

GM
11-12-03

ATTACHMENT "2A" Continued

Book 3 of 7

Part 1 of 2

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Raleigh , NC



CASE NUMBER: 1-46977952 VIN: 1GNEH16H626109715
MODEL YEAR: 2002
DATE OPENED: 2002-11-06 SERIES: GM Unknown
DATE CLOSED: 2003-01-28 MILEAGE: 7000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/A No DEALER NAME: Chris Leith Automotive, Inc.
BRC PARENT: DEALER ADDRESS: 10700 Star Rd, Wake Forest, NC, 27507-7768, USA

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

NS1 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Received for G. Richard Wagoner, Ceo, President assigned to Marissa Byrum; ; 2002-12-02
2002-11-06

EXECUTIVE Scanned: 2002-11-05-21.14.18.000000, MEKDocNum: 0230900422; ; 2002-11-06
2002-11-06

Service Request Ownership has changed FROM: THOMAS TO: BYRUM; ; 2002-11-06
2002-11-13

1-46977952 - Hegal - review letter; ; 2002-11-13
2002-11-14

1-46977952 - Hegal - wake 1st contact (919) 676-7496; ; 2002-11-14
2002-11-25

1-46977952 - Hegal - awaiting response/make 2nd contact (919) 676-7496; ; 2002-11-25
2002-12-02

1-46977952 - Hegal - awaiting response/send utc ltr; ; 2002-12-02
2002-12-02

Created: CAC_RS0006. SR#1-46977952; ; 2002-12-02
2002-12-02

Customer Unavailable/Unable to Contact, Call CAC letter submitted for approval; ; 2002-12-02
2002-12-02

letter approved; ; 2002-12-02
2002-12-02

Service Request has been Closed Satisfied.; ; 2002-12-02
2003-01-13

SR in Status of Closed has been Re-Opened by RODJESS; ; 2003-01-13
2003-01-13

Windshield wipers; ; 2003-01-13
2003-01-14

1-46977952-svc mgr--dlr #919-556-3137; ; 2003-01-14
2003-01-16

1-46977952-between 9-11am PT at daytime #; ; 2003-01-16
2003-01-14

Svc mgr; ; 2003-01-16
2003-01-14

Svc Mgr Tom; ; 2003-01-14
2003-01-14

Windshield Wipers; ; 2003-01-14
2003-01-16

Service Request Ownership has changed FROM: BYRUMM TO: RODJESS; ; 2003-01-16
2003-01-16

Svc Mgr Tom; ; 2003-01-16
2003-01-16

Update; ; 2003-01-16
2003-01-21

1-46977952-between 9-11am PT at daytime #; ; 2003-01-21
2003-01-20

call back made for working erm; ; 2003-01-20
2003-01-21

1-46977952-svc mgr Tom; ; 2003-01-21
2003-01-21

Update; ; 2003-01-21
2003-01-22

1-46977952-; ; 2003-01-22
2003-01-23

AVM James Cuccurello mailbox 4040828176; ; 2003-01-23
2003-01-23

AVM; ; 2003-01-23
2003-01-28

1-46977952-between 9-11am PT; ; 2003-01-28
2003-01-28

Service Request has been Closed Dissatisfied.; ; 2003-01-28

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER 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:

DEALER ADMINISTRATION:

LEMON LAW:

LEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAME:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE: -

SOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

November 5, 2003

[REDACTED]
Raleigh, NC [REDACTED]

Service Request: 51-46977952
[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. If you would prefer to speak to me directly you may contact the Executive Office at (313) 667-7153.

Sincerely,

Marissa Byrum
Executive Office

RS0006-T/tc

ONE YEAR
TEAM RECRUITMENT
TABLET, NO 2704



MR. RICK WAGNER
CEO/GM
300 RENAISSANCE CENTER
P.O. BOX 300
DETROIT, MI 48205-3000

David H. Hegel
10441 Summerton Drive
Raleigh, NC 27614

RECEIVED

NOV - 4 2002

G.R. WAGONER, JR.

10/30/2002

Dear JD Power:

I have attached 3 documents I already sent to you relating to my horrible experience with my 2001 Chevrolet Venture. It should not surprise you to find out that I "unloaded" the vehicle after 2 more visits to my dealer for continued problems even after my letter dated 03/29/02.

What should surprise you is I actually purchased ANOTHER Chevrolet this year. The choice was not easy, I had no options. Because the trade-in value was so low on the Venture; only a Chevrolet dealership would give me enough of a trade-in to make the deal worthwhile. I have a relative that also was able to get me an employee rebate that made the deal basically a wash on payments so we reluctantly purchased a 2002 Chevrolet Trail Blazer. I was hoping that by getting out of the Venture, I could reduce my quality problems with Chevrolet.

Please make a note that I have returned for Service 4 times in less than 2 months! That is correct, I have again found out that Chevrolet has the worst quality one could ever imagine.

It is important to note that my BMW has now turned 1 year old and has NEVER had a single problem and the dealer just called me to set an appointment for my FREE annual service. THEY called me!

Chevrolet seems to only worry about quarterly numbers and how many automobiles they can crank out. BMW seems to make sure I am a customer for life. Well I can't blame Chevrolet on this one. I knew this before I got the Trail Blazer yet I still purchased a Chevrolet. They got me twice but rest assured this will NEVER happen again.



MR. WAGONER,

SORRY THINGS ARE NOT LOOKING GREAT.
I CHANGED DEALERS & THEY HAVE DONE THEIR BEST

DH

*David H. Hogel
18441 Sunnerton Drive
Raleigh, North Carolina 27614*

3/29/2002

GM
Mr. Richard Wagoner Jr.
100 Renaissance Ctr.
Detroit, MI 48265

Dear Mr. Wagoner,

If this letter reached your desk, I appreciate your dedication to your company.

Reading consumer mail is not on the top of any CEO's daily task list, I'm sure if you are reading this letter it is taking away from your daily duties to your investors and employees. I'll be brief as possible.

I have had an experience that has been less than you would wish on any customer. Rather than pile up the details, I have attached an e-mail sent to Chevrolet on 06/07/01 and a memo/letter I submitted with my JD Power survey on a recent purchase of my new BMW. While these documents only give a snap shot of my poor Chevrolet experience, you'll get the point.

Your task of running GM is one only a select few people in history could do with efficiency. I'm sure your efforts are tireless and with merit. Please use my experience as an example of how far your company has to go to return to greatness! Your track record shows you have the ability to turn things around. I truly feel for you to know what is really going on in the market, you need to hear from your customers. I offer my opinion without bias.

The size of GM makes a monumental turn around very difficult. I wish you the best of luck in your task to do so.

Sincerely,

[REDACTED]

3/29/2002

To whom it may concern at J.D. Power:

I just completed your survey on my new BMW. I wanted to add an additional purchase to your survey.

2 Years ago I purchased the new Chevrolet Venture Van; Warner Brothers Edition. It is with out a doubt the biggest purchase mistake of my life!

I have had nothing but problems with it. While the engine seems to be fine, I have had numerous problems and recalls. The vehicle has been back to my dealer at least 7 times and they have YET to complete the job. As a matter of fact, twice they created new problems.

I have had poor dealer and Chevrolet response. When I requested some assistance, Chevrolet actually told me the vehicle was fine because I have only had problems with non-engine related issues. I have been concerned that my wife had the automatic door close on her while putting our baby in the back seat. Not only did it shut, it did not recoil once her leg was hit, it jammed her against the doorframe. I asked Chevrolet about the safety concerns of a "family" vehicle having such a problem. They responded that at 100 lbs. of pressure, the door would go back to the open position. When confronted with the dilemma of a child placing that kind of pressure against the door, they informed me that they have had no other complaints!

My experience with BMW has been MUCH different. BMW, the dealer and everyone involved since I purchased the car has bent over backwards to make sure I'm satisfied. I have received at least 5 phone calls, 3 surveys and numerous gifts and free items. I actually paid less for my BMW than I did for the van. The quality, service and overall design of the 2 has no similarities. The overall experience with BMW has been wonderful! The experience has changed my buying habits. Until my new BMW, I only purchased American made cars and SUV's. While my other American made cars and SUV's were not a bad experience, they didn't show me the service BMW has. I have come to one certain conclusion.

I will NEVER buy another Chevrolet! When I informed Chevrolet of my change in purchase habit, they didn't seem to care that I felt so strongly about my decision to never buy from them again. I find this amazing since my Grand Father (in-law) was a 30-year Chevrolet employee. He retired from Chevrolet as the Director of Service. They had to actually drive me away from them. Well, they succeeded. Please feel free to share this additional memo with any "friends" you might have at Chevrolet. The next time they wonder why American's are flocking to foreign vehicle makers, maybe they could look at this "supplemental" survey as an example of poor quality, service and just overall lackadaisical response to a customer in need.

Thanks,

[REDACTED]
Raleigh, NC [REDACTED]

06/07/2001

Dear Chevy,

My story is not one that you'll be proud of. I'm 36 years old, married with 2 children. I make a 6-digit salary and have ALWAYS purchased American made automobiles. I'm your perfect demographic hit!

Last year my wife and I relocated to NC. I had always had a company perk of an auto but my new job didn't offer me a car. Thus it was time for me to buy a new one. Long story short my kids and wife loved the new Venture Warner Bro. Edition. We chose it because it's perfect for kids.

I paid list because it was the first one at the dealership. (St. Walter Raleigh Chevy) We wanted the Van! Well, when we arrived to pick it up it wasn't ready or cleaned. We took it anyway. VIN# 1GNDX13EXYD200597

Once home we realized the headphones were missing. It took 3 months to get those in. We also noticed that the cup holders were placed right in front of the VCR. Yes, it got wet on day 2.

The car has a few design flaws. The hood design loves to catch every leaf that comes by. The power door when locked still engages the motor if the button is pushed (more on this later). The rear hatch takes all of my wife's body weight to close. Numerous blind spots because of angle of rear door frame.

The quality of the motor is fine. The Van rides rather well. However, I have had the rear door handle break and the automatic door break. The service is terrible at St. Walter Raleigh. They got the car when we called at 8:30am on 06/06/01. They said it would be ready that day. While making the appointment I told the Service Writer the motor for the door was out and the rear door handle was off. Not to mention the rear wiper cover had also fallen off. I got a call at 4:30 to tell me they needed to order a part. (That's why I told them 3 weeks prior they needed the motor and handle).

They said it would be ready early morning on 06/07/01. I called them at 11:30am to find out they were not ready. They said they would call me right back. I have 2 kids and we needed that Van back. Then at 1:30pm I got another call that says they were working on it and the cable was out. I inquired about the motor. They said the motor was fine. "Then why did you tell me yesterday that you were waiting for a motor to arrive?" The response was one of BS. They now claim that if it's not ready they will get me a loaner. Great, how do I drive around with kids without a car seat? My van has them built in thus I don't own any child seats.

Needless to say I own a one-year-old \$32,000 van that has problems already. I have a dealer that thinks I'm stupid and doesn't realize they never looked at my van yesterday.

My neighbors' just laugh at me as they ride around in their Lexus', Honda's, Toyota's and BMW's.

I need to tell them, "buy American!" Now I wonder who is the idiot. My wife's Grandfather was an executive for GM for 30 years. I worked for a US company making consumer goods for 10 before my present company. My father spent 25 years working for US corporations in consumer goods. We are a BUY AMERICAN family.

My next auto will be Japanese or German! This is my second Chevy and my last.

Raleigh, NC
chevy@com.com
VIN#1GNDX13EXYD200597

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



Westland MI

MI



HOME PHONE:

CASE NUMBER:	1-47018067	VIN:	1GKFT168926121044
DATE OPENED:	2002-11-06	MODEL YEAR:	2002
DATE CLOSED:	2002-11-08	SERIES:	Envoy
SOURCE:	Phone	MILEAGE:	4000.0000000
BRC TYPE:	N/Yes	DELIVERY DATE:	
BRC PARENT:		DEALER NAME:	Holman Automotive Group, Inc.
		DEALER ADDRESS:	35300 Ford Road, Westland, MI, 48185-3191, USA

*****GENERAL CASH INFORMATION*****

W51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Windshield Wiper module; ; 2002-11-06
2002-11-06

Parts mgr Greg; ; 2002-11-06
2002-11-08

1-47018067; ; 2002-11-08
2002-11-07

cust seeks resolution; ; 2002-11-07
2002-11-07

VME 11/5/02 11:39am; ; 2002-11-07
2002-11-07

Parts Delay; ; 2002-11-07
2002-11-07

svomgr Gary; ; 2002-11-07
2002-11-08

svowrtx Todd; ; 2002-11-08
2002-11-07

parts delay; ; 2002-11-07
2002-11-08

Service Request has been Closed Satisfied.; ; 2002-11-08

*****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:
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: FAX NUMBER:
DEALER NAME: BODY TYPE:
DEALER ADDRESS: , , TRIM:
CONTACT: , TRANSMISSION:
PHONE NUMBER: VEHICLE DRIVEABLE:
PRODUCT CODE: BRC WARRANTY DATE:
ENGINE TYPE: NADA: 0
MILEAGE @ BUY-BACK: 0 SALES TAX:
MSRP:

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

ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

LEGAL TYPE:
LEMON LAW:

DEALER ADMINISTRATION:
RELEASE:

VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

Stelabel Reports:**CaseId:** 1-47631320**Name:** [REDACTED]**Address:** [REDACTED]**City:** [REDACTED]**State:** TX**zip:** [REDACTED]**Country:** USA**Owner_phone:****Vin:** 1GNES16S926124595**Open_date:****Make:** Chevrolet**Closed_date:****Model:** TrailBlazer**Source:** White Mail**Odometer:** 11161**BRC_type:** LegalYes**UCC:** N61**UCCdesc:** Power Windshield Wiper - Motor / Blades / Arms**Call_notes:** Inoperative**Work_Desc:** LEGAL CORR**Remarks**

Scanned: 2002-11-04-19.16.28.000000, MSXDocNum: 0230600644

Outbound Call Dealer

Outbound Call Third Party - 214462-3000

Outbound Call Field Rep/Whial - Michael Fisher, avm 972075.6114

Inbound Voice Mail - Mike Fisher, avm

Service Request Ownership has changed FROM: ELLIS TO: MESZAROK

Crm received return call from oest atty

Outbound Call Third Party - crm left return call vme for atty

Atty returned crm call

Outbound Call Third Party - 214462-3108

Outbound Call Field Rep/Whial - Michael Fisher, avm 972075.6114

Paul Grinke, atty

MSX Request Form

If a Corepoint Request file exists, print out all attachments and attach them to this request form.

12/4/02
Today's Date

Kathy Meszanos
CRM Name

DEC 11 2002

Customer Information

MSX Doc No. _____

Contract Name

Division _____

MSX Timestamp _____

6 Number of pages included

Action to be taken by MSX

SEND ORIGINAL DOCUMENTS TO:

Portland Austin Tampa Customer

Other _____

Address: _____

City/ST/Zip: _____

PLEASE NOTE: Original/Paxed docs are attached to this request form.

Scan Documents. Attach to Request Number: 1-47631320

Scan Documents. Put in Corr. Assign Only.

Return attached documents to storage

I have reviewed the information being submitted by the CRM. I verify that this is a necessary request and that all pertinent steps have been completed.

TM Approvals Signature

[Signature]

12/4/02

PHILADELPHIA
ATLANTA
CHICAGO
CINCINNATI
DALLAS
DENVER
HOUSTON
LOS ANGELES



NEW YORK
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SAN FRANCISCO
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2300 BARRINGTON CENTER 1717 MAIN STREET DALLAS, TX 75201-7226
214.462.3000 800.448.1207 214.462.3299 FAX www.cozen.com

FACSIMILE

FROM: Paul A. Grinke

TIMEKEEPER NO.: 1782

SENDER'S PHONE: 214.462.3105

SENDER'S FAX: 866.297.8473

OF PAGES (INCLUDING COVER): 3

FILE NAME: Gardner

DATE: November 25, 2002

FILE #: 099994

RECIPIENT(S)	PHONE	FAX
Kathy Morgan		866/215-8750

MESSAGE: See attached.

IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL 214.462.3000 or 800.448.1207 IMMEDIATELY.

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214.462.3200 800.448.1207 214.462.3299 FAX www.coo.com

November 25, 2002

VIA FACSIMILE: 866/215-6730

Paul A. Grinke
Direct Phone: 214.462.3188
Direct Fax: 214.462.3473
pgrinke@cozen.com

Kathy Mazeris
Legal Department
GM Corporation
Customer Assistance and Relationship Services
Legal/Taxps
c/o: MSX International
1464 John A. Papala Drive
Lincoln Park, Michigan 48146

Re: [REDACTED], Texas
[REDACTED]
2002 Chevrolet Trailblazer
VIN #: 1GNES16S926124595
Chevrolet Factory Warranty

Dear Kathy:

We are filing a complaint with the Texas Motor Vehicle Commission with regard to the above-referenced vehicle. As you know, our original complaint involved the failure of the windshield wipers and washers. Please note that we are now supplementing our complaint to include four trips to Lakeside Chevrolet as a result of the "service engine soon" light coming on related to failure of the gas cap. Please be advised that Ms. Gardner was forced to return the Trailblazer to Lakeside Chevrolet for this service last week, and again today, November 25, 2002. This constitutes four trips to Lakeside Chevrolet for this problem. Under the Texas Motor Vehicle Commission Code, a consumer is entitled to replacement or repurchase of their vehicle if the vehicle is returned for warranty service related to the same problem for at least four times. This is regardless of whether the issue is a safety issue or not. Please have your area representative contact Lakeside Chevrolet to discuss this matter.

Ms. Gardner has now been forced to return her Trailblazer to Lakeside Chevrolet seven times in five months for warranty service. This is unacceptable.

Kathy Mazeris
November 25, 2002
Page 2

I will send you a copy of our complaint with the Texas Motor Vehicle Commission regarding the windshield wipers and washers as well as the supplemental complaint with regard to the "service engine soon" light. Please call me to discuss this matter at your earliest convenience.

Sincerely,

COZEN O'CONNOR



By: Paul A. Griske

PAG/jw

cc: Amy Gardner

DALLASTX04171 000004.000

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214.462.3000 800.448.1207 214.462.3299 FAX www.cozen.com

FACSIMILE

FROM: Paul A. Griska

TIMESLIPPER NO.: 1782

SENDER'S PHONE: 214.462.3105

SENDER'S FAX: 866.297.8473

OF PAGES (INCLUDING COVER): 3

FILE NAME: Gardner

DATE: November 15, 2002

FILE #: 099994

RECIPIENT(S)	PHONE	FAX
Kathy Mazzari		866/215-780

6

MESSAGE: See attached.

