>UCS Code(s)</b>	NR1	<b>Location Site Name:</b>					
<b>LEAP</b>	10041.50	<b>Contact Name:</b>					
<b>NADA</b>	20351.50	<b>Address 1:</b>					
<b>Case Number</b>	53166	<b>Address 2:</b>					
<b>TAC Case Number</b>		<b>City</b>		<b>State</b>		<b>Zip</b>	
<b>Type of Transaction</b>	RR	<b>Phone #:</b>					
<b>Replacement VIN</b>		<b>Fax #:</b>					
<b>Repurchase Type</b>	Legal-Birly Resolution-NORM	<b>Comments: Special instructions to follow about holding Kimmel &amp; Silverman check until confirmation from dealership of completed purchase.</b>					
<b>Repurchase Reason</b>	Legal CRM Aaron Swartz	<b>Old Legal Case Number:</b>					
<b>Reason for Repurchase:</b>	Windshield repairs are inoperable.	<b>Old Contact Name: N/A</b>					
		<b>Old Contact Contact Name: N/A</b>					
		<b>Address 1:</b>					
		<b>Address 2:</b>					
		<b>City</b>		<b>State</b>		<b>Zip</b>	
		<b>Phone #:</b>					
		<b>Fax #:</b>					
<b>Loan Amount</b>							
<b>Loan Payout Amount:</b>	0.00	<b>Loan Payout Balance on:</b>		<b>Per Month:</b>	0.00		
<b>Customer Due In:</b>	0.00	<b>Dealer Due:</b>	0.00				
<b>Check Information</b>							
<b>Customer</b>	<b>Amount</b>	<b>Location</b>	<b>Amount</b>	<b>Address</b>	<b>City</b>	<b>State</b>	<b>Zip</b>
<b>Check Amt:</b>	17001.05	<b>City:</b>		<b>Check Amt:</b>	17001.05	<b>City:</b>	Amherst
<b>Payee 1:</b>	Frederic Bp	<b>State:</b>	NC	<b>Payee 1:</b>	Kimmel & Silverman, P.C.	<b>State:</b>	VA
<b>Payee 2:</b>		<b>Zip:</b>	27502	<b>Payee 2:</b>		<b>Zip:</b>	24502
<b>Address 1:</b>	20 CRT Avenue	<b>City:</b>	Charlotte	<b>Address 1:</b>	30 East Butler Pike	<b>City:</b>	Amherst
<b>Address 2:</b>		<b>State:</b>	NC	<b>Address 2:</b>		<b>State:</b>	VA
<b>City:</b>	Charlotte	<b>City:</b>	Amherst	<b>Phone #1:</b>	2162000000	<b>Phone #1:</b>	2162000000
<b>State:</b>	NC	<b>State:</b>	VA	<b>Phone #2:</b>	2162000000	<b>Phone #2:</b>	2162000000
<b>Zip:</b>	28203	<b>Zip:</b>	24502	<b>Fax #1:</b>	2162000000	<b>Fax #1:</b>	2162000000
<b>Phone #1:</b>	7573114200	<b>Phone #2:</b>		<b>Attention:</b>	Errol Kelly	<b>Attention:</b>	Errol Kelly
<b>Fax #2:</b>		<b>Fax #2:</b>		<b>Address #1:</b>	2162000000	<b>Address #1:</b>	2162000000
		<b>From Name:</b>		<b>From Name:</b>	Kimmel & Silverman		

Case ID: 53166



**Special Instructions**  
(Please be as specific as necessary)

**Kimmel & Silverman - Special Process**

**SEND CUSTOMER CHECK TO DEALER AS USUAL.**

**PLEASE HOLD ATTORNEY CHECK -  
DO NOT SEND TO DEALER WITH PACKET. RVDC IS TO  
FORWARD ATTORNEY CHECK TO KIMMEL &  
SILVERMAN VIA FEDEX IMMEDIATELY UPON  
CONFIRMATION FROM DEALERSHIP OF COMPLETED  
EXCHANGE. LIEN PAYOFF CHECK IS TO BE  
PROCESSED PER USUAL.**

**DO NOT WAIT FOR DEALERSHIP RETURN OF  
ORIGINAL PAPERWORK OR FINAL REPAIR ORDER  
BEFORE RELEASING ATTORNEY CHECK.**

**DEALERSHIP IS TO FAX TO RVDC A COPY OF ALL  
CUSTOMER PAPERWORK IMMEDIATELY UPON  
EXCHANGE COMPLETION, TO SHOW THAT THE  
VEHICLE HAS BEEN ACQUIRED & ALL CUSTOMER  
DOCUMENTS ARE COMPLETED CORRECTLY.**

01/06/2003 12:38 FAX

KIMMEL &amp; SILVERMAN

E012

RELEASE OF CLAIM

1. I, [REDACTED], of a certain 2002 GMC Envoy, bearing Vehicle Identification No. [REDACTED] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "Releasee") of \$ 34,493.94, said payment to be made as outlined below, does for himself and each and all of his representatives, heirs, successors and assigns, hereby release and discharge Releasee, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the production, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged to or that may be inferred from allegations set forth in any pleading in the matter of this claim.

2. As consideration for the payment described above, to be tendered in the form of two checks: the first, in the amount of \$ 22,993.94, made payable to Frederic J. Se; the second, in the amount of \$ 11,500.00, made payable to Kimmel & Silverman, P.C.

Note: These checks are subject to change if Releasee are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasee(s) will convey clear and unencumbered title of the vehicle to General Motors Corporation, will execute a Limited Power of Attorney in favor of General Motors Corporation to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner after Releasee(s) executes this Release, but before Releasee tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (ii) below, Releasee(s) shall tender said Vehicle with clear title to Releasee upon receipt of \$ 34,493.94, less the estimated cost of repair to said Vehicle,

01/09/2003 12:54 FAX

KIDDEL &amp; SILVERMAN

013

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasee shall make payment of said consideration to Releasee(s) of \$ 34,498.94, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2002 GMC Envoy as determined by the NADA book, at the time this Release is executed by Releasee(s).

(iv) That the Vehicle shall not exceed 8,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of fifteen cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasee or its authorized dealer.

(v) That Releasee(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasee by Releasee(s).

(vi) That neither Releasee's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrong doing by Releasee to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(vii) That Releasee(s) and his attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasee(s) by counsel prior to its execution;

(viii) That Releasee(s) represents and warrants(s) that he is entitled to give a full and complete release of the claims which are the subject hereof;

(ix) That Releasee(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(x) That Releasee(s) shall not at any time hereafter commence, maintain or prosecute, or cause someone or advise to commence, maintain or prosecute any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(xi) That Releasee(s) does hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless the Releasee from any and every claim or demand of every kind and character arising out of the Complaint referenced above and this release;

01/08/2003 12:04 FAX

KIRSH & SILVERMAN

014

Ⓢ That no promise, agreement, statement or representation except as expressed in this release has been made to be relied upon by Releasee(s) and that this document of 3 pages contains the entire agreement between Releasee(s) and Releasee.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 2nd DAY OF January, 2003.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 6,171 DATE SIGNED: 1-2-03

WITNESS:

[Redacted signature area]

Claimant's signature

Address

Fords, NJ.  
City, State, Zip Code

City, State, Zip Code

[Redacted Social Security Number]

Social Security Number

Social Security Number

STATE OF New Jersey  
COUNTY OF Ocean

Sworn to (or affirmed) and subscribed before me this 2nd day of January, 2003, by  
Frederick J. Sa.

[Redacted Notary Signature]



Notary Public  
Frederick J. Sa  
My Commission Expires July 22, 2004

Print, type or stamp Commissioned Name of Notary Public

Personally Knows \_\_\_\_\_ OR Produced Identification D. License

Type of Identification \_\_\_\_\_

My commission expires: \_\_\_\_\_



01/08/2003 12:38 FAX

KIMMEL &amp; SILVERMAN

010



GENERAL MOTORS BUSINESS RESOURCE CENTER

December 10, 2002

VIA FAX ONLY

Robert Silverman, Esq.  
Kimmel & Silverman, P.C.  
30 East Butler Pike  
Auburn, MA 01502

Re: [REDACTED] General Motors Corporation  
CALL THE NUM: 81-45478497  
2002 GMC Envoy  
VIN # 1GKKT109426120563

Dear Mr. Silverman:

Regarding the above case, General Motors Corporation would like to make the following purchase offer on your client's 2002 GMC Envoy for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following purchase offer will be presented:

Base Price	31,699.00
Licenses/Titles/Registration	399.00
Sales or use tax	1,694.94
<b>Subtotal</b>	<b>33,892.94</b>
<b>Less Usage/Depreciation</b>	<b>&lt; 699.00 &gt;</b>
<b>Net Cost</b>	<b>32,993.94</b>
<b>Attorney's Fees</b>	<b>1,500.00</b>
<b>Total due to attorney and client:</b>	<b>\$34,493.94</b>

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-mentioned vehicle.

The stated information, pre-purchase inspection and receipt of release documents must all be completed within 30 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and your client's tax ID. All other market items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

General Motors Corp. - CALL - Legal, c/o MEX International, MEC 336-105-600  
1426 Pacific Drive, Auburn Hills, MI 48316

01/06/2003 12:00 FAX

KINDEL & SILVERMAN

011

December 30, 2002  
Page 2

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to me at the fax number shown below.