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November 15, 2002

VIA FACSIMILE: 866/215-8750

Paul A. Grubin
Direct Phone: 214.462.2285
Direct Fax: 866.215.8779
pgrubin@cozen.com

Kathy Mazeris
Legal Department
GM Corporation
Customer Assistance and Relationship Services
Legal/Tampa
c/o: MSX International
1464 John A. Papaleo Drive
Lincoln Park, Michigan 48146

Re: [REDACTED]
[REDACTED] Rowlett, Texas 75088
[REDACTED]
2002 Chevrolet TrailBlazer
VIN #: 1GNES16S926126595
Chevrolet Factory Warranty

Dear Kathy:

As we discussed on the telephone this morning, this letter will confirm that Lakeside Chevrolet Co. has attempted to repair the windshield wiper motor on Ms. Gardner's Trailblazer for a third time. Ms. Gardner will pick up her vehicle from Lakeside Chevrolet this afternoon. I understand you will contact me early next week to discuss GM's final position as to Ms. Gardner's request for a replacement of the vehicle. Please note that, by Ms. Gardner picking up her vehicle from Lakeside Chevrolet Co. this afternoon, she in no way waives her right to bring a claim for repurchase or replacement in front of the Texas Motor Vehicle Commission, and/or any other remedy provided for under State or Federal law.

If you have any questions, please do not hesitate to call me.

Kathy Mazeris
November 15, 2002
Page 2

Sincerely,

COZEN O'CONNOR



By: Paul A. Grinks

PAG/jw

cc: Amy Gardner

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



Independence MO



HOME PHONE:

CASE NUMBER: 1-48538228 VIN: 1GNDT13E521266804
MODEL YEAR: 2002
DATE OPENED: 2002-11-12 SERIES: TrailBlazer
DATE CLOSED: 2003-09-12 MILEAGE: 37000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: Cable-Dahmer Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 1834 S Noland Rd, Independence, MO, 64055-1314, USA

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

HS1 Power Windshield Wiper - Motor / Blades / Arms
0 REPAIR ATTEMPT(S) Inoperative

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

- Numerous concerns; ; 2002-11-13
2002-11-12
- Spoke to Bob Eddleblute, svc advisor; ; 2002-11-13
2002-11-13
- 1-48538228 Check in w/cust; ; 2002-11-13
2002-11-13
- Spoke to cust; ; 2002-11-13
2002-11-13
- Spoke to Bob, svc advisor; ; 2002-11-13
2002-11-13
- Spoke to cust; ; 2002-11-13
2002-11-15
- 1-48538228 Check in w/cust; ; 2002-11-15
2002-11-15
- Spoke to cust; ; 2002-11-15
2002-11-22
- 1-48538228 Check in w/cust; ; 2002-11-27
2002-11-27
- Tried cust; ; 2002-11-27
2002-12-04
- 1-48538228 See if cust has called in; ; 2002-12-04
2002-12-04
- checking file; ; 2002-12-04

2-12-04

Created: CAC_RS0006. SR#1-48538228; ; 2002-12-04
2002-12-04

Call CAC letter; ; 2002-12-06
2002-12-06

letter approved; ; 2002-12-06
2002-12-06

Service Request has been Closed Satisfied.; ; 2002-12-06
2003-03-07

SR in Status of Closed has been Re-Opened by SMITHC; ; 2003-03-07
2003-03-07

Cust called in; ; 2003-03-07
2003-03-07

Spoke to cust; ; 2003-03-07
2003-03-07

Spoke to Bob Eddleblute; ; 2003-03-07
2003-03-07

l/m for Rich Frost; ; 2003-03-07
3-03-11

1-48538228 Check in w/Rich Frost at dlr; ; 2003-03-11
2003-03-07

Spoke to cust; ; 2003-03-07
2003-03-17

1-48538228 Check in w/cust, give any new info; ; 2003-03-17
2003-03-11

Spoke to Rich Frost; ; 2003-03-11
2003-03-12

1-48538228 Leave message for AVM Thomas Clapham; ; 2003-03-13
2003-03-13

Crm l/m for AVM Tom Clapham; ; 2003-03-13
2003-03-13

AVM Tom Clapham left response; ; 2003-03-13
2003-03-17

Spoke to cust; ; 2003-03-17
2003-03-17

Spoke to Rich Frost, svc mgr; ; 2003-03-17
3-03-28

1-48538228 Check in w/cust; ; 2003-03-28
2003-03-28

Spoke to cust; ; 2003-03-28
2003-04-04

2003-04-04

made follow up call to cust; ; 2003-04-04
2003-04-04

called cust for update; ; 2003-04-04
2003-04-07

Spoke to cust; ; 2003-04-07
2003-04-08

1-48538228 Check in w/cust, give any new info.; ; 2003-04-08
2003-04-07

Rich Frost , svc mgr; ; 2003-04-07
2003-04-07

Spoke to cust; ; 2003-04-07
2003-04-08

Tried cust; ; 2003-04-08
2003-04-09

1-48538228 See if cust has called in; ; 2003-04-09
2003-04-09

cust called in; ; 2003-04-09
2003-04-22

1-48538228 Check in w/cust and dlr; ; 2003-04-23
2003-04-23

Spoke to Bob Eddleblute; ; 2003-04-23
2003-04-23

Spoke to cust; ; 2003-04-28
2003-04-30

1-48538228 Check in w/cust; ; 2003-04-30
2003-04-30

Spoke to Terry Billam; ; 2003-04-30
2003-04-30

Spoke to cust; ; 2003-04-30
2003-04-30

Spoke to Bob Eddleblute, svc advisor; ; 2003-04-30
2003-05-02

1-48538228 Check in w/cust, check for part; ; 2003-05-02
2003-05-02

Spoke to cust; ; 2003-05-14
2003-05-14

Spoke to Bob eddaleblute, svc mgr; ; 2003-05-14
2003-05-14

tried cust; ; 2003-05-14
2003-05-21

1-48538228 see if cust has called in; ; 2003-05-21

3-05-21

Created: CAC_RS0006. SR#1-48538228; ; 2003-05-21
2003-05-21

call cac ltr; ; 2003-05-23
2003-05-23

RS0006; ; 2003-05-23
2003-05-23

Service Request has been Closed Satisfied.; ; 2003-05-23
2003-08-07

SR in Status of Closed has been Re-Opened by SMITHC; ; 2003-08-07
2003-08-07

Cust called in; ; 2003-08-07
2003-08-07

Tried cust; ; 2003-08-07
2003-08-14

1-48538228 See if cust has called in; ; 2003-08-14
2003-08-14

Checking file; ; 2003-08-14
3-08-14

Created: CAC_RS0006. SR#1-48538228; ; 2003-08-14
2003-08-14

Call CAC; ; 2003-08-18
2003-08-18

Service Request has been Closed Satisfied.; ; 2003-08-18
2003-08-25

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

Cust called in; ; 2003-08-25
2003-08-25

Spoke to cust; ; 2003-08-25
2003-08-28

1-48538228 Call cust w/update; ; 2003-08-28
2003-08-25

Spoke to Sharon Lett, receptionist; ; 2003-08-25
2003-08-26

1-48538228 Try to contact AVM; ; 2003-08-26
3-08-26

Rich Frost, svc mgr called; ; 2003-08-26
2003-08-26

Spoke to Rich Frost, svc mgr for dlr; ; 2003-08-26
2003-08-28

2003-08-28

Spoke to Rich Frost; ; 2003-08-28
2003-08-28

Spoke to cust; ; 2003-08-28
2003-09-03

1-48538228 Call cust if cust has not called in.; ; 2003-09-03
2003-09-03

Spoke to cust; ; 2003-09-03
2003-09-12

1-48538228 Call cust if cust has not called in; ; 2003-09-12
2003-09-12

Spoke to cust; ; 2003-09-12
2003-09-12

Service Request has been Closed Dissatisfied.; ; 2003-09-12

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
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:
ROAD TEST RESULT:

INVESTIGATIVE SUMMARY:
STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC: TRANSACTION:
DEALER NAME: BODY TYPE:
DEALER ADDRESS: , , TRIM:
CONTACT: , TRANSMISSION:
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: VEHICLE DRIVEABLE:
ENGINE TYPE: MRC WARRANTY DATE:
MILEAGE @ BUY-BACK: 0 NADA: 0
MSRP: SALES TAX:

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

ACCOUNT NUMBER: INTEREST PAID:
INTEREST RATE: DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES: * 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:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

November 5, 2003

[REDACTED]
Independence, MO [REDACTED]

Service Request: S1-48538228
[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,

Phyllis Tumlinson
Customer Relationship Manager

RS0006-P/amc

November 5, 2003

[REDACTED]
Independence, MO [REDACTED]

Service Request: 1-48538228

[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,

Carrie Smith
Customer Relationship Manager

RS0006-P/lb

November 5, 2003

[REDACTED]
Independence, MO [REDACTED]

Service Request: S1-48538228
[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,

Carrie Smith
Customer Relationship Manager

RS0006-P/ajk

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

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

CASE NUMBER: 1-48861414 VIN: 1GKET16S736134974
MODEL YEAR: 2003
DATE OPENED: 2002-11-13 SERIES: Envoy
DATE CLOSED: 2002-12-16 MILEAGE: 3200.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Earl Dunn Pontiac-Buick-GMC Truck, Inc.
BRC PARENT: DEALER ADDRESS: P. O. Box 416, Madison, TN, 37116-0416,

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

N01 General
0 REPAIR ATTEMPT(S) Surge

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

Electrical.; ; 2002-11-13
2002-11-13

Svc. mgr. Derall.; ; 2002-11-13
2002-11-13

Update. cust.; ; 2002-11-13
2002-11-13

Service Request has been Closed Satisfied.; ; 2002-11-13
2002-11-13

Cust updating file.; ; 2002-11-20
2002-11-13

No trip interruptions.; ; 2002-11-20
2002-11-20

Service Request has been Closed Satisfied.; ; 2002-11-20
2002-12-13

SR in Status of Closed has been Re-Opened by ALARCONP; ; 2002-12-13
2002-12-13

Wipers insp; ; 2002-12-13
2002-12-13

[REDACTED] contacted; ; 2002-12-13
2002-12-13

Roadside; ; 2002-12-13
2002-12-13

Service Request Ownership has changed FROM: TINKERT TO: ALARCONP; ; 2002-12-13
2002-12-13

Service Request has been Closed Satisfied.; ; 2002-12-13
2002-12-13

SR in Status of Closed has been Re-Opened by JAMESTIF; ; 2002-12-13
2002-12-13

Transfer; ; 2002-12-13
2002-12-16

Service Request has been Closed Satisfied.; ; 2002-12-16

*****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: BODILY INJURIES:
DEATHS:

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:

CONTACT: ,
OWNER NUMBER:
PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
TITLE 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:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Memphis , TN



CASE NUMBER: 1-49483303 VIN: 1GNBB168X26137551
MODEL YEAR: 2002
DATE OPENED: 2002-11-15 SERIES: TrailBlazer
DATE CLOSED: 2002-12-09 MILEAGE: 5600.0000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/ANO DEALER NAME: Bill Heard Chevrolet, Inc. - Collierville
SRC PARENT: DEALER ADDRESS: 4605 Bailey Station Road, Collierville, TN, 38017-3370,

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

MS1 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Wiper concerns; ; 2002-11-15
2002-11-18

1-49483303 follow; ; 2002-11-18
2002-11-19

1-49483303 Followup; ; 2002-11-21
2002-11-21

unable to contact letter; ; 2002-11-21
2002-11-21

Created: CAC_RS0006. SR#1-49483303; ; 2002-11-21
2002-11-21

Service Request has been Closed Satisfied.; ; 2002-11-21
2002-12-05

SR in Status of Closed has been Re-Opened by BOSTICKM; ; 2002-12-05
2002-12-05

Cust dissat; ; 2002-12-09
2002-12-06

Cust dissat with repeat part failures; ; 2002-12-06
2002-12-06

seeking to alert Svc Mgr; ; 2002-12-06
2002-12-06

detailing the Cust dissat; ; 2002-12-06
2002-12-06

2002-12-06

dissat closing letter; ; 2002-12-06
2002-12-06

Created:CAC_MN0001. SR#1-49483303; ; 2002-12-06
2002-12-06

dissat closing for review and submission; ; 2002-12-09
2002-12-09

APPROVED LETTER; ; 2002-12-09
2002-12-09

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

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

RCB:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
BAL:

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:

*****ACCIDENT INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

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

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

NAME:
COMPANY:
ADDRESS:

November 5, 2003

[REDACTED]
[REDACTED]
Memphis, TN [REDACTED]

Service Request: S1-49483303
[REDACTED]

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Mlegal Bostick
Customer Relationship Manager

MN0001-T/dm

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Marksville LA [REDACTED]
HOME PHONE:

CASE NUMBER: 1-49512694 VIN: 1GNES16S026130172
MODEL YEAR: 2002
DATE OPENED: 2002-11-15 SERIES: TrailBlazer
DATE CLOSED: 2002-11-15 MILEAGE: 5000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Southern Chevrolet Cadillac, Inc.
BRC PARENT: DEALER ADDRESS: 5845 Coliseum Blvd, Alexandria, LA, 71303-3743, USA

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

NS1 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Complaint veh; ; 2002-11-15
2002-11-15

Windshield Wiper; ; 2002-11-15
2002-11-15

Service Request has been Closed Satisfied.; ; 2002-11-15

*****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:

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 DRIVABLE:
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
ELEMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:

LOCATION:

RESTRAINT:

DATED:

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:
	CONTACT PHONE:
ADDRESS:	

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]

Yorktown Heights
NY [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 1-51396055 VIN: 1GNHT168726138346
MODEL YEAR: 2002
DATE OPENED: 2002-11-22 SERIES: Trailblazer
DATE CLOSED: 2003-01-27 MILEAGE: 5398.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Fisher Bros. Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: Rte 6, Mahopac, NY, 10541-9806, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Windshield wipers; ; 2002-11-22
2002-11-26

1-51396055 /cust and dlr; ; 2002-11-26
2002-11-26

Svc mgr Norm Fisher; ; 2002-11-26
2002-11-29

1-51396055 /cust; ; 2002-11-29
2002-12-06

1-51396055 /cust; ; 2002-12-06
2002-12-13

1-51396055 /movement; ; 2002-12-16
2002-12-16

Call CAC letter; ; 2002-12-16
2002-12-16

Cust; ; 2002-12-16
2002-12-17

1-51396055 /cust; ; 2002-12-17
2002-12-17

Windshield broke again; ; 2002-12-17
2002-12-17

dlr; ; 2002-12-17
2002-12-17

*** contacted cust - 2002-12-17

2-12-17

Windshield wiper concern; ; 2002-12-17
2002-12-17

Calling AVN; ; 2002-12-17
2002-12-17

1-51396055 /Update; ; 2002-12-18
2002-12-19

1-51396055 /review; ; 2002-12-19
2002-12-18

Service Request Ownership has changed FROM: CRAWFORJ TO: RODRIGUE; ; 2002-12-18
2002-12-18

AVN response; ; 2002-12-18
2002-12-18

Please see AVN response; ; 2003-01-27
2002-12-30

friday; ; 2002-12-30
2003-01-13

smartcare 12/12; ; 2003-01-13
03-01-24

smartcare; ; 2003-01-27
2003-01-24

Created: CAC_RS0006. SR#1-51396055; ; 2003-01-24
2003-01-24

unable to contact; ; 2003-01-27
2003-01-27

approved letter; ; 2003-01-27
2003-01-27

Service Request has been Closed Satisfied.; ; 2003-01-27

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

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 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:

NAME:
INTEREST PAID:
DEALER BUYOUT:

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

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:

LOCATION:

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

RESTRAINT:
IF SO, WHERE:

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: & BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILAGE 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]
Yorktown Heights, NY [REDACTED]

Service Request: S1-51396055

[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,

Gracie Rodriguez
Customer Relationship Manager

RS0006-A/crs

Siebel Reports:

Caseid: 1-52581880

Name:

Address:

City: Buffalo

State: NY

zip: [REDACTED]

Country: USA

Owner_phone:

Vin: 1GKDT135722624061

Open_date:

Make: GMC

Closed_date:

Model: Envoy

Source: White Mail

Odometer: 10011

BRC_type: ADRYes

UCC: N51

UCCtext: Power Windshield Wiper - Motor / Blades / Arms

Call_notes: Inoperative

Work_Desc: After Market Alarm

Remarks

1-52581880 - outbound call to dealer
1-52581880 - outbound call to cust
Dir returning original CRM's call
Inbound call from cust re: burglar alarm
CALL TRANSFERED
WIPER MOTORS
WIPER PROBLEM
SR in Status of Pending Documentation has been Re-Opened by JAMESA
PLS CONTACT
Outbound call to cust
ENTERPRISE RENTAL
PLS CONTACT CUSTOMER
Update
1-52581880 - progress report
Progress Report
Progress Report

November 5, 2003

[REDACTED]
Buffalo, NY [REDACTED]

Service Request: S1-52561880

[REDACTED]
Thank you for your support of GMC. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2002 GMC Envoy, Vehicle Identification Number 1GKDT13S722524091, is for the following:

- 60 months or 100,000 miles, whichever occurs first
- Standard rental
- A \$0.00 deductible

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

If you have any future questions, please feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Peter Locklear
Customer Relationship Manager
Business Resource Center

November 5, 2003

[REDACTED]
Buffalo, NY [REDACTED]

Service Request: S1-52561880
[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,

Jean Whyre
Customer Relationship Manager

MN0001-T/fld

Judge, Small
Howard St
Buffalo NY 14206



U.S.
PS
NO
\$4
000

Anti:
Customer Complaint
Customer Number
4-5256-1880

GMC
P.O. Box 33172
Detroit MI 48232-5172

JUN 27 2003



January 23, 2003

GMCA
P.O Box 33172
Detroit MI 48223-5172

To Whom It May Concern:

I am writing this letter reference to the New York NEW CAR Lemon Law, General Business Law, section 199-a (b)(2), to notify you that your dealer DON DAVIS AUTO

World, is willing to make repairs to my truck, however the problem that is occurring has no correction through the tech center at GMCA. Therefore, the problem cannot be fix.

My truck has the problem(s) described below which has not been repaired. As a result of this problem, the value of the car to me has been substantially impaired.

Problem: STEERING SUSPENSION HAS A HUM NOISE

Unless repairs are commenced within 20 day from the date you receive this notice, Under General Business Law, -199-a (b)(2). You will be required to accept return of the Truck and, at my option, issue me full either refunds of the purchase price or replace it with a comparable truck.

I await your prompt reply.