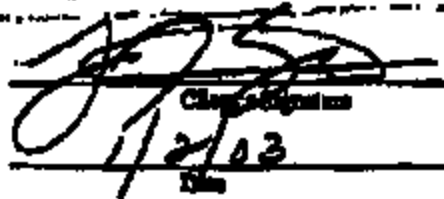
Sincerely,



Aaron Swartz  
EMC Legal Case Manager  
Fax 800-331-4941, prompt 9, prompt 8, extension 57466  
FAX# 666-359-8721

cc: FILE

Attn:

  
\_\_\_\_\_  
Client's Signature  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Client's Signature  
\_\_\_\_\_  
Date

12/23/2002 10:14 FAX



347 9121 783

REFERS TO THE NUMBER FOR PROMPT SERVICE

7-15-02  
PURCHASER'S RECEIPT

NON-NEGOTIABLE  
TWENTY TWO THOUSAND DOLLARS

TERMS PLEASE READ THE TERMS OF THIS MONEY ORDER ON THE REVERSE SIDE



347 9121 781

REFERS TO THE NUMBER FOR PROMPT SERVICE

7-15-02  
PURCHASER'S RECEIPT

NON-NEGOTIABLE  
TWENTY TWO THOUSAND DOLLARS

TERMS PLEASE READ THE TERMS OF THIS MONEY ORDER ON THE REVERSE SIDE



347 9121 782

REFERS TO THE NUMBER FOR PROMPT SERVICE

7-15-02  
PURCHASER'S RECEIPT

NON-NEGOTIABLE  
TWENTY TWO THOUSAND DOLLARS

TERMS PLEASE READ THE TERMS OF THIS MONEY ORDER ON THE REVERSE SIDE



3002 ENVOY XL 4WD (4-DOOR)  
 41U 41 ONYX BLACK /L60  
 92H DARK PEXTER  
 ORDER NO. YGHEBP/TRE STOCK NO.  
 1GK ET16 96 26120563

PONTIAC/GMC VISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE SAD76327860

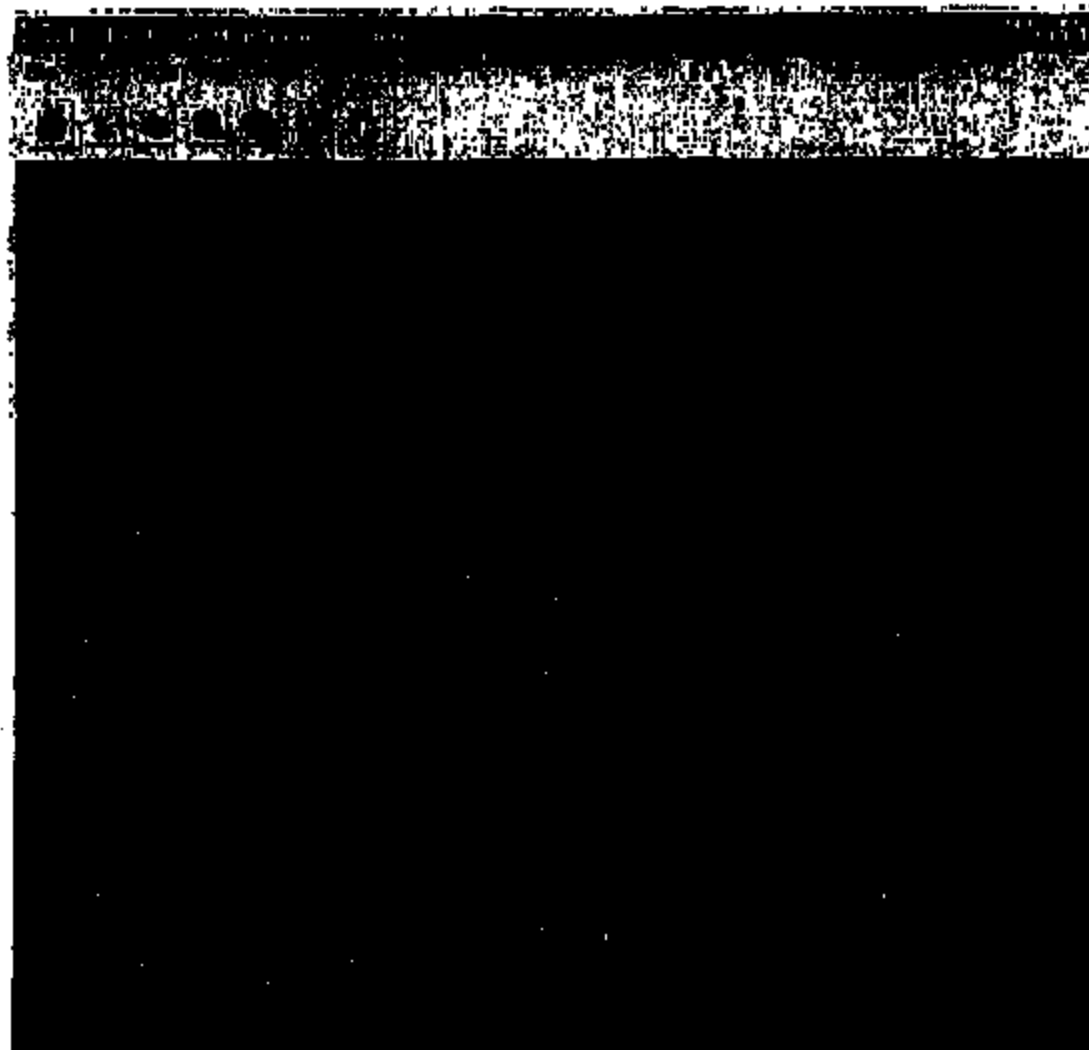
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT1806 ENVOY XL 4WD (4-DOOR)	33470.00	30290.35	INVOICE 05/16/02
AR9 DELUXE FRONT BUCKET SEATS	N/C	N/C	SHIPPED 05/16/02
CP5 POWER SUNROOF	800.00	688.00	EXP I/T 05/26/02
C7E GVW RATING - 6,400 LBS	N/C	N/C	INT COM 05/28/02
PH9 50-STATE LOW EMISSION VEHICLE	N/C	N/C	PRC HPF 05/16/02
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C	KEYS 8610K 8610K
LL9 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	WFF-B QTR OPT-1
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	BANK: GMAC - 020
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	CHG-TO 06-510
R6N NEW JERSEY COST SURCHARGE	0.00	66.00	SHIP WT: 4878
18B SLE ENHANCED PACKAGE (SB) * AM/FM STEREO CASSETTE/CD * CONTENT THEFT ALARM * POWER PASSENGER SEAT	450.00	387.00	HP: 32.1 GVW: 6400 GVWF: 3200 GVWR: 3400 GMS: 31031.25 SUPPL: 32272.50 NTR: 1/2 DAN: EXLBB MEMO 1736.00

TOTAL MODEL & OPTIONS 34720.00 31447.85 ACT 237 31031.25  
 DESTINATION CHARGE 625.00 625.00 H/B 261 1041.60  
 DEALER CO-OP ADVERTISING 347.20 347.20 ADV 261 347.20

TOTAL 35345.00 32420.05 PAY 310 32420.05  
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 30876.40

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

BUY BUICK-PONTIAC-GMC TRUCK, INC. REMIT TO GMAC NO. 020  
 VIN 1GKET168626120563  
 \$ 32420.05 INV SAD76327860  
 DUE 05/28/02 DEALER 06-510



PF1	PF2	PF3	PF4	PF5	PF6	Enter	PA1	Alt	Insert	NewLine
PF7	PF8	PF9	PF10	PF11	PF12	Clear	PA2	System	Delete	NewPage

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 12/30/02  
 START BROWSE PROCESSING SOURCE: OMC TRUCK 11:02:49  
 INCENTIVE CODE/LVL: XMC PAGE NO: 1

FN	INCTV	START	END	BT	LAST	ACTIVITY
CD	CD	LVL	DESCRIPTION	DATE	DATE	CD DATE / VOLUME
(3)						
-	XMC	228	GRP 03 GMAC RATE SUPPORT	08/01/02		P 12/28/02 578
-	XMC	227	GRP 02 GMAC RATE SUPPORT	03/19/01		P 12/28/02 87
-	XMC	222	GRP 01 GMAC RATE SUPPORT	08/18/00		P 12/10/02 1
-	XMC	221	GRP 00 GMAC RATE SUPPORT	07/02/99		P 10/29/02 1
-	XMD	027	GRS 03 GMAC SPECIAL RATE SONOMA	08/01/02		P 12/28/02 5
-	XMD	024	GRS 02 GMAC SPECIAL RATE SONOMA	11/19/01		P 12/25/02 1
-	XMD	022	GRS 01 GMAC SPECIAL RATE SONOMA	01/26/01		P 0
-	XMD	015	GRS 00 GMAC RATE SUPPORT SONOMA	07/26/99		P 06/27/01 1
-	XMG	009	GRP 03 ISUZU GMAC APR W-SERIES	07/01/01		P 0
-	XMG	008	GRP 01 ISUZU GMAC APR W-SERIES	07/01/01		P 0
-	XMG	005	GRP 00 ISUZU GMAC APR W-SERIES	07/01/01		P 04/01/02 67
-	XMT	002	MCA 00 TRANS DLR STK 3/1/01	03/01/01	06/01/01	P 12/13/01 1

COMMAND →  
 PF01-HELP 03-PRV SCRN  
 PF07-POLP 06-PGDN

MORE RECORDS

P/W:

## GM Vehicle Inquiry System Summary

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

[Help](#)

VIN:	1GKRT168626120563
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### VEHICLE INFORMATION

Merchandising Model:	TT15806 - 2002 ENVOY XL	Warranty Start Date:	07/15/2002				
RARS Order Type	70 - RETAIL - STOCK						
Delivering Dealer:	MALOUF BUICK-PONTIAC-GMC TRUCK, INC. PO BOX 7473 NORTH BRUNSWICK, NJ 08902-7473 (732) 821-5400	Selling Source:	48 - GMC TRUCK				
		Site Code:	06510				
		Business Associate Code:	118035				
Service Contract:	No	Branded Title:	No	Warranty Block:	No	FDI Status:	Paid

### CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.
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### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	07/15/2002	10 miles	7/15/2005	36010 miles
72/100000 SHEET METAL RUST-THROUGH	07/15/2002	10 miles	7/15/2005	100010 miles
36/36000 SHEET METAL CORROSION	07/15/2002	10 miles	7/15/2005	36010 miles
96/80000 PCM/CC EMISSIONS	07/15/2002	10 miles	7/15/2010	80010 miles
36/36000 FEDERAL EMISSIONS	07/15/2002	10 miles	7/15/2005	36010 miles

### CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
11/15/2002	099367	#	T2020 - WARRANTY TOWING	4000 miles
11/13/2002	155876	#	N8520 - W/S WIPER MOTOR RPL.	4126 miles
11/13/2002	155876	#	A3278 - ONE PIECE REAR BUMPER FASCIA - REFINISH/CLEAR COAT	4126 miles
11/13/2002	155876	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	4126 miles



## GM Vehicle Inquiry System - Summary

10/14/2002	154646	#	N3520 - W/S WIPER MOTOR RPL	3174 miles
10/14/2002	154646	#	Z5001 - VIF FREIGHT/POSTAGE REIMBURSEMENT	3174 miles
10/14/2002	154646	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	3174 miles
09/18/2002	153490	#	N3520 - W/S WIPER MOTOR RPL	2183 miles
09/18/2002	153490	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	2183 miles
09/18/2002	153490	#	B9654 - HI LVL STOP LAMP-LICENSE (ONE OR BOTH)	2183 miles
09/18/2002	153490	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	2183 miles
05/16/2002	A20563	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

## CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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## GM Vehicle Inquiry System Claim History

*MALOUF*  
*SM: KEW BIKAMAJ*

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

Help

VIN:	1GKET168626120563
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### CLAIM HISTORY

<b>Repair Order Date:</b>		11/15/2002	<b>Repair Order Number:</b>		059367	<b>Odometer Reading:</b>		4000 miles	
<b>Serviced By:</b>	GM ROADSIDE ASSISTANCE PO BOX 50098 PHOENIX, AZ 85076-0098				<b>Selling Source:</b>		48 - GMC TRUCK		
					<b>Site Code:</b>		66756		
					<b>Business Associate Code:</b>		16087		
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>	<b>Part</b>	<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>
11/19/2002	327	01	#	T2020 - WARRANTY TOWING	N/A	C	N/A	\$61.19	N

<b>Repair Order Date:</b>		11/13/2002	<b>Repair Order Number:</b>		155876	<b>Odometer Reading:</b>		4126 miles	
<b>Serviced By:</b>	MALOUF BUICK-PONTIAC-GMC TRUCK, INC. PO BOX 7473 NORTH BRUNSWICK, NJ 08902-7473 (732) 821-3400				<b>Selling Source:</b>		48 - GMC TRUCK		
					<b>Site Code:</b>		06510		
					<b>Business Associate Code:</b>		118035		
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>	<b>Part</b>	<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>
11/29/2002	330	01	#	NLS20 - W/S WIPER MOTOR RPL	12487689 - MODULE	B	N/A	\$380.61	<u>Y</u>
11/29/2002	330	02	#	A3278 - ONE PIECE REAR BUMPER FASCIA - REFINISH/CLEAR COAT	N/A	N/A	N/A	\$338.22	Y
11/29/2002	330	03	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$60.00	<u>Y</u>

<b>Repair Order Date:</b>		10/14/2002	<b>Repair Order Number:</b>		154646	<b>Odometer Reading:</b>		3174 miles	
---------------------------	--	------------	-----------------------------	--	--------	--------------------------	--	------------	--

Worked by	MILWAUKEE TRUCK-TRAILER-GMC TRUCK, 1961				Billing Agency		41 - GMC TRUCK		
	PO BOX 742 MILWAUKEE, WI 53201-0742				File Code		MTR		
	(76) 101-000				Business Activity Code		11000		
Crab Date	Crab No.	Class	Type	Letter Operation	Part	Auth Code	Trans Code	Exp. Date	Comments
10/10/61	110	01	1	REAR - NEW WHEEL MOTOR REPL.	110000 - MOTOR	NA	NA	0000	Y
10/10/61	110	01	1	REAR - NEW TRANSMISSION (REPLACEMENT)	110000 - MOTOR	NA	NA	0000	Y
10/10/61	110	01	1	REAR - NEW COLLECTOR MANUFACTURING	NA	NA	NA	0000	Y

Repair Order No.	0011000	Repair Order Number	11000	Observer Reading	100 miles				
Worked by	MILWAUKEE TRUCK-TRAILER-GMC TRUCK, 1961				Billing Agency		41 - GMC TRUCK		
	PO BOX 742 MILWAUKEE, WI 53201-0742				File Code		MTR		
	(76) 101-000				Business Activity Code		11000		
Crab Date	Crab No.	Class	Type	Letter Operation	Part	Auth Code	Trans Code	Exp. Date	Comments
10/10/61	111	01	1	REAR - NEW WHEEL MOTOR REPL.	110000 - MOTOR	NA	NA	0000	Y
10/10/61	111	01	1	REAR - TRANSMISSION (REPLACEMENT)	110000 - MOTOR	NA	NA	0000	Y
10/10/61	111	01	1	REAR - NEW STOP LAMP - EXHAUST (NEW OR NOT)	NA	NA	NA	0000	Y
10/10/61	111	01	1	REAR - NEW COLLECTOR MANUFACTURING	NA	NA	NA	0000	Y

Repair Order No.	0011000	Repair Order Number	11000	Observer Reading	0 miles				
Worked by	MILWAUKEE TRUCK-TRAILER-GMC TRUCK, 1961				Billing Agency		41 - GMC TRUCK		
	PO BOX 742 MILWAUKEE, WI 53201-0742				File Code		MTR		
	(76) 101-000				Business Activity Code		11000		
Crab Date	Crab No.	Class	Type	Letter Operation	Part	Auth Code	Trans Code	Exp. Date	Comments

Vehicle Supply System - Chain History Page 3 of 3

0011000	110	01	1	1961 - NEW VEHICLE INSPECTION ALLOWANCE	NA	NA	NA	0000	F
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**CHIEF REPORT**

Vehicle No. Assisted Chain History

12/08/2002 10:44 FAX

KIMMEL &amp; SILVERMAN

**KIMMEL & SILVERMAN**

P.O.

**ROBERT M. SILVERMAN\***  
**CRAG THOR KIMMEL\*\*****30 MADISON AVENUE NORTH**  
**MADISONVILLE, NJ 08053****1-800-LEMONLAW**  
**F (609) 439-4334**  
**F (609) 238-7344**[www.kimmelsilver.com](http://www.kimmelsilver.com)**JACQUELINE C. HERRITT\***  
**ROBERT A. RASKIN\*\***  
**VIVIAN EENE PINKIN\***  
**AMY D. COOK\***  
**LOUIS DOB. JR.\***  
**SHANNON M. RICH\*\***  
**DANA TARQUINI\***  
**MAYLEN MEDINA\*****CLARENCE L. COOPER\*\***  
of Counsel

December 6, 2002

**VIA FAX ONLY**  
**(248) 371-2443****General Motors Corporation**  
**c/o MSX International, ATTN: Aaron Swartz**  
**MC 336-105-000**  
**1464 John A. Papalas Drive**  
**Lincoln Park, MI 48146-1460****Re: [REDACTED] v. General Motors Corporation**  
**Vehicle: 2002 GMC Envoy**  
**Date of Purchase: July 2002**  
**Place of Purchase: Malouf GMC, North Brunswick, NJ**  
**VIN: 1GKET168426120563****Dear Sir/Madam:**

Please be advised that this office represents the above individual against General Motors Corporation pursuant to the New Jersey Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge my representation and direct any and all correspondence to this office.

**DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.**

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

**Robert M. Silverman**  
**KIMMEL & SILVERMAN, P.C.****RMG:lh**  
**cc: Mr. Sa**

12/12/02

**Privileged and Confidential Information****CASE ASSESSMENT BY: DOBBINS**

Customer Name: [REDACTED]

CARS Request No.: 1-45478407

GM Legal File No.:

Vehicle ID No.: 1HKET16S626120563  
Year, Make & Model: 02 ENVOY

In Service Date: 7-15-02

Vehicle #: NEW

DLR's BAC Code:  
118035**VEHICLE REPAIR HISTORY****CUSTOMERS PRIMARY SYMPTOM/COMPLAINT: WIPERS INOP**

Date	Mileage	Dist.Cnt.	Description of Repair
18SEP02	2183	1	CUSTOMER STATES W/S WIPERS INOP. REPLACED MOTOR.
14OCT02	3174	2	CUSTOMER STATES WIPERS GO IN OFF POSITION WHEN DRIVING. WIPERS STAY ON. REPLACED MOTOR.
13NOV02	4126	2	CUSTOMER STATES WINDSHIELD WIPERS WON'T WORK. COWL IS FILLING WITH WATER AND BURNING MOTOR. REPLACED MOTOR AND DRILLED NEW DRAIN HOLE.
05DEC02	5099	4	CUSTOMER STATES WIPERS INOP. REPLACED WIPER MOTOR.

**OTHER / MISCELLANEOUS:**

Total Days Out of Service: 9

VEHICLE MEETS PRESUMPTION: YES: XXXXXX

NO:

CRM FINAL OFFER: {CASH / REP / TRADE}; OFFER TO CUST: \$(Amount) ATTORNEY FEES: \$(Amount)

**RECOMMENDATION:**

BUY IT BACK

TEAM MANAGER APPROVING: {name}

YES:

NO:

BRC Legal Case Manager: DOBBINS

Ph# 800-231-1841, prompt 9,  
prompt 5, 58471

FAX# 1-866-234-3027

12/12/02

**Reason for Removal**

---

**THIS SECTION IS FOR LOCAL COUNSEL USE ONLY****THIS FORM MUST ACCOMPANY ALL CHECK REQUESTS FOR CASH  
SETTLEMENTS AND REPURCHASES**

LC FINAL OFFER: {CASH / REP / TRADE}: OFFER TO CUST: \$ ATTORNEY FEES: \$

**SETTLEMENT RATIONALE:** Please provide feedback to GM on how you were able to reach a settlement when the BRC could not (what new or additional facts were developed?). We will be using this information as a learning tool for future settlement attempts. You may use a separate page for your input, but you must include a copy of our case assessment with your input so that we can evaluate the differences. **PLEASE LIMIT THIS TO ONE PARAGRAPH IF POSSIBLE AND RETURN A COPY OF BOTH PAGES OF THIS ASSESSMENT FORM.**

Number  
1-4678487

**BARB REPURCHASE WORKSHEET**

Customer Name

Worksheet Filled Out By:  
Debbie

Old Vehicle VIN:  
1GNET106229120563

New Vehicle VIN:

Date:  
12-Dec-02

				Lease Term MO __ MI __ Lease Usage Mo __ MI __	
1	Replacement Vehicle Costs	\$0.00	1	Base Price	\$31,000.00
2	Conversion / Equipment Transfer	\$0.00	2	Conversion Price	\$0.00
3	Sales Tax	\$0.00	3	Sales Tax	\$1,004.04
4	Reg./Lic./Title (opt)	\$0.00	4	Reg./Lic./Title (opt)	\$300.00
5	Aftersales Items	\$0.00	5	Finance Charges	\$0.00
6	Collateral Costs	\$0.00	6	Aftersales Items	\$0.00
7	Pre-Judgment Interest	\$0.00	7	Collateral Costs	\$0.00
8	Attorney's / Inconvenience	\$0.00	8	Pre-Judgment Interest	\$0.00
9	Dealer Admin / Vehicle Transfer	\$0.00	9	Attorney's / Inconvenience	\$0.00
10	Other	\$0.00	10	Other	
11			11	Total Purchase Price	\$33,003.94
12	Total Replacement Price	\$0.00	12	Usage/Depreciation	\$0.00
13			13	Damage	\$0.00
14	Usage/Depreciation	\$0.00	14	Over-Allowance	\$0.00
15	Damage	\$0.00	15	Negative Equity	\$0.00
16	MSRP Upgrade	\$0.00	16	Incentives (deduct)	\$0.00
17	Dealer Add-Ons	\$0.00	17	Total Deductions	\$0.00
18	MSRP Downgrade	\$0.00	18		
19	Customer Cost (minus L.L.)	\$0.00	19	Repurchase Subtotal	\$32,003.94
20			20	Loan Payoff	\$0.00
21	Total to Dealer & Customer	\$0.00	21	Total Refund to Customer	\$32,003.94
22	Attorney's Fees	\$0.00	22	Attorney's Fees	\$1,000.00
23	Total Repurchase	\$0.00	23	Total Repurchase	\$34,483.94
24			24		
25	Estimated Auction Price	\$0.00	25	Estimated Auction Price	\$29,531.25
26	Projected Loss	\$0.00	26	Projected Loss	\$4,952.69

**OVER ALLOWANCE CALCULATION**

PURCHASE PRICE (before MS)	\$ 31,000.00	ACV OF TRADE IN	\$ 3,500.00	PURCHASE PRICE	\$ 31,000.00
MSRP ( FROM BARS INVOICE)	\$ 35,345.00	PAYOFF OF TRADE	\$ -	INCENTIVE* (from BARS)	
DIFFERENCE	\$ (3,746.00)	DIFFERENCE	\$ 3,500.00	OVERALLOWANCE	
If positive look for over allowance		If negative-negative equity		ACTUAL PRICE	\$ 31,000.00
		TRADE ALLOWANCE	\$ 3,500.00		
		ACV OF TRADE	\$ 3,500.00		
		DIFFERENCE	\$ -	-do not include fuel file credit	
		actual cash value		include GM card points	included 2/7/02

JUN 13 2003 12:53 PM BUSINESS RES CNTR #05 TO 91865399721 P.21/21

KIMMEL & SILVERMAN

ATTORNEYS

12  
38-9 288



Mr. Aaron Swartz  
General Motors Corp. - Cars  
C/o MSX International  
MC 336-105-000  
1428 Pacific Drive  
Auburn Hills, MI 48328

48328+1575 206



**KIMMEL & SILVERMAN**  
P.C.

**ROBERT M. SILVERMAN\***  
**CRAIG THOR KIMMEL\*\***

\* ALSO MEMBER OF NEW YORK AND NEW JERSEY BARS  
\*\* ALSO MEMBER OF NEW YORK BAR  
\* ALSO MEMBER OF NEW JERSEY BAR

30 EAST BUTLER PIKE  
AMBLER, PA 19002

1-800-LEMON LAW  
P (215) 540-8888  
F (215) 540-8817

[www.kimmelsilver.com](http://www.kimmelsilver.com)

JACQUELINE C. HEIKITT†  
ROBERT A. RAPPIN†  
VIVIAN BENZ PERBIN†  
AMY D. COX†  
LOUIS DOBI, JR.†  
SHANNON M. RYAN†  
DANA TARQUINI†  
MAYLES MEEKINS†

CLEVIN L. OBERER  
of Counsel

January 6, 2003

Mr. Aaron Swartz  
General Motors Corp. - Cars  
C/o MSX International  
MC 336-105-000  
1426 Pacific Drive  
Auburn Hills, MI 48326  
(866) 359-9721

**Re: Frederic Sa vs. General Motors Corporation**

Dear Ms. Swartz:

Enclosed please find the fully executed Settlement Letter and Release of in the above-captioned case. Please contact me when the settlement checks are available

Should you have any questions, please call.

Very truly yours,

  
DAVID WILLIAM KELLY

DWK/cq  
Enclosure

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

December 30, 2002

**VIA FAX ONLY**

Robert Silberman, Esq.  
 Kimmel & Silberman, P.C.  
 30 Hart Butler Pike  
 Ambler, PA 19002

Re: [REDACTED], General Motors Corporation  
 CARS File No.: 81-45478407  
 2002 GMC Envoy  
 VIN # 1GKBT168426120563

Dear Mr. Silberman:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2002 GMC Envoy for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise any office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any mechanical damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Base Price	31,600.00
License/Title/Registration	389.00
Sales or use tax	1,694.94
<b>Subtotal:</b>	<b>33,683.94</b>
<b>Less Usage/Depreciation</b>	<b>&lt; 690.00 &gt;</b>
<b>Subtotal:</b>	<b>32,993.94</b>
<b>Attorney's Fees</b>	<b>1,500.00</b>
<b>Total due to attorney and client:</b>	<b>\$ 34,493.94</b>

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and your federal tax ID. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

General Motors Corp. - CARS - Legal, c/o MEX International, MC 336-105-000  
 1426 Pacific Drive, Auburn Hills, MI 48326

December 30, 2003

Page 2

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached releases and return them to me at the fax number shown below.

Sincerely,



Aaron Swartz  
BEC Legal Case Manager  
Ph# 800-231-1841, prompt 9, prompt 5, extension 57466  
FAX# 866-359-9721

cc: FILB

Attach.



1/2/03  
Date

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date



ORIGINAL

## RELEASE OF CLAIM

1. I, [REDACTED] of a certain 2002 GMC Envoy, bearing Vehicle Identification No. 1GKBT168826L20563 (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "Releasee") of \$ 34,493.94, said payment to be made as outlined below, does for himself and each and all of his representatives, heirs, successors and assigns, hereby release and discharge Releasee, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or non-conformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading in the matter of this claim.