Sincerely,

Cc: DON DAVIS Auto WORLD

RINFF071

INCENTIVE PROGRAM CATALOG INQUIRY

02/28/03

START BROWSE

PROCESSING SOURCE: PONTIAC

08:13:39

INCENTIVE CODE/LVL: GMS _____

PAGE NO: 1

FM	INCTV			START	END	ST	LAST ACTIVITY	
CD	CD	LVL	DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
	(S)							
-	GMS	022	CRP 04 GMSFP (OUT OF STOCK)	10/01/02	12/31/05	F		0
-	GMS	020	CRP 03 GMSFP (OUT OF STOCK)	10/01/01	12/31/04	F	02/28/03	413
-	GMS	019	CRP 02 GMSFP (OUT OF STOCK)	10/01/99	12/31/03	F	02/28/03	4
-	GMS	013	CRP 01 GMSFP (OUT OF STOCK)	10/01/99	12/31/02	F	03/13/03	1
-	GMS	008	CRP 00 GMSFP (OUT OF STOCK)	01/01/99	12/31/01	F	07/09/02	1
-	GMS	015	CRP 04 GMSFP (PEP)	10/01/02	12/31/05	F		0
-	GMS	014	CRP 03 GMSFP (PEP)	10/01/01	12/31/04	F	02/28/03	10
-	GMS	010	CRP 02 GMSFP (PEP)	10/01/99	12/31/03	F	01/31/03	1
-	GMS	006	CRP 01 GMSFP (PEP)	10/01/99	12/31/02	F	08/27/02	1
-	GMS	003	CRP 00 GMSFP (PEP)	01/01/99	12/31/01	F	03/28/02	1
-	GSR	001	REG 01 NCR BAYFAIR INC COM CASH	09/18/01	01/01/02	F	10/04/01	1
-	GSR	005	REG 01 NCR BONUS CASH (INCREMENT)	06/12/01	10/02/01	F	04/11/02	1

COMMAND --> _____

MORE RECORDS

- PF01=HELP 03=PRV SCRN
- PF07=PGUP 08=PGDN

P/W:

RCMFR010

CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY

02/25/03

PROCESSING SOURCE: PONTIAC

08:11:51

VIN: 1GNDT13E7 2E524691 BELLG SCE: 48 MDL YA: 02 ORD NO: FURVF1 PAGE NO: 1

ODATE: 08/23/02 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 48 06532

DDATE: 07/27/02 DLVY FAN: DTYPE: 021 SRVC TYPE: MILEAGE:

DLVY DOE: 07/29/02 ORDER BY:

CANC:

CANC DOE:

TRADE: 07/12/02 DLVY TO: IM FURDUE

TRD DOE: 07/15/02 93 HOWARD ST

SRVC IN: BUFFALO

NY 14206

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTMD	DLR BSR	STAT
FTC	01	48 06532	00021986319	07/30/02	20.41	CA	0.00	9
GMS	01	48 06532	00021986319	07/30/02	1,631.28	CA	0.00	9
XMC	01	48 06532	064893	08/15/02	4,274.51	CP	0.00	9

COMMAND -->

NO MORE RECORDS

PF01=HELP 02-CURR INV 03-PRV HCRN EF07=EGUP 08=EGDN

PF09-CURR OPT 10-SPL INST 11-CURR ORD 2/W:

KIWF071 INCENTIVE PROGRAM CATALOG INQUIRY
START BROWSE PROCESSING SOURCE: FORTLAC
INCENTIVE CODE/LVL: KMC _____

02/25/03
08:14:11
PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(#)						
-	KMC 162 GRP 03 GMAC RATE SUPPORT	08/18/00		P	02/25/03	212
-	KMC 160 GRP 02 GMAC RATE SUPPORT	08/18/00		P	02/25/03	2
-	KMC 149 GRP 01 GMAC RATE SUPPORT	08/18/00		P	12/31/02	2
-	KMC 128 GRP 00 GMAC RATE SUPPORT	06/16/99		P	09/24/02	2
-	KMD 030 GRP 03 GMAC SPECIAL RETAIL RATE	07/02/02		P	02/25/03	13
-	KMD 024 GRP 02 GMAC SPECIAL RETAIL RATE	11/19/01		P	12/05/02	1
-	KMD 022 GRP 01 GMAC SPEC RETAIL RATE	01/16/01		P	11/05/02	1
-	KMD 018 GRP 00 GMAC RATE SUPPORT	08/07/99		P	10/12/01	1
-	KMC 006 CCC HAWAIIAN DLA DLVRY CREDIT	01/01/93		P	02/05/03	57
-	KMK 021 MAT 00 RETAIL CONSUMER REBATE	06/16/99	11/06/99	P	12/25/01	1
-	KPC 010 FLT ** FLEET DISTANT DELIVERY	08/17/92	12/31/00	P	01/23/03	1
-	KPD 002 CCC ** FLEET DISTANT DELIVERY	08/17/92		P	09/05/98	382

COMMAND --> _____

MORE RECORDS

PF01-HELP 03-PRV SCRN
PF07-FGUP 08-FGDN

B/W:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 1-53174306 VIN: 1GNBT16S026138219
 MODYL YEAR: 2002
 DATE OPENED: 2002-12-03 SERIES: TrailBlazer
 DATE CLOSED: 2003-06-20 MILEAGE: 10100.0000000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: N/ANo DEALER NAME: Delaney Chevrolet, Inc.
 BRC PARENT: DEALER ADDRESS: 626 Water St, Indiana, PA, 15701-1897, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

DEALER COMPLAINT; ; 2002-12-03
 2002-12-03

1-53174306; ; 2002-12-03
 2002-12-03

Creating 1 Free LOF; ; 2002-12-03
 2002-12-03

Created: CAC_RS0022. SR#1-53174306; ; 2002-12-03
 2002-12-03

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-12-03
 2002-12-03

Submitting LOF for Approval; ; 2002-12-04
 2002-12-04

Returned pending further attention. See feedback form. GWL/JEANNE OLSON/PDX; ; 2002-12-04
 2002-12-04

Goodwill Status has been changed from: Pending SITEL to Returned; ; 2002-12-04
 2002-12-05

ReSubmitting; ; 2002-12-09
 2002-12-09

Goodwill Status has been changed from: Returned to Pending SITEL; ; 2002-12-09
 2002-12-09

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2002-12-09
 2002-12-09

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

in Status of Closed has been Re-Opened by BENERL; ; 2003-01-10
2003-01-10

SURVEYS GENERAL indexed 1-10-03 Scanned: 2003-01-09-21.13.38.000000, MSXDocNum: 0300900314;
; 2003-01-13
2003-01-10

CSI survey attached; ; 2003-01-13
2003-01-13

SURVEY; ; 2003-01-13
2003-01-13

Service Request has been Closed Satisfied.; ; 2003-01-13
2003-01-14

SR in Status of Closed has been Re-Opened by ANLONGUE; ; 2003-01-14
2003-01-14

Letter Sent; ; 2003-01-14
2003-01-14

See Notes; ; 2003-01-16
2003-01-14

REQUEST FOR ASSISTANCE Scanned: 2003-01-13-13.57.01.000000, MSXDocNum: 0301300217; ; 2003-
16
3-01-16

LETTER OF COMPLAINT; ; 2003-01-16
2003-01-16

Service Request has been Closed Dissatisfied.; ; 2003-01-16
2003-06-20

SR in Status of Closed has been Re-Opened by COOPERJU; ; 2003-06-20
2003-06-20

Service Request Ownership has changed FROM: EATONL TO: COOPERJU; ; 2003-06-20
2003-06-20

Complaint; ; 2003-06-20
2003-06-20

Service Request has been Closed Dissatisfied.; ; 2003-06-20

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

NUMBER OF PEOPLE:
INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

DUFT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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]
Indiana, PA [REDACTED]

Service Request: 51-53174306
[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,

Lucinda Eaton
Customer Relationship Manager

RS0022-P

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

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

Mr Joseph A. Zala
33 Center Lane
Hollens, PA 19701-3628

136
6630 00.370 FEB 28 02
7152 MAIL ROOM HONOLULU, HI 96813

Customer Assistance Center
Chevrolet Division
PO Box 38170
Detroit, MI 48232-5170

JAN 13 2003

Attn: Lucinda Eaton

12/13/02

12/31/2002

To: Lucinda Eaton - Customer Relationship Manager
Customer Assistance Center
Chevrolet Division
PO Box 33170
Detroit, MI 48232-5170

From: [REDACTED]
Indiana, Pa [REDACTED]

Re: 2002 Chevrolet Trailblazer - VIN #1GNET16S026138219

Dear Lucinda,

I'm writing to express my deep concerns/disgust in the recent purchase of my 2002 Trailblazer. This is the first Chevrolet product that I have purchased, and I did so with high expectations of vehicle reliability. The subject vehicle was purchased as the primary means of transportation for my wife and family.

Since taking possession of the vehicle the following incidents have occurred within the first six months of ownership;

1. Faulty windshield wiper motor. This occurred on a family trip.
2. Paint Scratch on drivers side door. This occurred when the faulty wipers were being repaired.
3. Faulty Transfer Case Control Module. The first use of the 4-wheel drive system was a failure.
4. Rear Hatch Assembly Failure. This occurred when water penetrated the top of the rear hatch and froze, swelling the internal mechanism. The result was a rear hatch that would only open one third of the way.

After the occurrence of items 1 through 3, I spoke with a Chevrolet Customer Service Representative (12/2/2002) voicing my concerns (Request # S1-53174306) and asked to speak to a factory representative. I was told that one would call me, but instead I received a free oil change certificate in the mail.

The problems that have occurred to date are unacceptable and should be reviewed further by Chevrolet. As you can imagine, I'm frustrated with the performance of a vehicle that I paid over \$30,000 for, not to mention the inconvenience it has caused me each time I've taken it to the local Chevrolet dealer for repair. In addition, one must ask

the question "If this vehicle has had this many problems in six months, how many more will there be in the next three years?"

At this point in time I regret the purchase of the Trailblazer and do not plan on owning any other Chevrolet product in the future. I have owned numerous vehicles in the past and can safely say that I have never experienced problems like this before.

I hope the information that I have provided can assist Chevrolet in manufacturing a better product, and aid in better quality control in that process.

If you have any questions or require additional information, please feel free to contact me at [REDACTED]

Sincerely,
[REDACTED]

Co: Chevy file. W/Attachment



Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48233-5170

December 10, 2002

[REDACTED]
Indiana, PA [REDACTED]

Service Request: SI-53174306
[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,

Lucinda Eston

Lucinda Eston
Customer Relationship Manager

RS0022-P

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

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 9B, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

Void
AZZ
12/31/02



Service Satisfaction Survey

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

Indiana PA

[Redacted]

Change to []

Please provide us with your preferred email address:

Our records indicate that you had your 2002 Trailblazer serviced at Delaney Chevrolet on December 2, 2002. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued effort toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Delaney Chevrolet.

JAN 09 2003

Sincerely,

Charles F. Ugalde
Director of Operations

Instructions

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

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

** PLEASE HAVE THE PERSON WHO TOOK YOUR VEHICLE IN FOR SERVICE ON DECEMBER 2, 2002, COMPLETE THIS SURVEY. **

About Your Chevrolet Dealership's Service Department

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

About Your Service Consultant/Advisor

- | | | | | | |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?.... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | Does Not Apply/Not Requested | Don't Know | |
| 6. Were you offered transportation options?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 7. How satisfied were you that you were kept informed about the status of your service request?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | No Time Provided | | |
| 8. Was your vehicle ready by the original time promised?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |

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About Your Service Consultant/Advisor - Continued

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|--------------------------|-------------------------------------|-------------------------------------|--------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

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

- | | |
|---|---|
| <input type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available |
| <input type="checkbox"/> Work performed did not correct the problem | <input type="checkbox"/> I declined repair |
| <input type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Don't know |

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Were you given a copy of the completed repair order/invoice? Yes No

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?..... Yes No Don't Know/Not Sure

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Delmar Chevrolet?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

	Definitely Would	Probably Would	Maybe/Right Now	Probably Not	Definitely Not
17. Would you recommend this dealership for service?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2002 Trailblazer?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

19. Do you have any comments/recommendations about your Dealership: _____

Vehicle: See Attached

20. Are you... Male Female

21. Your age... Under 25 25-34 35-44 45-54 55-64 65 or older

22. May we include your name when providing this information to your dealership? Yes No

Thank You!

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOYOR DIVISION, P.O. BOX 10888, TOLEDO, OH 43686-0888

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-223-1022.

12/31/2002

To: Charles F. Ugolino - Director of Operations
Chevrolet Motor Division
PO Box 10063
Toledo, OH 43682-4081

From: [REDACTED]

Indiana, Pa [REDACTED]

Re: 2002 Chevrolet Trailblazer - 1GNET16S026138219

Dear Charles,

I'm writing to express my deep concerns/disgust in the recent purchase of my 2002 Trailblazer. This is the first Chevrolet product that I have purchased, and I did so with high expectations of vehicle reliability. The subject vehicle was purchased as the primary means of transportation for my wife and family.

Since taking possession of the vehicle the following incidents have occurred within the first six months of ownership;

1. Faulty windshield wiper motor. This occurred on a family trip.
2. Paint Scratch on drivers side door. This occurred when the faulty wipers were being repaired.
3. Faulty Transfer Case Control Module. The first use of the 4-wheel drive system was a failure.
4. Rear Hatch Assembly Failure. This occurred when water penetrated the top of the rear hatch and froze, swelling the internal mechanism. The result was a rear hatch that would only open one third of the way.

After the occurrence of items 1 through 3, I spoke with a Chevrolet Customer Service Representative (12/2/2002) voicing my concerns (Request # 1-53174306) and asked to speak to a factory representative. I was told that one would call me, but instead I received a free oil change certificate in the mail.

The problems that have occurred to date are unacceptable and should be reviewed further by Chevrolet. As you can imagine, I'm frustrated with the performance of a vehicle that I paid over \$30,000 for, not to mention the inconvenience it has caused me each time I've taken it to the local Chevrolet dealer for repair. In addition, one must ask

the question " If this vehicle has had this many problems in six months, how many more will there be in the next three years? "

At this point in time I regret the purchase of the Trailblazer and do not plan on owning any other Chevrolet product in the future. I have owned numerous vehicles in the past and can safely say that I have never experienced problems like this before.

I hope the information that I have provided can assist Chevrolet in manufacturing a better product, and aid in better quality control in that process.

If you have any questions or require additional information, please feel free to call me at [REDACTED]

[REDACTED]

Cc: Chevy file.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

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

CASE NUMBER: 1-53389283 VIN: 1GNBT16S726132515
MODEL YEAR: 2002
DATE OPENED: 2002-12-04 SERIES: TrailBlazer
DATE CLOSED: 2002-12-13 MILEAGE: 10500.000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Bob Eriksen Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 325 E First Ave, Milan, IL, 61264-2507, USA

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

NS1 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) No Symptom Indicated

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

Windshield.; ; 2002-12-04
2002-12-04

Windshield motor.; ; 2002-12-04
2002-12-04

Windshield wiper motor.; ; 2002-12-04
2002-12-04

Doesnt want to transfer; ; 2002-12-04
2002-12-04

Transfer; ; 2002-12-04
2002-12-04

Srvc advs: Mike Wilson; ; 2002-12-04
2002-12-05

Scheduled call back; ; 2002-12-05
2002-12-05

Speak to srvc mgr about vehicles aftey todrive.; ; 2002-12-05
2002-12-05

windshield wiper motor failed three times now; ; 2002-12-05
2002-12-05

I called Bob Eriksen; ; 2002-12-05
2002-12-05

1-53389283 Tim; ; 2002-12-05
2002-12-06

1-53389283; ; 2002-12-06

CRM is working file, Pls assume file thankyou., ; 2002-12-09
2002-12-06

Service Request Ownership has changed FROM: SEPHUSL TO: AMESH; ; 2002-12-06
2002-12-09

Service Request Ownership has changed FROM: AMESH TO: CRUZW; ; 2002-12-09
2002-12-09

update on file; ; 2002-12-09
2002-12-09

CRM called Bob Erikson; ; 2002-12-09
2002-12-10

1-53389283 Deborah Kozelichki; ; 2002-12-10
2002-12-09

avm called; ; 2002-12-09
2002-12-09

called avm; ; 2002-12-09
2002-12-12

1-53389283 Deborah Kozelichki; ; 2002-12-12
2002-12-10

Called avm; ; 2002-12-10
2002-12-11

AVM update; ; 2002-12-11
2002-12-11

1-53389283 - AVM update; ; 2002-12-12
2002-12-13

CRM CALLED CUST; ; 2002-12-13
2002-12-13

Service Request has been Closed Satisfied.; ; 2002-12-13

*****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:

WAS ANOTHER VEHICLE INVOLVED:

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
LEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

RESTRAINT:
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



Mellenville
NY



HOME PHONE:

CASE NUMBER:	1-53414303	VIN:	1GNFT16S826121412
DATE OPENED:	2002-12-04	MODEL YEAR:	2002
DATE CLOSED:	2003-03-05	SERIES:	TrailBlazer
SOURCE:	Phone	MILEAGE:	5100.0000000
BRC TYPE:	N/AYes	DELIVERY DATE:	
BRC PARENT:		DEALER NAME:	Schroeder Chevrolet, Oldsmobile & Cadillac, Inc.
		DEALER ADDRESS:	40 Green Street, Hudson, NY, 12534-2310,

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Cust called; ; 2002-12-04
2002-12-04

Called Svc Mgr; ; 2002-12-04
2002-12-12

Call cust; ; 2002-12-12
2002-12-05

Call Dealer; ; 2002-12-05
2002-12-13

Called Cust; ; 2002-12-13
2002-12-13

Service Request has been Closed Satisfied.; ; 2002-12-13
2003-02-12

SR in Status of Closed has been Re-Opened by RODRIGUEZ; ; 2003-02-12
2003-02-12

Cust called; ; 2003-02-12
2003-02-12

window wipers failed again; ; 2003-02-12
2003-02-12

Called Dealer; ; 2003-02-12
2003-02-12

Created: CAC_MN0001. SR#1-53414303; ; 2003-02-12
2003-02-12

03-02-12

BBB letter submit for approval; ; 2003-02-12
2003-02-26

BBB letter sent for approval; ; 2003-03-03
2003-03-03

Reviewed file and approved letter. Sent to MSX for printing. GWL/JEANNE OLSON/PDX; ; 2003-03-03
2003-03-03

Please see feedback form. GWL/JEANNE OLSON/PDX; ; 2003-03-03
2003-03-03

Service Request has been Closed Dissatisfied.; ; 2003-03-03
2003-03-05

SR in Status of Closed has been Re-Opened by WEISKERK; ; 2003-03-05
2003-03-05

Dissatisfied Cust; ; 2003-03-05
2003-03-05

Service Request has been Closed Dissatisfied.; ; 2003-03-05

*****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:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
ENGINE TYPE: TRIM:
TRANSMISSION:
MILEAGE @ BUY-BACK: 0 VEHICLE DRIVEABLE:
MSRP: BRC WARRANTY DATE:
NADA: 0
SALES TAX:

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

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: \$ BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:

LEASE AT PURCHASE: 0 PURCHASE/LEASE AS:
LES OWNER HAVE POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

November 5, 2003

[REDACTED]
Mellenville, NY [REDACTED]

Service Request: S1-53414303
[REDACTED]

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Kimberlee Weisker
Customer Relationship Manager

MN0001-P/jao

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

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

CASE NUMBER: 1-53560431 VIN: 1GKFT16S326128992
DATE OPENED: 2002-12-04 MODEL YEAR: 2002
DATE CLOSED: 2002-12-26 SERIES: Envoy
SOURCE: Phone DELIVERY DATE:
BEC TYPE: N/Yes DEALER NAME:
BEC PARENT: DEALER ADDRESS:

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

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

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

Cust transferred to Roadside assistance; ; 2002-12-04
2002-12-04
calling back; ; 2002-12-04
2002-12-04
Call back; ; 2002-12-04
2002-12-26
Service Request has been Closed Satisfied.; ; 2002-12-26

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:
OWNER DESCRIPTION:
ALLEGED DEFECTIVE COMPONENT:
INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: BODY INJURY:
INJURIES:
WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0
PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER HAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,

PHONE NUMBER:
PRODUCT CODE:

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

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

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
INCIDENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

LOCATION:

SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Powder Spgs

GA

HOME PHONE:

CASE NUMBER: 1-53566601

VIN: 1GNES168936124596

DATE OPENED: 2002-12-04

MODEL YEAR: 2003

DATE CLOSED: 2002-12-04

SERIES: Trailblazer

SOURCE: Phone

MILEAGE: 1800.000000

BRC TYPE: N/A/NO

DELIVERY DATE:

BRC PARENT:

DEALER NAME:

DEALER ADDRESS:

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

MS1 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

Broken

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

Windshield wiper failure; ; 2002-12-04

2002-12-04

Service Request has been Closed Satisfied.; ; 2002-12-04

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

LEASE @ BUY-BACK: 0
RP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Sebastopol
CA

CASE NUMBER: 1-54130607 VIN: 1GNHT138222146586
MODEL YEAR: 2002
DATE OPENED: 2002-12-06 SERIES: TrailBlazer
DATE CLOSED: 2002-12-18 MILEAGE: 42000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: W/ANc DEALER NAME: Victory Auto Plaza, Inc. DBA
BRC PARENT: DEALER ADDRESS: 13 Petaluma Blvd S, Petaluma, CA, 94952-3030, USA

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

NB1 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

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

correspondence; ; 2002-12-06
2002-12-10

SR in Status of Pending Documentation has been Re-Opened by SADMIN; ; 2002-12-10
2002-12-10

REQUEST FOR ASSISTANCE Scanned: 2002-12-09-21.11.11.000000, MSXDocNum: 0234300707; ; 2002-12-10
2002-12-10

CRM attaching 8 page letter; ; 2002-12-11
2002-12-12

CRM reviewing; ; 2002-12-12
2002-12-12

Calvin Reed - Svc Adv; ; 2002-12-13
2002-12-13

correspondence; ; 2002-12-13
2002-12-16

cust callback; ; 2002-12-16
2002-12-18

cust called; ; 2002-12-18
2002-12-18

cust called; ; 2002-12-18
2002-12-18

Sally - Office; ; 2002-12-18
2002-12-18

cust called in; ; 2002-12-18
2002-12-18

1st callback; ; 2002-12-18
2002-12-18

Jackie at office; ; 2002-12-18
2002-12-18

correspondence; ; 2002-12-18
2002-12-18

Service Request has been Closed Satisfied.; ; 2002-12-18

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

PAR STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADE 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:

1-54130607

Singler - Ernster, Inc.

6950 Burnell Street
Sebastopol, California 95472
A Franchise Operator Of
The World's Most Popular Corporation



7002 0660 0003 4373 6008



DEC 09 2002

GM Corp. North America
c/o Gary Cowger - President
P.O. Box 33170
Detroit, MI

48232-5170

552528170 01



Singler-Ernster, Inc.

Operator of

Round Table Pizza

A Franchise Operation Of
The Round Table Franchise Corporation

December 6, 2002

Mr. Gary Cowger
President
General Motors Corp. North America
P O Box 33170
Detroit, MI 48232-6170

Re: File # - 1-54130607

Dear Mr. Cowger,

I consider myself a long-term General Motors customer. The following are some of the General Motors vehicles I have purchased and or leased.

1978 Chevy Luv Truck
1982 Chevy El Camino
1989 Chevy Blazer
1991 Chevy Blazer
Vin 1GN0T13Z4M2234848
1993 Chevy Blazer
Vin 1GN0T13W6P2157088
1995 Chevy Blazer
Vin 1GN0T13W152256709
1998 Chevy Blazer
Vin 1GND13W3W2130454
Current 2002 Chevy Trail Blazer
Vin 1GN0T135222146586

I've listed the vehicles because being in a business myself where customers are key, they at times inflate their purchase frequency with the thought that it will increase the importance of their comments.

Frankly however, it doesn't matter whether they make one or one hundred purchases a year, without them, we have nothing.

I'm writing this without an expectation of action on your or General Motors part. In addition, I'm not going to state that I'll never buy a General Motors product again. I realize I'm a very small part of the car buying population and even though I don't feel like it today, I may change my mind and purchase General Motors in the future.

The first four Blazers I leased had varying degrees of problems of which most were fixed by a company call Transtech out of Novato, CA. They have been servicing our fleet of delivery vehicles for over ten years and we have never had a problem with the quality of their work or the honesty and skills of their technicians. When they encounter a problem that appears to be a warranty issue they are very good about not proceeding and informing us.

Some of the problems with the first four Blazers were:

- 91 The gages stopped functioning at about 50,000 miles.
The AC system went out at 40,000 miles.
At about 60,000 miles a repeated overheating problem was finally found to be residue from casting the block clogging the cooling system.
- 93 The alternator went out at 39,747 miles.
AC replaced at 25,906 miles.
- 95 Front wheel bearings replaced 71,159 miles.
Brake power booster replaced 93,546 miles.

The 1998 Blazer is where the real problems started to show up. The warranty work on this vehicle was done a Santa Rosa Chevrolet (Bldolph Chevrolet).

The starter went out a 5,266 miles.

The pinion seal was replaced at 19,261 miles.

Two bolts were found missing at the catalytic converter that caused a gasket to fail. This was fixed after several trips to the dealer and money spent at Transtech to diagnose the problem.

Pulse module for wipers replaced.

Sticky throttle as a result of a problem with the fuel injectors.

Driver side window not working.

Right rear passenger door sticking.

The vehicle was in several times for a rumble in the rear-end that later turned out to be a transmission problem.

Transmission replaced at 24,317 miles.

One month after the transmission was replaced and after driving in a snowstorm to Tahoe, I realized the 4-wheel drive wasn't working. The vehicle was towed to a dealership in Reno where they found that a vacuum line hadn't been hooked up.

The transmission again failed at 110,276 miles and since it was out of warranty it was replaced by Transtech with a new General Motors transmission purchased from Santa Rosa Chevrolet.

This transmission failed at about 130,00 miles and was taken back to Santa Rosa Chevrolet. Since they didn't have an in-house transmission specialist, the job was farmed out to a local shop. I received a call from Santa Rosa Chevrolet that the problem was the result of a radiator leak and the warranty was void. They diagnosed this based on the color of the radiator fluid. After my going down and taking a sample of the fluid and a lot of help from Transtech in educating both the dealer and the shop. The transmission was fixed under warranty.

Even after this I went out and purchased another General Motor's vehicle, a 2002 Trail Blazer. When I shop for a purchase, I approach it as I would any other tool or piece of equipment. I decide what my needs are, how much of a vehicle I want and research the price. With that in hand, I shop dealerships by phone for price. Some of the sales people do the best they can and some of them like the sales person at Victory Chevrolet just laugh and say they don't do business that way. I always make it clear that I'm a buyer today and that I'm not interested in wandering a car lot to be sold the red one.

After several calls, I happened upon a very professional sales person at Anderson Chevrolet in Manito Park, CA., who understood the type of buyer I am. His name is Mr. Kurt Mietz. Within a day or two I picked up the vehicle.

This is what happened since the purchase.

Within a week or so of the purchase, the first major rain hits. When I went to turn on the wipers, they didn't work. I didn't think they could mess it up so I took it to Santa Rosa Chevrolet and they replaced the wiper motor.

At about 25,000 miles the vehicle had lost power twice or more especially on warm days or on the first drive of the day. It was as if I had a manual transmission and the clutch was partially engaged. At 29,000 miles it did it again and this time it triggered the service engine soon light. Since it seemed like a transmission-related problem I didn't want to take it to Santa Rosa Chevrolet as a result of my previous experience. I decided to try Victory Chevrolet in Petaluma, CA instead. I believe the service writer's name was Mike. I took it in, explained the problem as well another problem I was hearing in the front end.

When entering and exiting parking lots and making turns I would sometimes hear a low growl from the front. Victory had given me a loaner. They called back the same day to say it was fixed and that they had replaced the fan clutch.

I was surprised and pleased with their speed. I questioned Mike as to whether this could have had an impact on the transmission because of the way the vehicle behaved. He assured me it didn't. He also told me they found nothing with the front end.

At about 32,000 miles I started to hear a high pitched squeal coming from somewhere. It would come and go at random. I had Transtech remove the wheels to see if there was a rock or something in the brake caliper. They found nothing and didn't charge for the inspection.

The noise continued and even after the fan clutch had been replaced I was still experiencing a loss of power with a low throaty sound first thing in the morning and on warm days. At about 35,000 miles, I took it back to Transtech and they pulled the wheels again, this time they found the following.

One of the brake pads had a diagonal crack in it.

The front right brake rotor was missing metal in two places that happened in casting the rotor and another piece was cracking and starting to pull away.

They were able to duplicate the throaty noise and hooked it up to a scanner. The oxygen sensor wasn't functioning properly and on visual inspection found the crank sensor leaking oil at the electrical connection.

Since it was still under warranty they put it back together and I took it back to the dealership Victory Chevrolet.

This time the service writer was a guy named Joe. I explained all of the problems to him and offered the paper work Transtech had given me. Since I'm not a mechanic, I had them write it out and they included pictures of where the defective parts were located. Joe told me he didn't need it and that his equipment was better than outside shops anyway. The next day Joe called me back and said it was ready. He further said they couldn't find any problems. I asked him specifically about the rotors and he said he looked himself and didn't see anything.

When I picked up the vehicle I spoke briefly with Joe and waited for the yard guy to bring my vehicle out. When he did bring it out, it squealed all the way. I was in a hurry so I got in and drove off. While driving I called the dealership back and spoke with Joe. I asked him again about the rotors and he said I hadn't mentioned a squeal. After some back and forth he said he would be happy to look at it again. I told him I don't have the time to be without a vehicle for another couple of days and that I would get it fixed and bring him the parts. He said that sounded fair, but his statement sounded more like a brush off than anything else.

I had Transtech replace the rotors and the other parts and in the process they narrowed the noise down to the vicinity of the transfer case. They recommended that I take it back to the dealership one more time and take the service manager for a test ride.

I phoned Victory Chevrolet on the Wednesday before Thanksgiving and spoke with Brian the service manager. I gave him a brief history including the fact that the vehicle was over the warranty mileage at this point. Brian related another customer's experience to me with a Trail Blazer. He said this woman had brought her vehicle in many times and that it was finally diagnosed to be a front axle seal. Since it was a holiday, Brian asked if I could come by 12/2/2002 and I agreed.

On that Monday we took the vehicle for a short test trip and the squeal appeared briefly. When we got back I briefly explained some of the other problems to Brian and told him I had the parts in the back. He said he didn't need them and stated that the rotor defect was common but not a problem. He also said that outside shops sometimes diagnose things as problems that aren't. Brian then took me over to a new Corvette and pointed to the rotors that were rusty from sitting idle in the weather. I told him that wasn't what I was talking about and re-described the problem.

We then went back inside to look at the work orders. He said that because the last work order didn't specifically say something about the squeal, it couldn't be covered by warranty. Joe the service writer was there at the counter so I asked him if he remembered our conversation. He pulled the work order up on his computer and said all he knows is what he typed in and didn't remember our conversation. Brian told me he would reconsider if I had something that read differently. Later that day I brought in the file on the vehicle and tried to show him what Transtech had written along with their invoices. I asked Brian if he could tell me why I would pay someone to take the vehicle apart, then put it back together and bring the vehicle to them and not state all of the problems. He didn't have an answer except that he would call General Motors and get back to me later that day.

Brian said that General Motors had definite rules about these situations and that if I didn't have all of my oil changes and services done at a dealership chances were slim of them doing the work.

It's a little strange but on all of my visits and in each of the phone conversations I was asked several times if I purchased the vehicle there and if I had all of my services done there. I've always been under the impression that where you buy a vehicle doesn't matter and that the important part of the services is that they were done when required not necessarily at a dealership.

The owner of Transtech almost gets a kick out of hearing these stories. His thought is that as long as it continues this way he'll never suffer from a lack of business.

Brian the service manager called back the next day and offered me a 25% discount on parts and labor. I asked him what that would mean in dollars and he couldn't say. I asked him if it was the front axle seal as he predicted, what would it cost? He said if he could make it squeal again the only thing he is sure of is that it would be at least an hour's labor to diagnose. I told him he had already heard the squeal and he said that didn't matter. It would have to do it again.

I have to say at this point that I blame myself for this. I didn't make Joe write every point I discussed with him on the original service order and I didn't turn around and make sure he documented our phone conversation.

So where does this leave the customer? I have a vehicle that emits a slight groan when turning into and out of parking lots. I have a vehicle that is showing signs of hard shifting between first and second gear and other miscellaneous issues like a rubbing noise in the steering column. In addition, I have an appointment with a company I trust December 9, 2002 to finally fix the noise.

Here are a few final thoughts.

Knowing from my own business that the most difficult guest for us to attract is the one that is loyal to someone else or worse yet, has no loyalties. They are also the most expensive guests to attract. Why would I have policies and procedures in place to alienate those customers even further. If I were the sales manager, I would be spending every waking minute educating my service writers and manager on this.

I have a brother who's been a mechanic for 20 years and the last 14 years at a local competitors dealership. I know from my conversations with him and my own experience of working on restaurant equipment for the last 29 years that diagnosing a click, a bang or a squeal can be time consuming and costly. I also understand that car manufacturers put some pretty tight caps on the amount of time a dealership is reimbursed for. With this in mind, why would any professional choose to ignore and put down the written opinion of another professional. I could understand if a demand was being made for reimbursement for the cost of the opinion but that wasn't and isn't the case.

How could a three-quarter inch by one quarter inch concave groove in a brake rotor in the area that the brake pad makes contact be normal.

It would be interesting to know how many other sets of rotors are out there in the same condition.

In closing, I'm clear that it is my responsibility to become less brand loyal and more continuous of the warranty and service associated with the purchase of an automobile.

As long as they aren't boilerplate, I be interested to here your thoughts.

Thank you,



Mark Perryman

CC: Victor Gonella - Owner Victory Chevrolet
Jeff Suss - Owner Transtech
Kurt Mietz - Sales Rep. Anderson Chevrolet

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



Connersville IN



HOME PHONE:

CASE NUMBER: 1-55751506 VIN: 1GNET16S636104769
MODEL YEAR: 2003
DATE OPENED: 2002-12-13 SERIES: TrailBlazer
DATE CLOSED: 2002-12-13 MILEAGE:
SOURCE: Phone DELIVERY DATE:
ERC TYPE: N/Yes DEALER NAME:
ERC PARTENT: DEALER ADDRESS:

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Windshield Wipers Inoperative, ; 2002-12-13
02-12-13

Service Request has been Closed Satisfied, ; 2002-12-13

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE 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
MRP:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
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:
ADDRESS:



Baltimore

MD



HOME PHONE:

CASE NUMBER:	1-55992908	VIN:	1GKDT138322282240
		MODEL YEAR:	2002
DATE OPENED:	2002-12-16	SERIES:	Envoy
DATE CLOSED:	2002-12-27	MILEAGE:	15000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/AYes	DEALER NAME:	Baltimore Auto Group, Llc
BRC PARENT:		DEALER ADDRESS:	8800 Ridge Road, Ellicott City, MD, 21043-4122, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Windshield Wiper Concern; ; 2002-12-16
2002-12-16

Baltimore Auto Group, Llc; ; 2002-12-16
2002-12-16

AVM Sid Winston 914055-8094 COLUMBIA, MD.; ; 2002-12-16
2002-12-16

Windshield Wiper Issue; ; 2002-12-16
2002-12-19

Follow; ; 2002-12-19
2002-12-18

AVM response and request; ; 2002-12-18

avm response; ; 2002-12-18
2002-12-19

Baltimore Auto Group, Llc; ; 2002-12-19
2002-12-24

Follow up; ; 2002-12-26
2002-12-26

Component letter - Windshiled wiper motors for 60/60K; ; 2002-12-26
2002-12-26

Component letter - Windshiled wiper motors for 60/60K; ; 2002-12-26
2002-12-26

Created: CAC_RS0028. BR#1-55992908; ; 2002-12-26

2002-12-26

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-12-26
2002-12-26

AVM Sid Winston 914055-8094 COLUMBIA, MD.; ; 2002-12-26
2002-12-26

Component letter - Windshiled wiper motors for 60/60K - for GW review & submission; ; 2002-
12-27
2002-12-27

Component Letter for 60 months/60,000 miles on the windshield wper motors was final
approved.; ; 2002-12-27
2002-12-27

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2002-12-27
2002-12-27

Service Request has been Closed Satisfied.; ; 2002-12-27

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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*****

PURCH:
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:
MADA: 0
SALES TAX:

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME :
COMPANY :
ADDRESS :

CONTACT NUMBER : 1
CONTACT TYPE :
CONTACT PHONE :

November 5, 2003

[REDACTED]
Baltimore, MD [REDACTED]

Service Request: S1-55992908
[REDACTED]

GMC is pleased to provide service coverage for the windshield wiper motors on your 2002 GMC Envoy, Vehicle Identification Number 1GKDT13S322282240. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 15, 2006, or 60,000 miles, whichever occurs first. GMC will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

Windshield wiper motors.

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

If you have any future questions, please feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Ismael Lebron-Bravo
Customer Relationship Manager

RS0025-T/jja

ATTENTION: DEALERSHIP SERVICE MANAGER

Component Service Coverage

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Congers , NY



CASE NUMBER: 1-56702994 VIN: 1GNWT16S026130590
MODEL YEAR: 2002
DATE OPENED: 2002-12-18 SERIES: TrailBlazer
DATE CLOSED: 2003-07-08 MILEAGE: 18250.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: RepurchaseYes DEALER NAME: West Haverstraw Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 51 South Rte 9 W, West Haverstraw, NY, 10993,

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

W51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Wiper motor problem.; ; 2002-12-23
2002-12-20

Crm contacted the service manager.; ; 2002-12-20
2002-12-23

update.; ; 2002-12-23
2002-12-23

verify.; ; 2002-12-23
2002-12-23

Service Request Ownership has changed FROM: HERNANDEZ TO: KRAVIECL; ; 2002-12-23
2002-12-23

Service Request has been Closed Satisfied.; ; 2002-12-23
2003-04-30

SR in Status of Closed has been Re-Opened by DANBERM; ; 2003-04-30
2003-04-30

Service Request Ownership has changed FROM: KRAVIECL TO: DANBERM; ; 2003-04-30
2003-04-30

Ownership Escalated to BRC; ; 2003-04-30
2003-04-30

Received notice from GM Atty Keith Rose that cust has filed for Lemon Law remedies.; ; 2003-
-30
03-04-30

AVM Jamieson Provan 914055-8447; ; 2003-04-30
2003-05-02

MOE; ; 2003-05-02

2003-05-02

Dealer Principal Charlie Albanese 845-947-2100; ; 2003-05-02
2003-05-27

sale docs; ; 2003-05-27
2003-05-27

BRC ADR Scanned: 2003-05-27-11.12.57.000000, MSXDocNum: DAH3ED340C; ; 2003-05-27
2003-05-27

BRC ADR Scanned: 2003-05-27-13.11.17.000000, MSXDocNum: DAH3ED3447; ; 2003-05-27
2003-06-05

Repurch Agreement; ; 2003-06-05
2003-06-05

GMAC; ; 2003-06-05
2003-06-05

Vol; ; 2003-06-05
2003-06-05

Straight; ; 2003-06-05
2003-06-05

Exec Summary; ; 2003-06-05
2003-06-05

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

SR in Status of Closed has been Re-Opened by BGRIPPIN; ; 2003-06-09
2003-06-09

STATE MANDATED REPURCHASE; ; 2003-06-09
2003-06-09

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

SR in Status of Closed has been Re-Opened by FORDE; ; 2003-06-09
2003-06-09

Service Request Ownership has changed FROM: DANMERM TO: FORDE; ; 2003-06-09
2003-06-09

STATE MANDATED, COMPLIANCE DATE 7-4-03; ; 2003-06-09
2003-06-09

Service Request Ownership has changed FROM: FORDE TO: NORTONA; ; 2003-06-09
2003-06-09

Straight Retail Repurchase; ; 2003-07-08
2003-06-09

Compliance date 7/4/03; ; 2003-06-09
2003-06-09

Cust 843 268 5360; ; 2003-06-09
2003-06-09

Cust 843 268 5360; ; 2003-06-09

2003-06-11

Dealer 845-947-2100; ; 2003-06-11
2003-06-11

AVM 914055-8447; ; 2003-06-11
2003-06-11

GMAC; ; 2003-06-11
2003-06-12

Dealer; ; 2003-06-12
2003-06-13

Cust; ; 2003-06-13
2003-06-13

Cust; ; 2003-06-13
2003-06-16

Cust; ; 2003-06-16
2003-06-16

Cust 845-536-4764; ; 2003-06-16
2003-06-16

Cust 845-268 5360; ; 2003-06-16
2003-06-16

Cust 845 536 4764; ; 2003-06-16
2003-06-17

BRC ADR Scanned: 2003-06-17-15.13.28.000000, MEXDocNum: DAK3EF1DF; ; 2003-06-18
2003-06-18

Cust; ; 2003-06-18
2003-06-18

GMAC; ; 2003-06-18
2003-06-18

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

Send to RVDC; ; 2003-06-19
2003-06-19

DEALER; ; 2003-06-19
2003-06-19

BRC REPURCHASE Scanned: 2003-06-19-17.11.36.000000, MEXDocNum: NOR3EF1D4F; ; 2003-07-08
2003-06-20

TM; ; 2003-06-20
2003-06-23

BRC REPURCHASE Scanned: 2003-06-23-15.12.36.000000, MEXDocNum: NOR3EF1E71; ; 2003-07-08
2003-07-08

CLOSED; ; 2003-07-08
2003-07-08

Service Request has been Closed Satisfied.; ; 2003-07-08

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
ENGINE TYPE: TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 SRC WARRANTY DATE:
MERP: NADA: 0
SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

RANGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

& BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Downingtown

PA

HOME PHONE:

CASE NUMBER: 1-57861240

VIN: 1GKET16B226126716

MODEL YEAR: 2002

DATE OPENED: 2002-12-23

SERIES: Envoy

DATE CLOSED: 2002-12-23

MILEAGE: 6206.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/Yes

DEALER NAME: Faulkner Pontiac Buick, GMC Truck, Inc.

BRC PARENT:

DEALER ADDRESS: 705 Autopark Blvd., West Chester, PA, 19382-4976,

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

Inoperative

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

h Complaint; ; 2002-12-23
02-12-23

Svc Adv - Rocky Summers; ; 2002-12-23
2002-12-23

Service Request has been Closed Satisfied.; ; 2002-12-23

*****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:
INTERMANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
ENGINE TYPE: TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

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

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

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

NUMBER OF INJURIES: 0
COMMENTS:

DOB: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



Gloucester

MA



HOME PHONE:



CASE NUMBER: 1-58524355

VIN: 1GNET168726115052

MODEL YEAR: 2002

DATE OPENED: 2002-12-26

SERIES: Trailblazer

DATE CLOSED: 2003-01-14

MILEAGE:

SOURCE: Phone

DELIVERY DATE:

RRC TYPE: N/Yes

DEALER NAME: North Bay Auto Group

RRC PARENT:

DEALER ADDRESS: 90 Andover St, Danvers, MA, 01923-1429, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

Inoperative

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

Wipers; ; 2002-12-26

2002-12-26

Svc Mgr; ; 2002-12-26

2002-12-30

Ms. Anderson; ; 2002-12-30

2002-12-30

Danvers Chev; ; 2002-12-30

2003-01-02

Ms. Anderson; ; 2003-01-02

2003-01-07

Ms. Anderson; ; 2003-01-07

2003-01-14

Ms. Anderson; ; 2003-01-14

2003-01-14

Service Request has been Closed Satisfied.; ; 2003-01-14

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

ACCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

MP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER SAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

FINANCE:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]

Germentown MD [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 1-60586723 VIN: 1GNET16S926114615
DATE OPENED: 2003-01-03 MODEL YEAR: 2002
DATE CLOSED: 2003-02-17 SERIES: TrailBlazer
SOURCE: Phone MILEAGE: 10251.0000000
BRC TYPE: N/ANo DELIVERY DATE:
BRC PARENT: DEALER NAME: Criswell Chevrolet, Inc.
1497, USA DEALER ADDRESS: 503 Quince Orchard Rd, Gaithersburg, MD, 20878-

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

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

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

- per motor; ; 2003-01-03
2003-01-03
- crm contacting dlr; ; 2003-02-11
2003-01-10
- crm setting up callback; ; 2003-02-11
2003-01-08
- crm reviewing filed with goodwill liason; ; 2003-02-07
2003-01-10
- crm reviewing file; ; 2003-02-07
2003-01-10
- crm reviewing file; ; 2003-02-07
2003-01-10
- crm attempting to contact the cust; ; 2003-01-10
2003-01-14
- crm contacting cust; ; 2003-02-11
2003-01-17
- crm setting up a call back; ; 2003-02-11
2003-01-28
- crm contacting the dlr; ; 2003-01-28
2003-02-03
- Left message for customer to call; ; 2003-02-03
2003-02-07

Calling customer; ; 2003-02-07
2003-02-07

reated: CAC_RS0025. SR#1-60586723; ; 2003-02-07
2003-02-11

wiper motor component letter 6/75; ; 2003-02-13
2003-02-14

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-02-14
2003-02-14

Service Request Ownership has changed FROM: LYONSW TO: ESTEPPJ; ; 2003-02-14
2003-02-14

follow up; ; 2003-02-14
2003-02-14

F Y I; ; 2003-02-14
2003-02-14

component letter wiper motor/ wiper module; ; 2003-02-14
2003-02-14

re submit; ; 2003-02-17
2003-02-17

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2003-02-17
2003-02-17

Service Request has been Closed Satisfied.; ; 2003-02-17

*****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:

IS VEHICLE INSURED:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:
RELEASE 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:
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK:
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:
STATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

November 5, 2003

[REDACTED]
Germantown, MD [REDACTED]

Service Request: 81-60586723
[REDACTED]

Chevrolet is pleased to provide service coverage for the wiper motor and wiper module on your 2002 Chevrolet TrailBlazer, Vehicle Identification Number 1GNET16S926114615. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until July 24, 2008, or 75,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

Wiper motor and wiper module

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

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Nikita Lyons
Customer Relationship Manager

RS0025-A/sgj

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

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

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Boone, NC [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-61078208 VIN: 1GKDT13S822269600
DATE OPENED: 2003-01-06 MODEL YEAR: 2002
DATE CLOSED: 2003-01-06 SERIES: Envoy
SOURCE: Phone MILEAGE: 7123.0000000
SRC TYPE: N/AYes DELIVERY DATE:
SRC PARENT: DEALER NAME: Mack Brown, Inc.
DEALER ADDRESS: Hwy 421 East Rt 1, Boone, NC, 28607-9801,

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

N51 Power Windshield Wiper - Motor / Blades / Arms

D REPAIR ATTEMPT(S) Inoperative

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

Veh concern-windshield wiper motor; ; 2003-01-06
2003-01-06

Verify cust info; ; 2003-01-06
2003-01-06

Update customer; ; 2003-01-06
2003-01-06

Service Request has been Closed Satisfied.; ; 2003-01-06

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER 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
NERP:

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 INJURING: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

LOCATION:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

IF SO, WHERE:

OPERATED:

*****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:



Youngstown

OH



HOME PHONE:

CASE NUMBER:	1-63227058	VIN:	1GNET16B626112241
DATE OPENED:	2003-01-13	MODEL YEAR:	2002
DATE CLOSED:	2003-10-08	SERIES:	TrailBlazer
SOURCE:	Phone	MILEAGE:	11858.0000000
BRC TYPE:	N/ANo	DELIVERY DATE:	
BRC PARENT:		DEALER NAME:	Greenwood Chevrolet, Inc.
		DEALER ADDRESS:	4698 Mahoning Ave, Youngstown, OH, 44515-1614, USA

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

NE1 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Windshield wipers; ; 2003-01-13
2003-01-13

researching windshield wiper repairs; ; 2003-01-13
2003-01-13

update on windshield wipers; ; 2003-01-13
2003-01-13

updating on veh; ; 2003-01-13
2003-01-14

Jerry Jenkins, Alex Moxingo; ; 2003-01-14
2003-01-14

update on rental and repairs; ; 2003-01-14
2003-01-14

researching pts info; ; 2003-01-14
2003-01-14

requested c/b; ; 2003-01-14
2003-01-21

5 day l/w inactive; ; 2003-01-15
2003-01-15

st seeks c/b at 3303830686; ; 2003-01-15
2003-01-15

responding to vma; ; 2003-01-15
2003-01-15

updated part number; ; 2003-01-15

2003-01-16

check on duplication. windshield wipers. ; 2003-01-16
2003-01-15

dlr requests c/b; ; 2003-01-15
2003-01-15

responding to vma; ; 2003-01-15
2003-01-15

part number; ; 2003-01-15
2003-01-16

checking on duplication; ; 2003-01-16
2003-01-20

check on duplication of windshield wipers; ; 2003-01-20
2003-01-20

researching duplication of concern; ; 2003-01-20
2003-01-21

mlg update; ; 2003-01-21
2003-01-21

Creating GMP; ; 2003-01-21
2003-01-21

Created: CAC_RS0013. SR#1-63227058; ; 2003-01-21
2003-01-21

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-01-21
2003-01-21

GMP submitted to GL; ; 2003-01-24
2003-01-24

Service Request has been Closed Satisfied.; ; 2003-01-24
2003-01-31

SR in Status of Closed has been Re-Opened by LUTSKOVP; ; 2003-01-31
2003-01-31

cust seeks c/b; ; 2003-01-31
2003-01-31

responding to vma; ; 2003-01-31
2003-01-31

Service Request has been Closed Satisfied.; ; 2003-01-31
2003-09-09

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

customer requests c/b; ; 2003-09-09
2003-09-09

respond to wsg; ; 2003-09-09
2003-09-09

responding to wsg; ; 2003-09-09

2003-09-16

day 1/m inactive; , 2003-09-12
03-09-12

Service Request Ownership has changed FROM: LUTSKOVP TO: VANNOYE, ; 2003-09-12
2003-09-16

Call CAC, ; 2003-09-16
2003-09-16

Created:CAC_RS0006. SR#1-63227058; ; 2003-09-16
2003-09-16

Letter submitted for Approval; ; 2003-09-18
2003-09-18

Service Request has been Closed Satisfied.; ; 2003-09-18
2003-10-03

SR in Status of Closed has been Re-Opened by HAEME; ; 2003-10-03
2003-10-03

CUST; ; 2003-10-08
2003-10-03

CUST; ; 2003-10-03
2003-10-03

at called back; ; 2003-10-08
03-10-08

Service Request has been Closed Satisfied.; ; 2003-10-08

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

LEASE @ 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:

January 20, 2003

[REDACTED]
Youngstown, OH [REDACTED]

Service Request: S1-63227058
[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 1GNET16S626112241, is for the following:

- 12 months or 15,000 miles, whichever occurs first, beginning on November 5, 2003, and 11,858 odometer miles

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

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pavel Lutskovsky
Customer Relationship Manager

RS0013-P

November 5, 2003

[REDACTED]
Youngstown, OH [REDACTED]

Service Request: 1-63227058
[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,

Eldon VanNoy
Customer Relationship Manager

RS0006-P/mjr

GMPP REQUEST FOR PROCESSING

Motor Insurance Corporation
National Mechanical Service Center
P.O. Box 8865
Chicago, IL 60680-8865

JAN 29 2003

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

Customer Name: [REDACTED]

Request Number: SI-62227058

Personal Use: Commercial Use:

Reason for offering GMPP: 1. Frequent repairs; 2. Promote the maintenance; 3. Subsidized fuel; 4. Cash & Set-Off

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN: 1GNET16S626112241

Year: 2002 In-Service Date: 6/26/02 Mileage: 11,358

Division Dealer Code Information: (Circle one below)

Pontiac - 2-89101 GMC Truck - 8-81784 Oldsmobile - 3-89001
Buick - 4-88001 Chevrolet - 1-70011 Cadillac - 8-88000
Medium Duty Truck - 8-81785

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): Pavel Lutskovsky

Plan Selector: Smart Care 12/10

Team Manager/Supervisor: John Littlefield Date: 1/29/03

Contract Registration

GMPP NRP GM Cert NRP Cert SE PT LTR

VEHICLE IDENTIFICATION NUMBER (must be 17 characters) PLAN PURCHASE DATE
1 G N E T 1 6 S G 2 6 1 1 2 2 4 1 **0 1 / 2 0 / 0 3**

YEAR MAKE MODEL CURRENT ODOMETER 4 WHEEL DRIVE
2 0 0 2 Chevrolet TrailBlazer 11 8 5 8 Y

NAME OF BUSINESS OR MUNICIPALITY AREA CODE & PHONE NUMBER
 [Redacted] [Redacted]

MAILING ADDRESS (must include apt. or suite #, if applicable) CITY STATE ZIP CODE
 [Redacted] **Youngstown OH [Redacted]**

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent cancellation(s).

DEALER NAME DEALER CODE PROMOTION CODE
Chevrolet 170011

ADDRESS CITY STATE ZIP CODE
Po Box 33170 Detroit MI 48132

GMAC NAME OR ADDRESS CITY STATE ZIP CODE
OR Chevrolet Detroit MI 48132
Po Box 33170 Detroit MI 48132

LEASE RETAIL MAJOR GUARD VALUE GUARD BASIC GUARD 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.

<p>THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.</p> <p>WARRANTY</p> <p>The term and mileage limit of any selected plan commences on the same date as the manufacturer's warranty and at zero miles. Certified plans have a \$0 deductible. All other plans have a \$0 deductible unless an optional deductible is selected.</p>	<p>OUT-OF-WARRANTY</p> <p>The term 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 \$0 deductible. All other plans have a \$0 deductible unless an optional deductible is selected.</p>
--	--

VEHICLE SERVICE RATE (a-Mileage vehicle)	TERM-MILEAGE	OPTIONAL DEDUCTIBLE	PRICE
/ /	/	\$100 \$50	\$, .00

MAINTENANCE TERM	SMART CARE	SMART CARE PLUS	TERM-MILEAGE	PRICE
Upon acceptance of this registration, the term and mileage limit for Smart Care will be calculated from the date and mileage on the vehicle on the purchase date of this agreement. The term and mileage limit of Smart Care Plus begins on the same date as the manufacturer's warranty and at zero miles.	X		12/15,000	\$,240.00

CHARGES & OPTIONAL COVERAGE	GLASSING	TONY TPLACK	EMERGENCY	SHOW/LOW	TIRES ROAD HAZARD	PRICE
(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
On file # 51-6322705 1/20/03

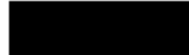
SUBTOTAL	\$, .00
TAX	\$, .
TOTAL	\$, .