2. As consideration for the payment described above, to be tendered in the form of two checks: the first, in the amount of \$ 32,993.94, made payable to Frederic J. Sa; the second, in the amount of \$ 1,500.00, made payable to Kimmel & Silverman, P.C.

Note: These checks are subject to change if Releasee are not received in time for current payroll to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasee(s) will convey clear and unencumbered title of the vehicle to General Motors Corporation, will execute a Limited Power of Attorney in favor of General Motors Corporation to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner after Releasee(s) executes this Release, but before Releasee tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasee(s) shall tender said Vehicle with clear title to Releasee upon receipt of \$ 34,493.94, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (ii) below, Releasee shall make payment of said consideration to Releasor(s) of \$ 34,493.94, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2002 GMC Envoy as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 8,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of fifteen cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasee or its authorized dealer.

(e) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasee by Releasor(s);

(f) That neither Releasee's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrong doing by Releasee to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(g) That Releasor(s) and his attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(h) That Releasor(s) represents and warrant(s) that he is entitled to give a full and complete release of the claims which are the subject hereof;

(i) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(j) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(k) That Releasor(s) does hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless the Releasee from any and every claim or demand of every kind and character arising out of the Complaint referenced above and this release;

(i) That no promise, agreement, statement or representation except as expressed in this release has been made to be relied upon by Releasee(s) and that this document of 3 pages contains the entire agreement between Releasee(s) and Releasee.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 2nd DAY OF JANUARY 2003.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 6,171 DATE SIGNED: 1-2-03

WITNESS:



Claimant's signature

Address

Fords, N.J.  
City, State, Zip Code

City, State, Zip Code

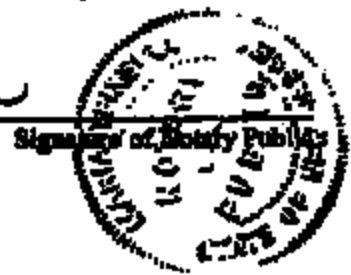


Social Security Number

STATE OF New Jersey  
COUNTY OF Ocean

Sworn to (or affirmed) and subscribed before me this 2nd day of January, 2003, by Frederick J. Sa.

Maria Tolosa



Notary Public  
Maria Tolosa  
My Commission Expires July 22, 2004



Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced Identification D. License

Type of Identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

12/19/02 3:55 PM  
385  
PA

**Kimmel & Silverman, P.C.**  
89 Haddon Avenue North  
Haddonfield, NJ 08033

**TO:**  
Mr. Aaron Swartz  
General Motors Corporation  
c/o MBX International  
MC 336-105-000  
1464 John A. Popalis Drive  
Lincoln Park, MI 48146-1460

**RECEIVED**  
DEC 19 2002  
MBX

This package is the property of the U.S. Postal Service and is provided solely for use in sending  
items only to a recipient of Federal law.



**KIMMEL & SILVERMAN**

PC

ROBERT M. SILVERMAN\*  
CRAIG THOR KIMMEL\*\*

\* ALSO MEMBER OF NEW YORK AND PENNSYLVANIA BARS  
\*\* MEMBER OF NEW YORK AND PENNSYLVANIA BARS  
\* ALSO MEMBER OF PENNSYLVANIA BAR  
\*\* MEMBER OF PENNSYLVANIA BAR

89 HADDON AVENUE NORTH  
HADDONFIELD, NJ 08033

1-800-LEMON LAW  
P (856) 430-8334  
F (856) 218-7344

[www.kjsrnlaw.com](http://www.kjsrnlaw.com)

December 17, 2002

JACQUELINE C. HEWITT+  
ROBERT A. RAPKIN\*\*  
VIVIAN BENZ PERKIN+  
AMY D. COX+  
LOUIS DOM, JR.+  
SHANNON M. RYAN+  
DANA TARQUIN+  
MAYLEE MEEKINS+

GLENN I. GERBER\*\*  
of Counsel

VIA REGULAR MAIL AND TELEFAX

Mr. Aaron Swartz  
General Motors Corporation  
c/o MSX International  
MC 336-105-000  
1464 John A. Papalas Drive  
Lincoln Park, MI 48146-1460

RE: [REDACTED] v. General Motors Corporation  
Vehicle: 2002 GMC Envoy  
VIN: 1GKET168626120563  
Selling Dealer: Malouf Buick, Pontiac GMC Truck, Inc.

Dear Mr. Swartz:

Please take notice that I represent the captioned individual in his claim against General Motors Corporation. Please take the steps necessary to advise all General Motors Personnel and dealership personnel that I am Mr. Sa's counsel and there should be no contact with my client, except for contact necessary to implement current repair attempts. I am writing this letter in an effort to work out a pre-litigation settlement and any attempts to contact my client directly will result in the immediate filing of suit and a request for an injunction and sanctions.

As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon. Specifically, the vehicle has been serviced by Malouf four times for the windshield wiper operation.



Mr. Aaron Swartz  
December 17, 2002  
Page -2-

Plaintiff hereby demands the statutory repurchase of his vehicle, plus payment of counsel fees and costs in the bottom line amount of \$1,500.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal General Motors Customer.

Please be advised that suit will be filed if we have not reached a settlement on or before 1/6/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

  
Robert M. Silverman

RMS\gpk

Motor Vehicle  
 Permit Order  
 New  Used  
 Dealer



**ROLAND BURTON, PORTING, AND TRUCK, INC.**  
 116 HIGHLAND 1 & HOWARD LANE P.O. BOX 740  
 HOBOKEN, NEW JERSEY 07030  
 TELEPHONE (201) 941-9444



CUSTOMER NAME		DATE	TIME
ADDRESS		07/16/2002	11:00
HOME PHONE	WORK PHONE	SALES PERSON	
D. L. # 0000000000		SOCL. SEC. # 344000000	DOB 1/19/47
PLEASE ENTER MY ORDER FOR ONE - 02			
BUY TYPE			
<input type="checkbox"/> Full Title <input type="checkbox"/> Partial Title <input type="checkbox"/> Other			
<b>IF A NEW VEHICLE SALE</b> The only warranty covering this vehicle is that stated by the manufacturer. The selling dealer holds this vehicle "as is" and hereby disclaims all warranties, other express or implied, including any implied warranty of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or deficiencies of this vehicle including, without limitation, those which pertain to performance or safety, whether by way of "latent defects" based upon the selling dealer's negligence, or otherwise, is expressly excluded and customer hereby waives any such claim. The manufacturer's warranty is not affected by this disclaimer of warranty by the selling dealer.			
<b>IF USED VEHICLE SALE - CHECK APPROPRIATE BOX</b> <input type="checkbox"/> The vehicle is sold "as is" and the selling dealer hereby disclaims all warranties, other express or implied, including any implied warranty of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or deficiencies of this vehicle including, without limitation, those which pertain to performance or safety, whether by way of "latent defects" based upon the selling dealer's negligence, or otherwise, is expressly excluded and customer hereby waives any such claim.			
<input type="checkbox"/> The only dealer warranty on this vehicle is the limited warranty which is stated with and under a part of this order form.			
<b>ALL USED VEHICLE SALES DEVELOPED BY DISCOUNT</b> The laws of New Jersey require Motor Vehicle Dealers to state all necessary options, correct mileage, or other full purchase price to the customer in this order form and vehicle sold and intended to be registered in this State fully to credit from inspection. In addition, the customer of a certificate of necessary title to a dealer that he has the right of the dealer's own risk. This certificate, before delivery into this vehicle, has been reviewed by dealer's independent agent and agrees to have the used vehicle inspected within 7 days from the date of delivery of such vehicle.			
<b>IF A LEASE, THE FOLLOWING APPLY:</b> MONTHLY PAYMENT AMOUNT \$ 1000 TERM 36 MONTHS MILEAGE PER YEAR 12000 OWNERSHIP BY DELIVERY \$ 10000			
<b>IF A PURCHASE, THE FOLLOWING APPLY:</b> TOTAL PRICE OF VEHICLE \$10000.00 LESS TRADE-IN \$000.00 FINANCING CHARGE \$000.00 TOTAL VEHICLE AMOUNT \$10000.00 DOWN PAY \$1000.00 MONTHLY PAYMENT \$1000.00 FINANCING FEE \$000.00 SALES TAX ON TRADE-IN \$000.00 SALES TAX ON VEHICLE \$000.00 TOTAL \$10000.00 DOWN PAY BY DELIVERY \$1000.00			
<b>STATEMENT OF TERMS AND CONDITIONS</b> This order is subject to the terms and conditions of the manufacturer's warranty and the dealer's warranty. The dealer's warranty is limited to the vehicle and does not cover any accessories or optional equipment. The dealer's warranty is void if the vehicle is used for any purpose other than that intended by the manufacturer. The dealer's warranty is void if the vehicle is used for any purpose other than that intended by the manufacturer. The dealer's warranty is void if the vehicle is used for any purpose other than that intended by the manufacturer.			
By: _____ THIS COMPANY'S REPRESENTATIVE HEREBY ACCEPTS THE ORDER FOR THIS VEHICLE.			

THIS ORDER MAY BE SUBJECT TO CANCELLATION OR DELAY. PLEASE CONTACT THE DEALER FOR MORE INFORMATION. THE CUSTOMER SHOULD READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.