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Carthage, TN



CASE NUMBER: 1-64548375 VIN: 1GNES168626110069
MODEL YEAR: 2002
DATE OPENED: 2003-01-16 SERIES: GM Unknown
DATE CLOSED: 2003-01-21 MILEAGE: 13000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Mark Cunningham Chevrolet, Llc
BRC PARENT: DEALER ADDRESS: 202 S Main St, Ashland City, TN, 37015-1612, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Windshield wipers; ; 2003-01-16
2003-01-20
1-64548375-between 3-5pm PT; ; 2003-01-20
2003-01-21

1-64548375-between 3-5pm PT; ; 2003-01-21
2003-01-21

Service Request has been Closed Satisfied.; ; 2003-01-21

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER HAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,

PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE 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:

RESTRAINT:

TYPE OF INJURY:

CREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Monroe , GA

CASE NUMBER: 1-66389661 VIN: 1GNES16B626114798
 MODNL YEAR: 2002
 DATE OPENED: 2003-01-23 SERIES:
 DATE CLOSED: 2003-07-14 MILEAGE: 17500.0000000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: RepurchaseYes DEALER NAME: Hendrick Chevrolet, Llc
 BRC PARENT: DEALER ADDRESS: 4545 Shackelford Rd, Norcross, GA, 30093-2917, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

complaint; ; 2003-01-23
 03-01-23

verify repairs; ; 2003-01-23
 2003-01-23

daytime #; ; 2003-01-23
 2003-01-23

fyi to svc mgr; ; 2003-01-23
 2003-01-23

AVM 404082-8139; ; 2003-01-23

dissat ltr; ; 2003-01-27
 2003-01-27

AVM vme left 01/24/03; ; 2003-01-27
 2003-01-27

TM Tom Weaver; ; 2003-01-27
 2003-01-27

Created: CAC_MW0001. SR#1-66389661; ; 2003-01-27
 2003-01-27

Dissat SSB Arb ltr...; ; 2003-01-28
 03-01-28

APPROVED; ; 2003-01-28
 2003-01-28

Service Request has been Closed Dissatisfied.; ; 2003-01-28
 2003-03-25

SR in Status of Closed has been Re-Opened by BLAIRB; ; 2003-03-25

2003-03-25

Veh Concern; ; 2003-03-25

2003-03-25

spoke w/ Mike's V-mail; ; 2003-03-25

2003-03-26

follow up 1-66389661; ; 2003-03-26

2003-03-25

Service Request Ownership has changed FROM: CUMMINGS TO: BLAIRB; ; 2003-03-25

2003-03-26

spoke w/ Brad, Bvc Adv; ; 2003-03-26

2003-03-26

called cust; ; 2003-03-26

2003-03-26

called AVM, J Pefferly; ; 2003-03-26

2003-03-27

update; ; 2003-03-27

2003-03-27

Service Request Ownership has changed FROM: BLAIRB TO: FORDE; ; 2003-03-27

2003-03-27

Ownership Escalated to BRC; ; 2003-03-27

2003-03-27

VOLUNTARY TRADE; ; 2003-03-27

2003-04-10

Service Request Ownership has changed FROM: FORDE TO: MASTERS; ; 2003-04-10

2003-04-10

automated lina; ; 2003-04-10

2003-04-10

dlr contact; ; 2003-04-10

2003-04-10

dlr contact; ; 2003-05-15

2003-04-10

dlr contact; ; 2003-04-10

2003-04-10

customer; ; 2003-04-10

2003-04-10

see ack notes; ; 2003-04-10

2003-04-10

dlr and cust; ; 2003-04-10

2003-04-10

BRC REPURCHASE Scanned; 2003-04-10-11.11.14.000000, HMKDocNum: MA63E953C9; ; 2003-05-15

2003-04-10

BRC REPURCHASE Scanned: 2003-04-10-11.11.35.000000, MSXDocNum: MAS3E953DD; ; 2003-05-15
2003-04-14

dlr; ; 2003-04-14
2003-04-14

customer; ; 2003-04-14
2003-04-16

customer; ; 2003-04-16
2003-04-16

automatic; ; 2003-04-16
2003-04-16

offer letter w/updated payoff; ; 2003-04-16
2003-04-16

BRC REPURCHASE Scanned: 2003-04-16-13.13.17.000000, MSXDocNum: MAS3E9D52E; ; 2003-05-15
2003-04-16

dlrshp; ; 2003-05-15
2003-04-16

updated dlr confirmation; ; 2003-04-16
2003-04-16

BRC REPURCHASE Scanned: 2003-04-16-15.10.31.000000, MSXDocNum: MAS3E9D503; ; 2003-05-15
2003-04-17

customer; ; 2003-05-15
2003-04-17

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

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

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

rowd; ; 2003-04-17
2003-04-17

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

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

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

dlrshp; ; 2003-04-24
2003-05-15

dlr; ; 2003-05-15
2003-05-15

(770) 448-9250; ; 2003-05-15
2003-05-15

Check confirmed; ; 2003-05-15
2003-05-16

AUDIT COMPLETE; ; 2003-05-16
2003-05-21

BRC REPURCHASE Scanned: 2003-05-21-13.13.22.000000, MSXDocNum: MAS3ECB691; ; 2003-07-14
2003-05-22

executive summary; ; 2003-05-22
2003-07-14

Service Request has been Closed Dissatisfied.; ; 2003-07-14

*****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:
CAR STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

BRANCH:
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:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADE INFORMATION*****

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

November 5, 2003

[REDACTED]
Monroe, GA [REDACTED]

Service Request: S1-66389661
[REDACTED]

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Tara Cummings
Customer Relationship Manager

MN0001-T/lkd

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

April 16, 2003

[Redacted]

Monroe, GA [Redacted]

SETTLEMENT OFFER

Subject: Repurchase of 1GNEE168626114798, SR1-6389661

[Redacted]

We regret that you are dissatisfied with your 1GNEE168626114798, 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 1GNEC16Z63J204820, 2003 Chevrolet Suburban. 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 04/10/03	\$25,727.07
Plus Usage	\$ 4,198.00
Plus Taxes	\$ 412.18
Plus registration, tag, title fees	\$ 10.50
Plus damage	\$ 00.00
Plus upgrade	\$ 9,531.00
Plus add-ons	\$ 00.00
Less downgrade	\$ 00.00
TOTAL RESPONSIBILITY OF CUSTOMER	\$39,878.75

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

General Motors will repurchase VIN 1GNEE168626114798, 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 04/17/03. The conditions of the trade-repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a 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 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



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 Hendrick 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,

Jed L. Masters
Business Resources Center

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

Tony Gowen

Date

RELEASE AGREEMENT

The undersigned, (owner) Tony Gower, and General Motors Corporation wish to resolve a dispute involving a 2002, Trailblazer, VIN 1GNES168426114798, owned by the releasor(s). Therefore, in sole consideration of trade made by Hendrick 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 _____, 3

Releasor _____
[REDACTED]

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

April 10, 2003

██████████
Monroe, GA ██████████**SETTLEMENT OFFER**Subject: Repurchase of 1GNES16S626114798, SR1-6389661
██████████

We regret that you are dissatisfied with your 1GNES16S626114798, 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 1GNBC16Z63J204820, 2003 Chevrolet Suburban. 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 04/30/03	\$26,285.35
Plus Usage	\$ 4,198.00
Plus Taxes	\$ 412.18
Plus registration, tag, title fees	\$ 10.50
Plus damage	\$ 00.00
Plus upgrade	\$ 9,531.00
Plus add-ons	\$ 00.00
Less downgrade	\$ 00.00
TOTAL RESPONSIBILITY OF CUSTOMER	\$40,437.03

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

General Motors will repurchase VIN 1GNES16S626114798, 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 04/14/03. 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



BMC

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 Hendrick 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. Masters
Business Resource Center

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

Tony Gower

Date

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**

-COPY OF CURRENT REGISTRATION

-COPY OF TITLE

**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 Hendrick Chevrolet

Customer's Name: XXXXXXXXXX
Case Number: BRT-00000001

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 \$14,181.88 to initiate this transaction. The dealer, in turn, will issue a check in the amount of \$1,704.20 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 \$26,285.35 to Chase Auto Finance.

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

Replacement VIN:	1GNEC16Z63J204820
New Vehicle Sales Price:	\$37,887.48
Used Vehicle Trade Value:	\$24,188.48
Customer cost:	\$13,729.00
Taxes:	\$834.37
Rebate:	[Not Applicable]
Lien on old vehicle, good only until 4/30/03:	\$26,285.35
Plus title and license fees:	\$21.00
Cash on Deliver :	\$422.89
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 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 =	\$26,285.35
Usage / depreciation =	\$ 4,186.00
Miscellaneous State Fees =	\$ 10.00
Taxes =	\$ 412.18
Upgrade =	\$ 9,831.00
Total Customer Contribution =	\$40,437.03

Hendrick 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 Agent's Signature and Title.

[Dealership Name BAC] Management Agent's 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!



RVDC Case# 55826

JAC Case Number	1-8688661	Vehicle is going to Auction	Is Vehicle Drivable?	Issue 10887
Customer Name		Dealer Admin Fee Applied?	Insur Release	
Original VIN	1GNB1206314718			
BAC	573899	This vehicle was repurchased as a result of a voluntary mediated customer satisfaction disposition		
Dealership Name	HENDRICK CHEVROLET	Repurchase Sales Tax?	TRA Brand?	
Dealer	NOONBY VORWALD, SALES	Reason for not Repurchasing Sales Tax:		
Dealer Contact/Title	MANAGER	NOT AVAILABLE IN THIS STATE		
Dealer Phone	770-234-6600	Original Sales Tax Paid in State: GA	Repurchased Under Laws of State: GA	
Dealer Fax	770-234-6600	Vehicle Lease Provisions of LSA/LAWI Y		
Delivery Date	2002-04-14	Closing Schedule:	Established on:	
Hendrick Mileage	2400	2003-04-29	2003-04-17	
Transmission	A	If no where BAC is 0		
UCC Code(s)	NS164	Location and Name:		
FINC	15255.00	Contact Name:		
ADFA	24180.00	Address 1:		
Case Number	8938	Address 2:		
TAC Case Number		City:	State:	Zip:
Type of Transaction	TR	Phone #:		
Replacement VIN	1GNB120631204620	Fax #:		
Repurchase Type	AVM Voluntary	County:		
Repurchase Source	FRA AVM DAVE PEPPERLY	GA Local Case Number:		
Reason for Repurchase: WORN/OLD W/PR NOTCH FAILURE		GA Credit Name: N/A		
		GA Credit Contact Name: N/A		
		Address 1:		
		Address 2:		
		City:	State:	Zip:
		Phone #:		
		Fax #:		
Last Payment Amount: 26722.07		Last Payment Expires on: 2003-05-10		Per Claim 4-31
Customer Due to GM: 0.00		Dealer Due to GM: 549.00		
Check Information				
Check Amount	0.00	Check Number	Check Date	Check Amount
Payee:	TONY GONER AND	Payee:	CHASE AUTO FINANCE	Payee:
Company:	HENDRICK CHEVROLET	Company:	300 28 1910	Company:
Address 1:	380 FAIRWAY CIR	Address 1:	900 STEWART AVE	Address 1:
Address 2:		Address 2:		Address 2:
City:	MOORE	City:	GARDEN CITY	City:
State:	GA	State:	NY	State:
Zip:	30185-3964	Zip:	11530	Zip:
Phone #:	770-234-6600	Phone #:	516-333-6600	Phone #:
Fax #:	770-234-6604	Fax #:		Fax #:
		Account:	PAYOFF DEPARTMENT	Account:
		Account #:	288 28 1910	Account #:
				Per Tax ID:
				Per Name:

Case ID: 83200 Indicator: gm600

April 4-22-03

SPECIALIST NAME: JODI MASTERS
DEPARTMENT: Business Resource Center
CUSTOMER: [REDACTED]
FILE NUMBER: SR1-66389661
OLD VEHICLE VIN: 1GNES16S626114798
REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 08623
BRAND: CHEVROLET (13)
NEW VEHICLE VIN: 1GNEC16Z63J204820
SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

GM REPURCHASE WORKSHEET

File Number
8RL-66389661

Customer Name
TONY GOWER

Worksheet filed out by:
JODI MASTERS

Old Vehicle VIN:
1GNE5168636114798

New Vehicle VIN:
1GNEC16Z63J204820

Date:
4/16/03

Acct. 281/227 Vehicle Costs	57,887.48	Purchase Price (New Unit)	57,887.48
Adjustment to line 1	0.00	State Sales Tax	884.37
Conversion Cost	0.00	Luxury Tax	0.00
Tax	412.18	Reg./Lic./Title Fees (opt)	21.00
Luxury Tax	0.00	Miscellaneous	0.00
Reg./Lic./Title Fees (opt)	10.80	Other	0.00
Miscellaneous	0.00	State Fees	0.00
Other	0.00	Cost to transfer Aftermarket Items	0.00
State Fees	0.00	Service Contracts/CRFP	0.00
Cost to transfer Aftermarket Items	0.00	Attorney's Fees	0.00
Service Contracts/CRFP	0.00	Transportation Fees	0.00
Attorney's Fees	0.00	Total Replacement Price	58,310.15
Transportation Fees	0.00	Tax	0.00
Total Replacement Price	58,310.15	Luxury Tax	412.18
Tax	0.00	Reg./Lic./Title Fees (opt)	10.80
Luxury Tax	412.18	Additional Aftermarket Items	0.00
Reg./Lic./Title Fees (opt)	10.80	Usage/Depreciation	4,188.00
Additional Aftermarket Items	0.00	Damage	0.00
Usage/Depreciation	4,188.00	Upgrade	9,551.00
Damage	0.00	Downgrade (deducted)	0.00
Upgrade	9,551.00	Reimbursement of Aftermarket	0.00
Downgrade (deducted)	0.00	Other	0.00
Reimbursement of Aftermarket	0.00	Total Customer Cost	14,181.88
Other	0.00	Trade Repurchase Amount	24,881.15
Total Customer Cost	14,181.88	Total Payoff Amount	28,727.07
Trade Repurchase Amount	24,881.15	PAYOFF GOOD THROUGH	05/20/03
Total Payoff Amount	28,727.07	Dealer Due to GM	1,148.82
PAYOFF GOOD THROUGH	05/20/03	GM Due to Dealer	NA
Dealer Due to GM	1,148.82	Estimated Auction Price	28,180.00
GM Due to Dealer	NA	Projected (Loss)	1,555.85
Estimated Auction Price	28,180.00	**This is a "work in process" until signed by a GM Authorized Representative**	
Projected (Loss)	1,555.85		

P. O'Neil 4-16-03
GM Authorized Signature Date

[Signature] 4-22-03

GM REPURCHASE WORKSHEET

File Number
SR1-6689661

Customer Name
TONY GOWER

Worksheet filed out by
JODI MASTERS

Old Vehicle VIN:
1GNES16S26114798

New Vehicle VIN:
1GNEC1GZ63J204820

Date:
4/18/03

Acct. 231/237 Vehicle Costs	37,887.48	Purchase Price (New Unit)	37,887.48
Adjustment to line 1	0.00	State Sales Tax	824.37
Conversion Cost	0.00	Luxury Tax	0.00
Tax	412.18	Reg./Lic./Title Fees (opt)	21.00
Luxury Tax	0.00	Additional Aftermarket Items	0.00
Reg./Lic./Title Fees (opt)	10.80	State Fees	0.00
Miscellaneous	0.00	Miscellaneous	0.00
Other	0.00	Other	0.00
State Fees	0.00	Total Repurchase Price	38,910.15
Cost to transfer Aftermarket Items	0.00	Tax	0.00
Service Contracts/GWAP	0.00	Luxury Tax	412.18
Attorney's Fees	0.00	Reg./Lic./Title Fees (opt)	10.80
Transportation Fees	0.00	Additional Aftermarket Items	0.00
		Usage/Depreciation	4,188.00
		Damage	0.00
		Upgrade	9,531.00
		Downgrade (deducted)	0.00
		Reimbursement of Aftermarket	0.00
		Other	0.00
		Total Customer Cost	14,181.88
		Amount to Dealer for additional Fees	0.00
		Trade Repurchase Amount	24,661.18
		Total Payoff Amount	28,988.96
		PAYOFF GOOD THROUGH	04/30/03
		Dealer Due to GM	1,704.20
		GM Due to Dealer	NA
		Estimated Auction Price	26,150.00
		Projected (Loss)	1,838.96
		<p><i>[Signature]</i> 4-10-03 GM Authorized Signature Date</p>	
		<p>**This is a "work in process" until signed by a GM Authorized Representative**</p>	



NEW
 USED

Vehicle Buyer's Order
FOR INTERNAL USE ONLY

SALES REP Hornsby
STOCK # 39216

Customer: [Redacted] D.L.# _____
 Address: _____ SSN _____
 City & State: _____ D.O.B. _____
 Zip: _____ Court: _____
 PG Buyer: _____ PIR (I) _____
 D.O.B. _____ (W) _____
 SSN _____

Date: 4/17/03 Miles _____
 Year: 2003 Make: Chevy
 Model: Suburban Body: _____ Trim: _____
 Color: _____ Key # _____
 VIN: 1GNEE51G626114598
 Int. Policy # _____
 Int. Co. _____ Fin # _____
 Agency: _____
 Effective Date From: _____ To: _____

WORK PERFORMED TO BE PERFORMED AT TIME OF SALE
Two weeks prior to time within 30 days. Please sign as appropriate.
I have checked against buyer's order to verify all accessories included.

NOTHING
[Handwritten scribbles]

I warrant that my title is free from all liens, mortgages, charges, or other encumbrances.
I warrant that the amount owed on my trade-in is correct as stated on the buyer's order and that if the actual amount is greater I will reimburse the dealer.

Signature: _____
 Balance Owed to: cash
 Address: _____
 Account No. _____
 Make: Chevy Model: Suburban Year: 2003
 Color: _____
 VIN: 1GNE51G626114598
 Actual Price: _____ Good Deal

Sign to: Dealer's P.L. #

The information on this order is the vehicle information of the vehicle to be sold.
The purchaser understands and agrees that the vehicle is being purchased "as is" and that the dealer is not responsible for any damage or loss to the vehicle.

The dealer, Hendrick Chevrolet, is not responsible for any damage or loss to the vehicle.
Buyer's Signature: _____

<input checked="" type="checkbox"/> NEW	<input type="checkbox"/> USED "AS IS" NO WARRANTY
1. TOTAL PRICE OF UNIT (CASH PRICE)	38310.15
2. TRADE	24158.46
3. DIFFERENCE	14151.69
4. DLR. MARGIN	000.00
5. BALANCE	14151.69
6. SALES TAX (AT 6%)	849.10
7. TITLE	18.00
8. WARRANTY RIGHTS FEE (NEW ONLY)	2.00
9. EMISSION CONTROL INSPECTION	000.00
10. BALANCE DUE	15021.79
11. PAYOFF	25727.07
12. BALANCE DUE	40748.82
13. CASH DOWN	
14. REBATE	
15. TOTAL DOWN PAYMENT REBATE	
16. BALANCE DUE	
17. SERVICE CONTRACT	
18. BALANCE DUE	

THIS IS NOT AN ORDER UNTIL ACCEPTED BY SALES MANAGER OR OFFICER OF THE COMPANY

2003 SUBURAN 1500 - 2ND
 110 LT CENTER METALLIC /798
 622 TAN TRIM
 ORDER NO. FV07R/TRE STOCK NO.
 VIN 1M8EUL686 2J704820

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 KENILWORTH CENTER
 DETROIT MI 48243-1116
 VEHICLE INVOICE LAD07301781
 *****1*086238

MODEL & FACTORY OPTIONS MSRP
 0C15008 SUBURAN 1500 - 2ND 26505.00
 A37 AIR BAG SIDE IMPACT DRIVER AND 350.00
 RIGHT FRONT PASSENGER
 A14 2ND ROW BUCKET SEATS 480.00
 C6W 7000 LBS GVW RATING N/C
 B42 LIFTGATE/LIFTRAMP 250.00
 F84 FEDERAL/MT/PT RESTRICTIONS N/C
 Q74 REAR AXLE - 3.73 RATIO N/C
 G80 LOCKING DIFFERENTIAL-REAR AXLE 285.00
 L89 VORTEC 5300 V6 FLEX FUEL ENGINE 0.00
 M30 4-SPEED AUTOMATIC TRANSMISSION 0.00
 PDC CARGO PACKAGE INCLUDED: 204.00
 * CARGO NET
 * LOWRANCE RACH CROSS BARM
 * CARGO SHIELD
 * CARGO AREA MAT
 P28 DRIVER CONVENIENCE PACK INCL: 197.00
 * SCHLITZ UNIVERSAL TRACTACT.
 P95 TRAILERING PACKAGE INCLUDED: 385.00
 * TRAILERING EQUIPMENT
 * TRANSMISSION OIL COOLER
 QWJ 5R15/70R15 8H 91RES N/C
 U7K XM SATELLITE RADIO-100 CHANNELS 325.00
 OF COAST TO COAST DIGITAL SOUND
 (SUBSCRIPTION CHARGES EXTRA)
 U42 REAR SEAT ENTERTAINMENT 1095.00
 1M8 SUBURAN LT POWERED EQUIPMENT 3930.00
 GROUP:
 * 5 WAY POWER HEATED BUCKET
 SEATS WITH DRIVER MEMORY
 INCLUDES POWER ADJUST PEDALS
 IN DRSE & CD PLAYER
 REAR SEAT AUDIO CONTROLS
 & 80W (R) FUNCTION SPEAKERS
 * 1ST AND 2ND ROW LEATHER
 SEATING SURFACES
 * FUR FOLD AND ADJUST HEATED
 OUTSIDE MIRROR WITH TINT SIG
 AND DRIVER SIDE AUTO DIMMING
 * ELECTRONIC-CLIMATE CONTROL
 * ONSTAR COMMUNICATIONS SYSTEM
 INCL 1YR SAFE & SOUND PLAN
 * STEERING WHEEL MOUNTED CONTROLS

INV AMT RETAIL - STOCK
 31841.89 INVOICE 01/10/03
 201.00 SWAPPED 01/10/03
 421.60 EXP 1/7 01/23/03
 N/D INT DOM 01/23/03
 215.00 PAC STP 01/10/03
 N/C KEYS 28480 28480
 N/C WFF-2 OVR OPT-1
 N/C BANK: 6860 - 340
 283.70 CNG-TC 08-529
 0.00
 0.00 SHIP WT: 3280
 175.44 SF: 45.7
 92.02 GUN: 7000
 245.10 GUMP: 2800
 N/C GVWR: 6000
 275.50 GMS: 37912.46
 1113.70 STKPR: 39429.66
 3976.80
 WBR: 148
 DAN: M0721
 MEMO: 2176.80

34216
 New

TOTAL MODEL & OPTIONS 44036.00 38418.54 207 237 37887.46
 DEMONSTRATION CHARGE 780.00 N/A 261 1321.00
 1M8 DEALER CONTRIBUTION 460.00 ADV 261 440.34
 1M8 GROUP CONTRIBUTION 230.18 EXP 65A 220.18

TOTAL 44826.00 38669.08 PAY 210 38669.08
 REMO: TOTAL LESS HOLDBACK AND
 APPROX WHOLESALE FINANCE CREDIT 38669.08

 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.