Auto Vehicle  
Retail Order

New  Used  
 Day



**BALMAIN BANK, MONTAG, GIBBY TRUCK, INC.**  
U.S. DEPT. OF TREASURY P.O. BOX 147  
NORTH BRUNSWICK, NJ 08902  
TELEPHONE (732) 831-4400



CUSTOMER: [Redacted] DATE: 7/13/02 TIME: 2:03

ADDRESS: [Redacted]

PHONE: [Redacted] WORK PHONE: SCR 351-5000, BALEYFORDON GTS 606 107

O. L. # ADDON 26-571 18712 DOC. NO. # 124-68-2357 D.O.A. 12/1/71

PLEASE ENTER MY ORDER FOR ONE 2002 CLK NOON CLARK

Color: Black 107

MSRP: [Redacted]

TO BE DELIVERED ON OR ABOUT

DATE OF DELIVERY: FRI 10/11/02

PLACE OF DELIVERY: 107

IF I FINANCE, THE FOLLOWING APPLY:

MONTHLY PAYMENT ACCOUNT: MONTHLY

TERMS: MONTHLY

FINANCING PER YEAR: MONTHLY

DATE OF DELIVERY: 107

IF I PURCHASE, THE FOLLOWING APPLY:

MSRP PRICE OF VEHICLE	21,000
MSRP TAXES	3,500
MSRP TITLE & LIC	1,100
MSRP DESTINATION CHARGE	250
MSRP PREP. CHARGE	1,000
MSRP DELIVERY CHARGE	1,000
MSRP INVENTORY CHARGE	1,000
MSRP TOTAL	32,900
MSRP DOWN PAYMENT	2,000
MSRP FINANCING CHARGE	1,000
MSRP TOTAL FINANCING	3,000
MSRP TOTAL PRICE	35,900

**IF A NEW VEHICLE SALE**  
The selling dealer certifies that the vehicle on these orders is the manufacturer's new vehicle and has never been used for any purpose other than as a demonstrator or loaner car. It is not a used vehicle, and it is not a repossessed vehicle. The selling dealer certifies that the vehicle is not a used vehicle, and it is not a repossessed vehicle. The selling dealer certifies that the vehicle is not a used vehicle, and it is not a repossessed vehicle.

**IF A USED VEHICLE SALE**  
The selling dealer certifies that the vehicle on these orders is a used vehicle. It is not a new vehicle, and it is not a repossessed vehicle. The selling dealer certifies that the vehicle is not a new vehicle, and it is not a repossessed vehicle.

**ALL USED VEHICLE SALES DEALER'S OBLIGATION**  
The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to pass these inspection standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's use. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 30 days from the date of delivery of such vehicle.

**STATE OF NEW JERSEY MOTOR VEHICLE SALES**  
The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to pass these inspection standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's use. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 30 days from the date of delivery of such vehicle.

**TRADE DESCRIPTION AND ALLOWANCE**

Year: 2002 Make: CLK Model: CLARK

Color: Black Mileage: 107

Vehicle Value: \_\_\_\_\_ Date of: \_\_\_\_\_

Less: Balance Owed \_\_\_\_\_

Net Trade-in Allowance: \_\_\_\_\_

Balance Owed on: \_\_\_\_\_

Address: \_\_\_\_\_

Account No.: \_\_\_\_\_

Exp. Date: \_\_\_\_\_ Good Thru: \_\_\_\_\_

TO BE PAID TO DEALER ON DELIVERY

BALANCE FOR ON DELIVERY

DATE OF DELIVERY: 7/13/02

Signature: [Redacted]

THIS ORDER NOT SUBJECT TO CANCELLATION UNLESS SPECIFICALLY REPORTED IN WRITING TO THE DEALER AND CANCELLATION ON THE BACK OF THIS ORDER BEFORE SIGNING.





# Protection Plus

Theft Protection System

Dealer Name <b>HALOHE BUICK-GMC TRUCK</b>		Dealer Number		Dealer Phone <b>908-821-5400</b>	
Dealer Address <b>US HWY 1 &amp; ADAMS LANE</b>		City <b>NORTH BRUNSWICK, NJ</b>		State Zip <b>08902</b>	
Salesperson <b>SA,</b>		Phone <b>(732) 641-3235</b>			
Purchaser/Lessee Last Name <b>20 CLIFF AVE FORDS NJ 08863</b>		First Name		Purchaser Phone	
Purchaser Address <b>VALLEY CTR BLDG</b>		City <b>120 EAGLE ROCK AVE STE310</b>		State Zip <b>EAST HANOVER NJ 07935</b>	
Unlocked/Dealer <b>07/15/02</b>	Additional Payoff <b>02</b>	Age <b>10</b>	Make <b>GMC</b>	Model <b>ENVY XL</b>	
Purchase Date	Year	Month	Make	Model	
<b>18KET168828120883</b>				<b>149.00</b>	
Alpha Code Number	17 Digit Vehicle ID Number	System Model Number		System Price	

**Check the appropriate box below for the Program which applies (Check One Only)**

**NEW VEHICLE PROGRAM:**

**USED VEHICLE PROGRAM:**

### 5-Year New/Used Anti-Theft \$2500 & \$500 Benefit Recovery Guarantee



The Vehicle Security System installed on vehicle windows and includes two (2) decals affixed to driver and passenger windows, guarantees to the purchaser/lessee of the described vehicle the System installed will be an effective deterrent against vehicle theft and, in the event the System fails and the described vehicle is stolen and not recovered within thirty (30) days, the purchaser/lessee will be paid \$2,500.00 or the actual cash value if settlement is less than \$2,500.00, and if the vehicle is stolen and RECOVERED within thirty (30) days the purchaser/lessee is reimbursed up to \$500.00 of the primary insurance deductible.

**EXCEPTIONS AND EXCLUSIONS:** No coverage is provided for losses resulting from fraudulently or illegal acts of the Registered Owner/Lessee, whether acting alone or in collusion with others. Claims must be filed within 45 days of insurance settlement date or the claim will be void. All documents must be completely legible, otherwise the Guarantee Benefit will be suspended until legible copies can be obtained. The Theft Protection System is permanently installed on the Covered Vehicle, therefore this Agreement is **NON-CANCELABLE AND NON-REFUNDABLE**. This warranty does not apply to loss in any country other than the United States of America. Note: Only the actual cash value (insurance settlement) is paid if the settlement is less than the above stated benefits. **CLAIM PROCEDURE:** To recover under this warranty, the Registered Owner/Lessee must provide a copy of the (a) police report and or recovery report, (b) insurance settlement check, (c) Registered Owner/Lessee automobile comprehensive insurance policy, and (d) this warranty registration form. **TRANSFER OPTION:** Submit \$50.00 to Warranty Administrator within 15 days of resale with copy of bill of sale stating name and address of new vehicle owner/lessee. **PRODUCT WARRANTY:** This product warranty is insured by FPG Insurance Company, Dallas, TX.

I have read the above (WARRANTY) and the terms and conditions. I understand by initialing under this guarantee I agree to pay the claim to administrator within 45 days of insurance settlement date and I acknowledge receipt for payment and installation of the Vehicle Security System.

**ACCEPTANCE:**  
I agree to the terms and conditions of this guarantee.  
*[Signature]*

**WAIVER ACKNOWLEDGMENT:**  
I agree and waive the Program Administrator's Best Offer.  
*[Signature]*

Call 1-800-948-8488 For Dealer Authorization Warranty Administrator / 1800 Angel Blvd Drive / Lancaster, Texas 75247

**725-507-63**

## CONFIRMATION OF ACCIDENTAL PHYSICAL DAMAGE INSURANCE

To provide protection against serious financial loss should an accident or damage occur, I understand that my installment contract requires that the vehicle be continuously covered with insurance against the risks of fire, theft and collision, and that failure to provide such insurance gives General Motors Acceptance Corporation the right to declare the entire unpaid balance immediately due and payable. Accordingly, I have arranged for the required insurance through the insurance company shown below and have requested that the policy contain a loss payable endorsement in favor of General Motors Acceptance Corporation located at:

**Lienholder:** **General Motors Acceptance Corporation** BR # 324  
**P.O. Box 2525**  
**Hudson, OH 44236-0025**

NAMED INSURED: [REDACTED] LAST				
ADDRESS	[REDACTED] STREET	CITY	STATE	ZIP CODE
		FORDS	NJ	[REDACTED]
TEL NO.	[REDACTED]	[REDACTED]		

GMAC ACCOUNT NUMBER
---------------------

NAMED PURCHASER: [REDACTED] LAST				
ADDRESS	[REDACTED] STREET	CITY	STATE	ZIP CODE
		FORDS	NJ	[REDACTED]
TEL NO.	[REDACTED]	[REDACTED]		

VEHICLE INSURED:				
YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	
02	GMC	ENVY XL	1GKET16S426120663	

VEHICLE USE:  Private Passenger,  Commercial Auto and Trailer  
 Radius of Haul \_\_\_\_\_,  Public Livery,  All Other

INSURANCE AGENT	
NAME	NJ MANUFACTURERS
MAILING ADDRESS	301 SULLIVAN WAY
CITY	W TRENTON NJ STATE ZIP CODE
AGENT'S TELEPHONE NUMBER	( )