KERRICK CHEVROLET

SEND TO GMAC NO. 340
 VIN 1M8EUL6862J704820
 @ 38669.08 INV LAD07301781

Electronic Remittance Report

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

1. Date (mm/dd/yyyy): 03/20/2003
 2. Customer Name: Tony Bowler
 3. Customer Address: 350 Parkway Circle
 4. Customer City, State, and Zip: Morris, Ga 30899
 5. Primary Customer Phone #: 770/448/9280 Work
 6. Additional Customer Phone #: 770/207/1430 Home
 7. Customer fax #: _____
 8. Cust Drivers License #: 060820481
 9. State tax % rate: 8%

*fax#
TTD 246-3914*

*Moskows
11:30
3-27-03*

Customer Vehicle Information

10. Year/Make/Model: 2002 *Trailblazer*
 11. VIN (17 Digits): 1GNEE16B82B114785 12. Current Mileage: 24,800
 13. Purchased: NEW

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

Dealership that will handle entire transaction:

14. Dealership Name: Hendrick Chevrolet
 15. Dealership Phone #: 770/823/4900
 16. Dealership Contact Name and TITLE: Rodney Vorwald - Sales Mgr
 17. Dealership Contact Phone # (if different than Dealership #): _____
 18. Dealership Contact Fax # 770/881/0893 -
 19. Dealership BAC: 173228 Region: Southeast

*Buyer
Warranty
etc*

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"/> | Owner Loyalty Certificate | <input type="checkbox"/> | Other |
| <input type="checkbox"/> | GM SmartCare | <input type="checkbox"/> | NOTHING OFFERED |
| <input checked="" type="checkbox"/> | GMPP | | |

*Chase Auto Finance
2629925 800-336-6675
4662
Acad # 2582910
SS # 2582910*

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: 1-6839881 24. TAC Case Number: _____
 25. If no TAC number, Explain: Repeat water failure not unusual per diagnostic tree.
 26. Reason for Repurchase (include specific mechanical failure): 2x windshield wiper fail.

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: AUCTION (ready for sale) (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): None

32. If a Trade Repurchase, New VIN (17 Digits) or Order Number (8 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1GNEE16Z83J204820
 33. New Vehicle Year/Make/Model: 2003 Chevrolet Suburban
 34. Upgrade Downgrade Difference Amount (PURCHASED NEW ONLY: Old MSRP to New MSRP): 9,624

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: \$300.00 using standard formula, however I wish to use 50% of this as customer has been a very loyal recent GM buyer for many years. Please use 4186 usage.

36. Aftermarket Items: No

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

-If GM will be responsible for Taxes and/or Fees, How much (A%, % of them, \$ Amount, etc.)
Explain: GM to pay 80% of sales tax & fees on trade amount difference as further good faith gesture.

39. I have reviewed with the customer what is Negative Equity/Overshore 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: We started this trade repurchase approximately 60 days ago with second wiper failure, customer looked wife into driving vehicle, until third wiper failure. Loss of faith for reliability of a safety item.

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 03/28/2003

42. Authorizer Name: Dave Pafford

43. GM Position: AVM

44. Voicemail Node: 404085 Mailbox Number: 8138

45. Email Address: dave.pafford@gm.com

Save this document using the customer's last name plus the last 4 of the VIN as the Filename.

Attach this saved file to a Letter Notes document and E-mail this e-FILE to TRADE@GM.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.

Trade diff
6%

TRANSFER
1800
1340
5700

NO. 9679

11770363

11770363

LIGHTING ASSOCIATES

11770363

11770363

APR. 17. 2003 2:14PM

Handwritten notes: #442, Jodi, Master, 846 213, 9649

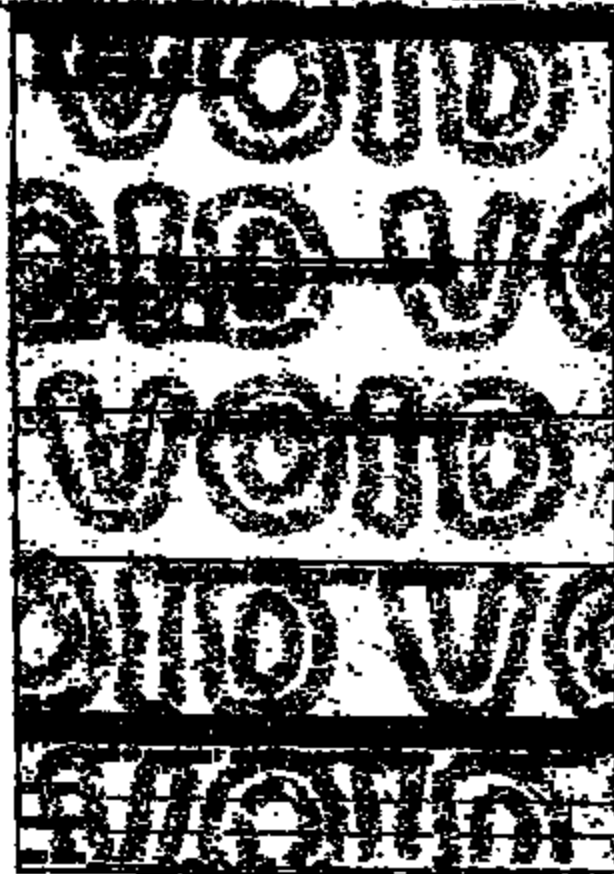
STATE OF GEORGIA

Certificate of Title

STATE OF GEORGIA

DISCLAIMER: DO NOT ACCEPT THIS TITLE WITHOUT THE SECURITY INTEREST LOANED APPROPRIATELY TO BEING PROMPTLY PAID.

[REDACTED]



APR 20

CHASE AUTOMOTIVE FINANCE
PO BOX 28214
PHOENIX AZ 85088-9214



The Department of Transportation hereby certifies that the information on this document is true and correct. The Department of Transportation is not responsible for the accuracy of the information on this document. The Department of Transportation is not responsible for the accuracy of the information on this document. The Department of Transportation is not responsible for the accuracy of the information on this document.

086534686

Tom Byrnes

2008172

7826753

04/04/09 11:30 AM 2003 20460

0000 CHRYSLER PT CRU
 110 PT POWER MIRRORS /L48
 022 OF POWER/DR YETTER LOCKETS
 ORDER NO. 100000/000 BOOK NO.
 VZL 100 0010 00 20114700

CHRYSLER MOTOR DIVISION
 CHRYSLER MOTOR CORPORATION
 100 WASHINGTON CENTER
 DETROIT MI 48226-1114
 VEHICLE NUMBER 1A000000170

MODEL & PACKAGE OPTIONS
 CHRYSLER PT CRU 30701.00
 010 ELECTRIC WINDOWS 400.00
 020 POWER/DR/MS/MS/VS MIRRORS 0/C
 024 BORN BELL - 3.75 DAYS 0/C
 026 LOCKING DIFFERENTIAL-BAK BAK 270.00
 120 WORTH 2000 0/C
 070 4 SPEED AUTOMATIC TRANSMISSION 0/C
 087 TRACTION CONTROL 100.00
 090 P10/0000 ALL-SEASON VOR CR- 340.00
 010 6.000 LB CRU RAYTR 0/C
 020 00/TV STEREO 0/CASE & CD PLAYER 100.00
 020 BORN WORTH WOOD SYSTEM 400.00
 127 10 THE WRT EQUIPMENT GROUP 1000.00

200 MY EXPRESS - 0/C
 010000 02/02/00
 020000 02/02/00
 030 1/Y 08/18/02
 040 000 06/18/02
 050 WRT 02/02/02
 060 01700 01700
 070-0 070 000-1
 080: 000 - 340
 090-00 00-000
 100.00
 120.00
 120.00
 120.00
 1000.00

0000 4001
 001 20.2
 010 0200
 020 2100
 030 3400
 040 30701.00
 050 20000.47
 060 1/2
 070 07000
 080 1724.70

- 1. TRANSMISSION SECTIONS
- 2. AMERICAN OR 1ST AND 2ND ROW
- 3. 2 WRT POWER SEATED AND PASSENGER SEAT WITH POWER LOWER SUPPORT
- 4. SEATED CONFERENCE SECTIONS:
 - SEATED SEATED CENTER
 - SEATED SEATED CENTER
 - SEATED SEATED AND ALSO SEATED
 - SEATED SEATED/SEATED/SEATED SEATED CENTER

OLD

*20460
 5-20-02*

TOTAL MODEL & OPTIONS 24001.00 21011.00 007 027 30701.10
 DISTRIBUTION CHARGE 000.00 000.00 0/0 001 1000.00
 DEALER CO-OP ADVERTISING 240.00 240.00 0/0 001 240.00
 LOCAL ADVERTISING & PROMOTION 00.70 00.70 000 000 00.70

GRAND TOTAL 24241.70 21251.70 007 027 30701.10
 20704.00

THROUGH THIS WE REFLECT DEALER'S VOUCHER COST (INCLUDES OF INVENTORY, WAREHOUSE, INCENTIVES, SUPPLIES, STORAGE, FREIGHT CHARGE AND RETURN TO DEALER OF UNREGISTERED VEHICLES, ALL OF WHICH ARE APPLIED TO VEHICLE). THIS MOTOR VEHICLE IS SUBJECT TO A CREDITIVE REVIEW PERIOD BY GM.

AMERICAN CHRYSLER FINANCIAL SERVICES
 100 WASHINGTON CENTER
 DETROIT MI 48226-1114
 0 20000.47 00000000170
 000 00/18/02 ORDER 00-000



NEW
 USED
 Vehicle Buyer's Order
 FOR RETAIL USE ONLY

SALES REPRESENTATIVE Don V.
 STOCK # 22001

QUANTITY 1 D.L.# 053620401
 Address [Redacted] SEN 258891980
 City & State Halters County Garret
 Zip [Redacted] P.H.# [Redacted]
 CO Buyer [Redacted] D.O.B. NON

Date 6/15/07 Mile 18
 Year 2002 Make CHEVROLET
 Model TACUMA Body 55' 55' TRUCK
 Color Blue Key # [Redacted]
 VIN 1TNP511451G1611147919
 Ins. Policy # 62740129-04
 Ins. Co. Geac-BS Ph (720) 748-4000
 Agency [Redacted] Lic. # 800/802
 Effective Date From 11/15/02 To 7/1/08

PLEASE PRINT OR TYPE FULLY. ALL FROM HENRICK AND THE OTHERS FROM PER. DATA AND DO NOT SIGNATURE THE THIS PAGE

WORKER PROVIDED TO BE PERFORMED AT TIME OF SALE
 THE WORK MUST BE DONE WITHIN 90 DAYS. CHANGE OVER TO NEW WORKER
 I understand against buyer's only is liability of accessories installed.

DVD/VCD Towed
 The work is the only work to be performed free of charge. Any additional
 will be charged in accordance with the type of warranty issued at the time
 of sale.
 Signature Don V.

I warrant that any work-in-kind NOT been reworked, rebuilt or replaced
 under power damage that would affect the remaining of this vehicle.
 I warrant that the balance owed on my trade-in is correct as stated on this
 buyer's order and that if the actual amount is greater I will reimburse
 financing Chevrolet. I understand that if the amount is less, Chevrolet
 Chevrolet will provide the difference.
 Signature Don V.

Interest Paid To:
 Address:
 Account No.:
 Name: Michelle Adams Post. Code: 11971
 Check No.: 0000000000 Date: 5/15/07
 VIN # 1TNP511451G1611147919
 Agent Name: DAVID Credit Limit:
 Spoke To: Linda's Ph. #

The information you see on the exterior of the vehicle is part of the contract.
 Information on the vehicle that appears differently is provided in the contract.

THIS DEALER IS NOT A FINANCIAL INSTITUTION
 The information you see on the exterior of the vehicle is part of the contract.
 Information on the vehicle that appears differently is provided in the contract.
 Signature: [Redacted]

THE DEALER IS NOT A FINANCIAL INSTITUTION
 The dealer financing Chevrolet is not a financial institution. It is a service of
 HENRICK CHEVROLET. Any financing provided is subject to credit review and
 approval by HENRICK CHEVROLET. The dealer is not responsible for any
 late payment or non-payment. If you are unable to pay, you may
 be required to pay the balance of the vehicle in full. The dealer
 is not responsible for any late payment or non-payment. If you are
 unable to pay, you may be required to pay the balance of the vehicle
 in full. The dealer is not responsible for any late payment or non-payment.
 Signature: [Redacted]

USED "AS IS" NO WARRANTY

1. TOTAL PRICE OF UNIT (CASH PRICE)	3285.00
2. TRADE	5200.00
3. DIFFERENCE	
4. DLR. MARGIN	200.00
5. BALANCE	2894.00
6. SALES TAX (AT 6%)	173.64
7. TITLE	10.00
8. WARRANTY RIGHTS FEE (NEW ONLY)	3.00
9. EMISSION CONTROL INSPECTION	20.00
10. BALANCE DUE	
11. PAYOFF	
12. BALANCE DUE	
13. CASH DOWN	
14. RIBATE	1750.00
15. TOTAL DOWN PAYMENT RIBATE	
16. BALANCE DUE	2035.14
17. SERVICE CONTRACT	
18.	
19. BALANCE DUE	

FOR THE FINANCER, SIGNATURE & PRINTED NAME AND ADDRESS THAT YOU WANT
THE VEHICLE BUYER'S ORDER
 It is an offer by me to purchase the vehicle described herein on the terms and conditions
 as specified. Upon acceptance of my offer by the sales manager or other authorized
 representative of HENRICK CHEVROLET, the agreement shall become a binding and
 enforceable contract. I understand and agree to the terms and conditions of this
 order.
 Buyer's Signature: [Redacted]
 Accepted: [Redacted]
HENRICK CHEVROLET
 YOUR DEPOSIT HOLDS YOUR VEHICLE FOR 48 HOURS ONLY

THIS IS NOT AN ORDER UNTIL ACCEPTED BY SALES MANAGER OR OFFICER OF THE COMPANY



GENERAL MOTORS BUSINESS RESOURCE CENTER

April 16, 2003

[Redacted Address]

RETIEMENT OFFER

Subject: Repurchase of 1GNES16826114798, NRI-628766

[Redacted]

We regret that you are dissatisfied with your 1GNES16826114798, 2002 Chevrolet Trailblazer and that our attempt to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into 1GDCG14833306894, 2003 Chevrolet Equinox. Your responsibilities may be, but not limited to: taxes, title fees, destination fees, usage, damage, upgrades, add-ons, and accessories. Your offer is calculated by using the following figures:

Payoff of original Vehicle good until 04/10/03	\$25,727.07
Fin Usage	\$ 4,198.00
Fin Taxes	\$ 422.18
Fin registration, tag, title fees	\$ 14.80
Fin damage	\$ 00.00
Fin upgrade	\$ 3,351.00
Fin add-ons	\$ 00.00
Less discounts	\$ 00.00

TOTAL RESPONSIBILITY ON CUSTOMER \$34,693.05

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

General Motors will repurchase VIN 1GNES16826114798, in exchange for the release of liability stemming from wear, tear, misuse or implied, covering this vehicle.

Please return this document to fax number (866) 218-4649 by 04/21/03. The conditions of the trade-repurchase are as follows:

- the vehicle is free from any structural 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 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/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 the trade-in vehicle 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 Hendrick 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) 331-3341 54866 if you have any questions or concerns.

Sincerely,

Jed L. Moran
Business Resources Center

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

[Redacted signature area]

4/17/2003
Date

RELEASE AGREEMENT

The undersigned, (owner) [redacted] and General Motors Corporation wish to resolve a dispute involving a 2002, Trailblazer, VIN 1GNEE21E02B114798, owned by the releasor(s). Therefore, in sole consideration of trade made by Hendrick Chevrolet to releasor(s) for himself, his/her predecessor, successor, heir, 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, execution, 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 means 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 hereby fully understands the terms and conditions and its significance and hereby 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 stated and not merely a recital.

This Release Agreement is executed this 14th day of April, 2003

Releasor: [redacted]

**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 Hendrick Chevrolet

Customer's Name: XXXXXXXXXX
 Class Number: 887-8888887

Thank you for selecting 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 \$14,161.38 to fulfill this transaction. The dealer, in turn, will issue a check in the amount of \$1,704.90 to General Motors Corporation in order to obtain title and clear title of original vehicle. One of the final repurchase payments, including your dealer check, has been sent back to the Repurchase Vehicle Disposition Center (RVDC). General Motors will issue a check in the amount of \$12,457.07 to Chase Auto Finance.

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

Replacement VIN:	1GNHC10Z06J304430
New Vehicle Sales Price:	\$37,887.48
Used Vehicle Trade Value:	\$24,166.48
Customer cash:	\$13,729.88
Taxes:	\$884.87
Rebate:	Not Applicable
Loan on old vehicle, good only until 5/1/03:	\$22,727.07
Plus title and license fees:	\$87.00
Cash on Delivery:	\$432.88
Document Fees:	paid paid by other party
Dealer Processing Fee:	\$300 applied as warranty credit via W.J.M.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-accruals, taxes, title, license, negative equity, etc. on the original vehicle. Also remember no cash back involved on to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

Payoff of Original Vehicle =	\$22,727.07
Usage / depreciation =	\$ 4,189.80
Miscellaneous State Fees =	\$ 10.00
Taxes =	\$ 412.18
License =	\$ 551.00
Total Customer Contribution =	\$28,379.75

Hendrick Chevrolet agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer following instructions on the Dealer's behalf to facilitate matching a fee 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 a representative at the following fax # 888-313-8888.