INSURANCE CARRIER	
NAME	NJ MANUFACTURERS
POLICY NUMBER	1200265387
DATE THIS VEHICLE COVERED	FROM 09/01/02 TO 08/01/03
	COVERAGE
<input type="checkbox"/> Collision \$ _____ Deductible Type <input type="checkbox"/> BROAD FORM OR STANDARD LIMITED (NOT ACCEPTABLE) <input type="checkbox"/> Comprehensive \$ _____ Deductible <input type="checkbox"/> Fire-Theft	

AGENTS COMMENT

NAMED INSURED SIGNATURE: 

DATE: 07/15/02



25342 31238

# CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

VIN: B/K/E/V/V/2/6/V/5/3 (G. see above)

[REDACTED]

Other program details, restrictions, and conditions in this or customer incentive program literature supported financing/leasing.

a. I elect to receive 0% X60  
in lieu of \_\_\_\_\_ and/or \_\_\_\_\_

b. I elect to receive \_\_\_\_\_

### — CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was addressed to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 02/15/02. I acknowledge receipt of incentive(s) as described in item \_\_\_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: \_\_\_\_\_ Date: 02/15/02

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

Authorized Dealer Signature: \_\_\_\_\_ Date: 02/15/02

Dealership Name: HALOUE BUICK-GMC TRUCK Dealer Code: \_\_\_\_\_

Let me include VIN, Delivery Date and Program Reference





347 9121 783

REFER TO THIS NUMBER FOR PROMPT SERVICE

DATE 7-15-02  
PURCHASER'S RECEIPT

NON-NEGOTIABLE  
THE STATE OF NEW JERSEY \$4.00

DOLLARS

TERMS: PLEASE READ THE TERMS OF THIS MONEY ORDER ON THE REVERSE SIDE



347 9121 781

REFER TO THIS NUMBER FOR PROMPT SERVICE

DATE 7-15-02  
PURCHASER'S RECEIPT

NON-NEGOTIABLE  
THE STATE OF NEW JERSEY \$25.00

DOLLARS

TERMS: PLEASE READ THE TERMS OF THIS MONEY ORDER ON THE REVERSE SIDE



347 9121 782

REFER TO THIS NUMBER FOR PROMPT SERVICE

DATE 7-15-02  
PURCHASER'S RECEIPT

NON-NEGOTIABLE  
THE STATE OF NEW JERSEY \$25.00

DOLLARS

TERMS: PLEASE READ THE TERMS OF THIS MONEY ORDER ON THE REVERSE SIDE

**BLACK FORD TRUCKS**  
 FROM 1 AND ABOVE LANE, NORTH BOSTON, NEW JERSEY, 08001  
 FROM 0780 071-0400 BY FAX 0780 071-0407  
 WWW.FORDTRUCKS.COM

FORDS, NJ

SERVICE ADVISOR **LEE MATTHEWS**

ORDER NO.	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CLUST. NO.	CATEGORY	PAID NO.	DATE	INVOICE NO.
198EP02	198EP02	3123W	1GKFT168626120563	6619295	T808		198EP02	153490
TIME IN	TIME READY	YEAR	MAKE & MODEL	VEHICLE NO.	PLATE	DATE	IN	OUT
12:57	12:17	02	GMC ENVY XL			15JUL02	301	351
RELEASE IN	OFFER OUT	LEASE NO.	MIDDLEBURY COMMUNICATIONS					
2183	2183							

A C/S FRONT WASHERS AND WIPERS TRIP.  
 CRASH: SHORTED OUT WIPER MOTOR-NBC TO REPLACE  
 MOTOR AND RPT COVERS

M3520 MOTOR, WIPER - REPLACE WINDSHIELD  
 677 W894 0.90

1 12487689 MODULE  
 1 22102195 CRP-NW A  
 PC: 60

PARTS: 12487689

COUNT: 2

CLAIM TYPE:

AUTH CODE:

07

Z5000 PART OBTAINED LOCALLY

677 W894 0.00

1 PICK-UP PART LOCALLY

PC: 93 PARTS: COUNT: 0

CLAIM TYPE:

AUTH CODE:

ND

**COPY**

**PLEASE RETURN  
 THE CSI SURVEY,  
 BUT REMEMBER,  
 COMPLETELY  
 SATISFIED  
 IS THE ONLY  
 PASSING GRADE!**

**THANK YOU,  
 THE MALOUF SERVICE  
 TEAM**

*Mr. Goodenough*

C/S SEALER FOR REAR LICENSE PLATE TRIM  
 COATING OUT.

**LIMITED LABOR WARRANTY**

**IMPORTANT**  
 We may receive a customer satisfaction survey from the manufacturer in the future. If we receive your survey grade as "COMPLETELY SATISFIED," please contact our Service Dept. immediately.  
 Your satisfaction is our No. 1 concern.  
 THANK YOU

DESCRIPTION	QUANTITY
LABOR AMOUNT	
PARTS AMOUNT	
GOODS LINE	
SUBST AMOUNT	
GMC CHARGE	
TOTAL CHARGE	
LESS INSURANCE	
SALES TAX	
NET CASH	
TOTAL AMOUNT	

**STATEMENT OF DISCLAIMER**

The labor warranty constitutes all of the warranty with respect to the job of the technician. The labor warranty does not include any materials, other services or incident, including any limited warranty of workmanship or fitness for a particular purpose. Seller makes no warranty for any other person in connection with any sale of the vehicle.

CUSTOMER SIGNATURE  
 X

ORIGINAL COPY

FORDS, NJ

**BUICK-PONTIAC-GMC TRUCKS**  
 Plant 1 and Service Lane, North Brunswick, New Jersey, 08902  
 Sales (732) 821-8400 Service (732) 821-4401  
 www.gm.com

SERVICE ADVISOR **L&E MATTHEWS**

WORK ORDER NUMBER	DATE MADE	STOCK NO.	VEHICLE IDENTIFICATION	CUSTOMER	DATE	SALES	SALES	SALES
18SEP02	19SEP02	3123N	1GKST16B626120563	6619295	T808		19SEP02	153490
TIME IN	TIME OUT	YEAR	MAKE & MODEL	TELEPHONE	ADDRESS	CITY	STATE	ZIP
12:57	11:17	02	GMC ENVOY XL			15JUL02	301	352
RELEASE IN	RELEASE OUT	LICENSE NO.	VEHICLE LICENSE IDENTIFICATION					
2183	2183							

CAUSE: SEALER COZING-NEC TO REMOVE AND CLEAN REAR LICENSE PLATE TRIM.  
 B9654 LAMP ASSEMBLY, EXTERIOR - REPLACE BACK UP LICENSE (ONE OR BOTH)  
 677 W894 0.20  
 FC: 2K PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 VN

\*\*\* ENTERPRISE LOANER  
 CAUSE: 1 DAY COURTESY RENTAL, NEC TO COMPLETE REPAIRS  
 Z7901 COURTESY TRANSPORTATION 1 DAY  
 677 W894 0.00  
 FC: 98 PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 MJ

SUBL. ENTERPRISE

**PLEASE RETURN THE CSI SURVEY, BUT REMEMBER, COMPLETELY SATISFIED IS THE ONLY PASSING GRADE!**

**THANK YOU, THE MALOUF SERVICE TEAM**

*Mr. Goodwrench*

**LIMITED LABOR WARRANTY**  
 This limited warranty covers the labor used in performing the repair work on the vehicle. It does not cover the cost of parts or materials. The warranty is void if the vehicle is used for commercial purposes, off-road use, or if it is involved in an accident. The warranty is also void if the vehicle is not maintained according to the manufacturer's recommendations. This warranty is not transferable and is only valid in the state of New Jersey.

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
REC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

**STATEMENT OF DISCLAIMER**  
 The factory warranty constitutes all of the warranties with respect to the sale of this vehicle. The dealer hereby expressly declines all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither warrants nor assumes any other parties to assume for any liability in connection with the sale of the vehicle.

CUSTOMER SIGNATURE  
 X

**COPY**

UNIT INSIDE

FORDS, NJ

BLACK-FOOT (40-40) TRUCKS  
10001 10000 LANE, NORTH BRUNSWICK, NEW JERSEY 08901  
609 (732) 831-0400 Service (732) 831-0407  
www.blackfoot.com

SERVICE ADVISOR **DANN RASHIDEN**

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	VEHICLE TYPE	VEHICLE COLOR	DATE READY	STOCK NO.
14OCT02	15OCT02	3123N	1GKKT16B626120563	661929B	T740	15OCT02 154646
TIME IN	TIME READY	YEAR	MAKE & MODEL	VEHICLE TYPE	VEHICLE COLOR	DATE READY
14:19	15:28	02	GMC ENVY XL			15JUL02 302 310
RELEASE IN	RELEASE OUT	LEASE NO.				
3174	3174					

**A** CUST STATES WIPERS GO ON IN OFF POSITION WHEN DRIVING  
 CAUSE: WIPER MOTOR INOP FULL OF WATER-NEC TO REPLACE WIPER MOTOR.  
 N3520 MOTOR, WIPER - REPLACE WINDSHIELD 682 WS94 0.90  
 1 12487689 MODULE  
 FC: 6C  
 PART#: 12487689  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE: B  
 25001 VIP OVERNIGHT SHIPPING 682 WS94 0.00  
 1 PICK-UP PART LOCALLY  
 FC: 93 PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 ND

**PLEASE RETURN THE CSI SURVEY, BUT REMEMBER, COMPLETELY SATISFIED IS THE ONLY PASSING GRADE!**

**THANK YOU, THE MALOUF SERVICE TEAM**

*Mr. Goodwrench*

**3 ENTERPRISE LOANER**  
 CAUSE: 2 DAYS COURTESY RENTAL GMC TRUCK COMPANY

**LIMITED LABOR WARRANTY**  
 THE SERVICE CENTER WARRANTS THE REPAIR WORK TO BE FREE OF DEFECTS FOR THE PERIOD OF 90 DAYS OR 10,000 MILES, WHICHEVER COMES FIRST. THIS WARRANTY DOES NOT COVER THE ORIGINAL DEFECTS OR DAMAGE TO THE VEHICLE CAUSED BY ACCIDENTS, MISUSE, NEGLIGENCE, OR IMPROPER MAINTENANCE. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR RACE TRACKS, OFF-ROAD DRIVING, OR OTHER EXTREME USES. THE WARRANTY DOES NOT COVER THE COST OF TOWING OR TRANSPORTATION. THE WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT A SERVICE CENTER THAT IS A MEMBER OF THE MALOUF SERVICE TEAM. THE WARRANTY DOES NOT COVER THE COST OF PARTS OR LABOR FOR THE REPAIR OF THE ORIGINAL DEFECTS OR DAMAGE TO THE VEHICLE CAUSED BY ACCIDENTS, MISUSE, NEGLIGENCE, OR IMPROPER MAINTENANCE. THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR RACE TRACKS, OFF-ROAD DRIVING, OR OTHER EXTREME USES. THE WARRANTY DOES NOT COVER THE COST OF TOWING OR TRANSPORTATION. THE WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT A SERVICE CENTER THAT IS A MEMBER OF THE MALOUF SERVICE TEAM.

LABOR AMOUNT
PARTS AMOUNT
GRADE, TOLL
SUBLET AMOUNT
MISC. CHARGES
TOTAL CHARGES
LESS INSURANCE
SALES TAX
PLEASE PAY THIS AMOUNT

**STATEMENT OF DECLARATION**  
 The factory warranty constitutes all of the warranties with respect to the sale of this equipment. The Seller hereby expressly disclaims all warranties, other than as stated, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor includes any other person or person for it any liability in connection with the sale of this equipment.

CUSTOMER SIGNATURE  
 X

COPY



BRING INSIDE

Malouf Service Center  
15000 Highway 101, North Hollywood, CA 91605  
Tel: 818 708-1234 Fax: 818 708-1234  
www.malouf.com

[Redacted] FIELDS, NJ [Redacted]

SERVICE ADVISOR DAN KELLER

LENOVO2	15NOV02	3123W	1682165626120563	5619295	T668		LENOVO2	155876
08:49	14:49	02 GMC ENVY XL				15JUL02	302	302
4126	4126							

A C/S WINDSHIELD WIPERS DROP/TOWED TO STOP BY  
ROADSIDE  
CAUSE: WIPER MODULE FULL OF WATER COOL FILLING  
WITH WATER MODIFY WIPER MOTOR IN  
WATER AND REPLACE SEVERED WIPER MODULE  
W/ 28320 MOTOR, WIPER  
682 M894 0.90 (M/C)

1 12487689 MODULE  
FC: 60  
PARTS: 12487689  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
QTY:

A C/S BUBB MARKS IN REAR BUMPER/CRACK TO BODY  
CAUSE: MARKS IN REAR BUMPER NEC TO REPAIR  
REAR BUMPER  
A3278 FASCIA, REAR BUMPER REPAIR/CLIP  
COST ONE PIECE  
648 V88 4.10 (M/C)  
FC: 52 PARTS: COUNT:

**PLEASE RETURN  
THE CSI SURVEY,  
BUT REMEMBER,  
COMPLETELY  
SATISFIED  
IS THE ONLY  
PASSING GRADE!**

**THANK YOU,  
THE MALOUF SERVICE  
TEAM**

*Mr. Goodwrench*

LIMITED LABOR WARRANTY  
[Redacted text]

LABOR AMOUNT	
PARTS AMOUNT	
GAS/OIL/LUBE	
SMOOTH AMOUNT	
DISC. CHARGE	
TOTAL CHARGE	
LIN. FEE/CHARGE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

STATEMENT OF DISCLAIMER  
The Malouf Service Center is not responsible for any damage to your vehicle or property that may occur while your vehicle is in our shop. We are not responsible for any damage to your vehicle or property that may occur while your vehicle is in our shop. We are not responsible for any damage to your vehicle or property that may occur while your vehicle is in our shop.

COPY











**BRG REPURCHASE WORKSHEET**

**Number**  
4476407

**Customer Name**  
[REDACTED]

**Worksheet Filled Out By:**  
DOBBINS

**Old Vehicle VIN:**  
1GKJF18G626120663

**New Vehicle VIN:**

**Date:**  
12-Dec-02

				Lease Term	MO	MI	Lease Usage	Mo	MI
1	Replacement Vehicle Costs	\$0.00	1	Base Price		\$31,800.00	1	Down Payment / Gap Cost Reduction	\$0.00
2	Conversion / Equipment Transfer	\$0.00	2	Conversion Price		\$0.00	2	Additional Payments	\$0.00
3	Sales Tax	\$0.00	3	Sales Tax		\$1,894.84	3	Reg./Lic./Title (opt)	\$0.00
4	Reg./Lic./Title (opt)	\$0.00	4	Reg./Lic./Title (opt)		\$389.00	4	Aftermarket Items	\$0.00
5	Aftermarket Items	\$0.00	5	Finance Charges		\$0.00	5	Collateral Costs	\$0.00
6	Collateral Costs	\$0.00	6	Aftermarket Items		\$0.00	6	Pre-Judgment Interest	\$0.00
7	Pre-Judgment Interest	\$0.00	7	Collateral Costs		\$0.00	7	Annoyance / Inconvenience	\$0.00
8	Annoyance / Inconvenience	\$0.00	8	Pre-Judgment Interest		\$0.00	8	Other	
9	Dealer Admin / Vehicle Transfer	\$0.00	9	Annoyance / Inconvenience		\$0.00	9	<b>Total Additions</b>	<b>\$0.00</b>
10	Other	\$0.00	10	Other			10		
11			11	<b>Total Purchase Price</b>		<b>\$33,683.94</b>	11	Usage/Depreciation	\$0.00
12	<b>Total Replacement Price</b>	<b>\$0.00</b>	12	Usage/Depreciation		\$0.00	12	Damage	\$0.00
13			13	Damage		\$0.00	13	Over-Allowance	\$0.00
14	Usage/Depreciation	\$0.00	14	Over-Allowance		\$0.00	14	Negative Equity	\$0.00
15	Damage	\$0.00	15	Negative Equity		\$0.00	15	Incentives	\$0.00
16	MSRP Upgrade	\$0.00	16	Incentives (deduct)		\$0.00	16	Over Mileage Penalty	
17	Dealer Add-Ons	\$0.00	17	<b>Total Deductions</b>		<b>\$0.00</b>	17	<b>Total Deductions</b>	<b>\$0.00</b>
18	MSRP Downgrade	\$0.00	18				18		
19	Customer Cost (review LL)	\$0.00	19	<b>Repurchase Subtotal</b>		<b>\$33,683.94</b>	19	<b>Total Refund to Customer</b>	<b>\$0.00</b>
20			20	Loan Payoff		\$0.00	20	Attorney's Fees	\$0.00
21	<b>Total to Dealer &amp; Customer</b>	<b>\$0.00</b>	21	<b>Total Refund to Customer</b>		<b>\$13,683.94</b>	21	<b>Dealer Buy Out / Payoff Amount</b>	<b>\$0.00</b>
22	Attorney's Fees	\$0.00	22	Attorney's Fees		\$1,500.00	22		
23	<b>Total Repurchase</b>	<b>\$0.00</b>	23	<b>Total Repurchase</b>		<b>\$35,183.94</b>	23	<b>Total Repurchase Amount</b>	<b>\$0.00</b>
24			24				24		
25	Estimated Auction Price	\$0.00	25	Estimated Auction Price		\$29,531.25	25	Estimated Auction Price	\$0.00
26	Projected Loss	\$0.00	26	Projected Loss		\$5,652.69	26	Projected Loss	\$9.00

**OVER ALLOWANCE CALCULATION**

PURCHASE PRICE (before MV)	\$ 31,800.00	ACV OF TRADE IN	\$ 3,500.00	PURCHASE PRICE	\$ 31,800.00
MSRP ( FROM BARS INVOICE)	\$ 35,345.00	PAYOFF OF TRADE		INCENTIVE* (from BARS)	
DIFFERENCE	\$ (3,745.00)	DIFFERENCE	\$ 3,500.00	OVERALLOWANCE	
If positive look for over allowance		If negative-negative equity		ACTUAL PRICE	\$ 31,800.00
		TRADE ALLOWANCE	\$ 3,500.00		
		ACV OF TRADE	\$ 3,500.00		
		DIFFERENCE	\$ -	do not include fuel file credit	
		gov-actual cash value		include GM card points	