David Horasby Fleet Manager Hendrick Chevrolet
 I hereby agree to the terms of this agreement and the terms of the GM Repurchase Agreement.

David Horasby Fleet Manager
 I hereby agree to the terms of this agreement and the terms of the GM Repurchase Agreement.

Authorized General Motors SUV Representative Signature

Jodi L. Masters

Authorized General Motors SUV Representative Printed Name

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

LOCATION: RightFax

RX TIME 04/16 '03 12:08

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**

-COPY OF CURRENT REGISTRATION

-COPY OF TITLE

**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 Hendrick Chevrolet

Customer's Name: XXXXXXXXXX
Case Number: 8871-8888881

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 \$14,181.08 to initiate this transaction. The dealer, in turn, will issue a check in the amount of \$1,704.20 to General Motors Corporation in order to obtain title 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 \$28,727.07 to Chase Auto Finance.

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

Replacement VIN:	1GNEC18Z63J204820
New Vehicle Sales Price:	\$37,887.46
Used Vehicle Trade Value:	\$24,188.48
Customer cost:	\$13,729.00
Taxes:	\$524.37
Rebate:	[Not Applicable]
Lien on old vehicle, good only until 5/10/03:	\$28,727.07
Plus title and license fees:	\$21.00
Cash on Deliver :	\$422.89
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 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 =	\$28,727.07
Usage / depreciation =	\$ 4,199.00
Miscellaneous State Fees =	\$ 10.00
Taxes =	\$ 412.18
Upgrade =	\$ 9,531.00
Total Customer Contribution =	\$38,878.78

Hendrick 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 title 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 Agent's Signature and Title.

[Dealership Name BAC] Management Agent's 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!

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



Auburn Hills
MI



HOME PHONE:

CASE NUMBER: 1-66760817

VIN: 1GNDT13B322394958

DATE OPENED: 2003-01-24

MODEL YEAR: 2002

DATE CLOSED: 2003-01-31

SOURCE: Phone

DELIVERY DATE: TrailBlazer

SOURCE: Phone

BRC TYPE: N/A

MILEAGE: 18000.0000000

BRC PARENT:

DEALER NAME: Mike Savoie Chevrolet, Inc.
DEALER ADDRESS: 1900 W Maple Rd, Troy, MI, 48064-7105, USA

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

M51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

Inoperative

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

ding expense;; ; 2003-01-24
03-01-24

Service Request has been Closed Satisfied.; ; 2003-01-24
2003-01-24

SR in Status of Closed has been Re-Opened by LAMSA; ; 2003-01-24
2003-01-24

Hotel Reim; ; 2003-01-24
2003-01-28

Please see inbound customer call; ; 2003-01-28
2003-01-28

hotel reim;; ; 2003-01-28
2003-01-29

windshield wiper repair? hotel reim?; ; 2003-01-28
2003-01-29

no trip interruption; contact avm for assistance;; ; 2003-01-29
2003-01-29

avm; ; 2003-01-29
2003-01-31

; ; 2003-01-31
2003-01-29

Avm Achino called in; ; 2003-01-29
2003-01-29

Avm Achino called in; ; 2003-01-31

2003-01-31

Service Request has been Closed Satisfied.; ; 2003-01-31

*****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:
NOTIFY NAME:

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

INSPECTOR 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 DRIVEABLES:
BRC WARRANTY DATE:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0

MSRP:

NADA: 0
SALES TAX:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



Warrington

PA [REDACTED]

HOME PHONE:

CASE NUMBER: 1-70488832 VIN: 1GNHT16F226137363
MODEL YEAR: 2002
DATE OPENED: 2003-02-06 SERIES: TrailBlazer
DATE CLOSED: 2003-02-06 MILEAGE: 7000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: Lafferty Chevrolet Company
BRC PARENT: DEALER ADDRESS: 829 W Street Rd, Warminster, PA, 18974-3132, USA

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

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

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

h complaint; ; 2003-02-06
03-02-06
Service Request has been Closed Satisfied.; ; 2003-02-06

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:
OWNER DESCRIPTION:
ALLEGED DEFECTIVE COMPONENT:
INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
SRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:

IF SO, WHERE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



New York , NY

CASE NUMBER: 1-71667287 VIN: 1GKDT138022436421
MODEL YEAR: 2002
DATE OPENED: 2003-02-11 SERIES: Envoy
DATE CLOSED: 2003-03-20 MILEAGE: 14001.0000000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: N/AO DEALER NAME: Potomac Cadillac-Buick-Chevrolet-Geo; Ltd.
SRC PARENT: DEALER ADDRESS: 798 11th Avenue, New York, NY, 10019-3551, USA

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

W51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

veh complaint; ; 2003-03-19
2003-02-11

GM to warn transfer cust to the dirship; ; 2003-02-21
2003-02-21

followup/SR 1-71667287; ; 2003-02-21
2003-03-01

CRM to followup with customer; ; 2003-03-01
2003-03-06

Ops Review; ; 2003-03-19
2003-03-06

Service Request Ownership has changed FROM: CUNNINGH TO: WEISENAB; ; 2003-03-06
2003-03-19

Service Request Ownership has changed FROM: WEISENAB TO: STURDYJ; ; 2003-03-19
2003-03-19

Please work file to completion; ; 2003-03-19
2003-03-20

CRM called the; ; 2003-03-20
2003-03-20

vehicle alignment was bad; ; 2003-03-20
2003-03-20

Service Request has been Closed Satisfied.; ; 2003-03-20

*****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:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:
BODY TYPE:
TRIM:

ENGINE TYPE:

TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

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:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

Stabel Reports:

Caseid: 1-71850081

Name:

Address:

City: West Milford

State: NJ

zip: [REDACTED]

Country: USA

Owner_phone:

Vin: 1GNET188728129718

Open_date:

Make: Chevrolet

Closed_date:

Model: TrailBlazer

Source: Phone

Odometer: 13000

BRC_type: RepurchaseYes

UCC: N81

UCCdesc: Power Windshield Wiper - Motor / Blades / Arms

Call_notes: Inoperative

Work_Desc: Veh Complaint

Remarks

Svc Mgr - Bill Izykowski
 1-71850081
 AVM - Jamison Proven
 o/b
 Cust states he missed prev cm's call on 02-17-08
 Cust seeks an update
 AVM - Jamison Proven
 Svc Mgr - Bill Izykowski Asst Svc Mgr Dave Gershanfeld
 AVM updating SR
 AVM contact
 1-71850081
 Creating BBB letter
 Created: CAC_C10008_SRP1-71850081
 Submitting BBB letter for approval
 Attn: Svc Mgr - Bill Izykowski Asst Svc Mgr Dave Gershanfeld
 Cust seeks call

November 5, 2003

[REDACTED]
West Milford, NJ [REDACTED]

Service Request: S1-71850061
[REDACTED]

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Kristen Tift
Customer Relationship Manager

MN0001-P/jso



GM

GENERAL MOTORS BUSINESS RESOURCE CENTER

6/12/03

Joe Lee
Gerrhart Chevrolet, Inc
Route #6
Denville, NJ 07834

CLOSING CONFIRMATION LETTER

RE: **Donny Printing**
1GNET148726129713, 2002 Chevrolet Trailblazer

Dear Mr. Lee:

The following closing date outlined below is the date that the Repurchase is to be completed.

The closing date has been set for June 17, 2003. You will have to contact the customer to schedule a time.

Thank you for your cooperation

Sincerely,

Marie Mammone
Repurchase Specialist
1-800-331-1841 ext. 57418

cc: 

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

Dealer Confirmation Letter- Trade Repurchase
Chevrolet
5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 x57418 Maria Mamarino

Trade Repurchase Agreement between Chevrolet and its dealer partner Gearhart Chevrolet, Inc

Customer Name: XXXXXXXXXX
Case Number: 1-7188081

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

General Motors will issue a check in the amount of \$26,990.23 to Donray Printing & Gearhart 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 \$NA made payable to [lien holder] and will be sent directly to [lien holder] after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Recycled Vehicle Disposition Center (RVDC) for further processing.

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

Replacement VIN:	30NEK13T13G140189
New Vehicle Sales Price:	\$34,034.03
Used Vehicle Trade Value:	\$26,990.23
Trade Difference:	\$8,043.80
Taxes:	\$328.10
Rebates:	[Not Applicable]
Lien on old vehicle, good only until [date]:	[Customer responsibility]
Plus title and license fees:	\$60.00
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 allowance, finance rates, rebates, negative equity, etc. on the original vehicle.

Gearhart 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 800-213-4647.

Gearhart Chevrolet, Inc 111200 Management Agents Signature and Title.

Gearhart Chevrolet, Inc 111200 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!

● 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 x57418 Maria Mannarino**

Trade Repurchase Agreement between Chevrolet and its dealer partner Gearhart Chevrolet, Inc

Customer's Name: XXXXXXXXXX
Case Number: 1-71566661

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

General Motors will issue a check in the amount of \$24,648.71 to Donray Printing & Gearhart 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 \$NA made payable to (lien holder) and will be sent directly to lien holder after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Recaptured Vehicle Disposition Center (RVDC) for further processing.

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

Replacement VIN:	3GNEX15T13G180189
New Vehicle Sales Price:	\$34,834.03
Used Vehicle Trade Value:	\$24,648.71
Trade Difference:	\$10,287.32
Taxes:	\$338.10
Rebates:	[Not Applicable]
Lien on old vehicle, good only until (date):	[Customer's responsibility]
Plus title and license fees:	\$80.00
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via WJ.N.B.]

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

Gearhart 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 lien and clear title to the old vehicle.

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

Gearhart Chevrolet, Inc 111200 Management Agents Signature and Title.

Gearhart Chevrolet, Inc 111200 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!

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

Thank You



BMC

**GMC****GENERAL MOTORS BUSINESS RESOURCE CENTER****RELEASE AGREEMENT**

The undersigned, (owner) [REDACTED] (Releasor (s)), and General Motors Corporation wish to resolve a dispute involving a 2002 Chevrolet Trailblazer, VIN 1GNET168726129713, owned by the releasor(s). Therefore, in sole consideration of General Motors Corporation's payment to the lienholder (or releasor(s)) Lienholder, of BN/A, 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]



RVDC Case# 57263

RVDC Case Number	57263	Vehicle is going for Auction	Is Vehicle Drivable?	Issue 10097
Customer Name	[REDACTED]	Dealer Admin Fee Applies?	Issue Release	
Original VIN	1GNET16E72612971J			
BAC	11120	This vehicle was repurchased as a result of a: Voluntary registered customer satisfaction repurchase		
Dealer Name	GEARHART CHEVROLET INC	Rebate Sales Tax? N	This Brand?	
Dealer Contact/Title	JOE LEE, SALES MANAGER	Reason for not Rebating Sales Tax: TRADE REPURCHASE		
Dealer Phone	9724270900	Original Sales Tax Paid In State: NJ	Repurchased Under Laws of State: NJ	
Dealer Fax	9724273037	Vehicle Make's Presentation of LINCUM LAW? Y		
Delivery Date	2002-06-29	Closing Schedule:	Established on: 2002-06-13	
Buyback Reason	14480	If so, where: BAC is D		
Transmission	A	Location: NJ		
UCF Code (U)	N5104	Contact Name:		
MSRP	38520.00	Address 1:		
NADA	28218.00	Address 2:		
Case Number	57263	City:	State:	Zip:
RVDC Case Number		Phone #1:		
Type of Transaction	TR	Fax #1:		
Replacement VIN	1GNEK11G160169	Comments: PLEASE ACCEPT WITH CERTIFICATE OF TITLE IN LIEU OF VEHICLE REGISTRATION FEE TRACY KIZZIAN.		
Replacement Type	AVN Voluntary	GM Legal Case Number:		
Repurchase Source	N/A AVN JANUSON PROGRAM	GM Counsel Name: N/A		
Reason for Repurchase	MULTIPLE WINDSHIELD WATER MODULAR FAILURES	GM Counsel Contact Name: N/A		
		Address:		
		Address 2:		
		City:	State:	Zip:
		Phone #1:		
		Fax #1:		
Line Prices				
Line Price Amount: 0.00	Line Price Bonus: 0.00	Per Charge: 0.00		
Customer Due to GM: 0.00		Dealer Due to GM: 0.00		
Check Information				
Customer	Merchant	Payment Agency		
Check Amt: 28001.29		Check Amt:	0.00	
Payee 1: GERRY HYMAN, INC &	Payee 1:	Payee 1:		
Payee 2: GEARHART CHEVROLET, INC	Payee 2:	Payee 2:		
Address 1: 2 BOSTON ROAD	Address 1:	Address 1:		
Address 2:	Address 2:	Address 2:		
City: Parsippany	City:	City:		
State: NJ	State:	State:		
Zip: 07054	Zip:	Zip:		
Phone #1: 972-411-9100	Phone #1:	Phone #1:		
Fax #1:	Fax #1:	Fax #1:		
	Attention:	Attention:		
	Account #2:	Account #2:		
		Pay To: Mr:		
		Pay Name:		

Case #57263 Initiator: [REDACTED]

[Handwritten Signature] 6/11/03

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

AP		AP	
_____	CHECK REQUEST FORM (CR)	_____	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
_____	RVDC CALCULATION WORKSHEET	_____	SIGNED SETTLEMENT OFFER LETTER
_____	SIGNED BILL OF SALE ON NEW VEHICLE	_____	SIGNED RELEASE AGREEMENT
_____	INVOICE ON REPLACEMENT VEHICLE	_____	SIGNED DEALER CONFIRMATION LETTER
_____	FRA FORM	_____	RVDC SPECIAL DESTRUCTORS FORM
_____	INCENTIVE BRIST-OFF REQUEST	_____	DEALER PROFIT OTHER THAN ADMIN FEE
_____	COPY OF TITLE OR REGISTRATION	_____	INVOICE FOR ATTORNEY FEES (If Applicable)
_____	WARRANTY HISTORY	_____	REPAIR ORDERS FOR REASON FOR REPURCHASE
_____	INVOICE ON ORIGINAL VEHICLE		(FLORIDA ONLY)

 Substitution of Collateral

 New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	
VIN#	1GNET168726129713
Year-Make and Model:	2002 Chevrolet Trailblazer

LIENHOLDER INFORMATION:

Lienholder Name:	No Lien
Lender Contact Person and Date:	
Physical Address:	
City/State/Zip	
Phone:	
Fax Number:	
Account Number:	
Dealer Buyout/Payoff Amount:	
Buyout/Payoff Expiration Date:	
Per Diem:	
Additional Information	

GW

DRG REPURCHASE WORKSHEET

File Number
1-71850061

Customer Name
[REDACTED]

Worksheet filled out by
Marie Manuette

Old Vehicle VIN:
1GNET168726129713

New Vehicle VIN:
3GNETK13T19G180169

Date:
5/27/03

**DEALER'S SAMPLE PURCHASE ORDER
BOOK BILL OF SALE**

Accl. 231/237 Vehicle Costs	34,994.00	Purchase Price (New Unit)	34,994.00
Adjustment to line 1	0.00	State Sales Tax	636.69
Conversion Cost	0.00	Luxury Tax	0.00
Tax	0.00	Reg./Lic./Title Fees (opt)	60.00
Luxury Tax	0.00	Additional Aftermarket Items	0.00
Reg./Lic./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	35,630.69
Cost to transfer Aftermarket Items	0.00	Trade In	25,900.23
Service Contracts/GWPP	0.00	Payoff	0.00
Attorney's Fee	0.00	Net Allowance	25,900.23
Transportation Fees	0.00	Cash on Delivery (Paid by GM)	0.00
Total Replacement Price	34,994.00	Total Balance Due	0.00
Tax	636.69	Amount to Dealer for additional Fees	0.00
Luxury Tax	0.00		
Reg./Lic./Title Fees (opt)	60.00		
Additional Aftermarket Items	0.00		
Usage/Depreciation	3,368.00		
Damage	0.00		
Upgrade	6,889.00		
Downgrade (deducted)	0.00		
Reimbursement of Aftermarkets	0.00		
Other	0.00		
Total Customer Cost	0,540.43		
Trade Repurchase Amount	25,900.23		
Total Payoff Amount	0.00		
PAYOFF GOOD THROUGH			
Dealer Due to GM	NA		
GM Due to Dealer	25,900.23		
Estimated Auction Price	22,925.00		
Projected (Loss)	(3,068.23)		
		GM Authorized Signature	5/27/03
			Date

"This is a 'work in process' until signed by a GM Authorized Representative"

FORD MOTOR CREDIT

FVN NO. : 127207007

FORM 37 0003 07-0001 FD

New Vehicle
Trade Order
Drive Used
Cash



Page 48
EVANVILLE, IL 62204
(815) 940-0900
www.fordcredit.com

Dr. S. Lopez

Customer's Name: [Redacted] S.S.N. [Redacted] D.O.B. [Redacted]

Address: [Redacted] *Highway 111*

City: [Redacted] State: [Redacted] Zip: [Redacted]

Please Enter My Order For Cash *Trade Order* *Trade Order*

Make: *Ford* Model: *Mustang* Year: *2003*

Body Type: *2dr* Color: *Black*

Stock No. *30000* Order No. *127207007*

TRADE-IN VEHICLE INFORMATION

Make of Unit: [Redacted]

Model: [Redacted]

Year: [Redacted]

Color: [Redacted]

Make of Unit: [Redacted]

Model: [Redacted]

Year: [Redacted]

Color: [Redacted]

TRADE-IN VEHICLE INFORMATION

Make of Unit: [Redacted]

Model: [Redacted]

Year: [Redacted]

Color: [Redacted]

Make of Unit: [Redacted]

Model: [Redacted]

Year: [Redacted]

Color: [Redacted]

TRADE-IN VEHICLE INFORMATION

Make of Unit: [Redacted]

Model: [Redacted]

Year: [Redacted]

Color: [Redacted]

Make of Unit: [Redacted]

Model: [Redacted]

Year: [Redacted]

Color: [Redacted]

IF A NEW VEHICLE SALE...
The only warranties applying to this vehicle are those shown by the manufacturer. The selling dealer does not warrant the fit and finish, condition of components, body, engine or interior. Including any limited warranty of manufacturer and dealer for a particular vehicle. Any liability of the selling dealer will extend to defects or malfunctions of the vehicle including engine, bodywork, transmission, chassis or drivetrain or other component by way of work being done upon the selling dealer's responsibility or otherwise, in connection with and covering factory warranties on such work. The manufacturer's warranty is not affected by this statement or agreement by the selling dealer.

IF A USED VEHICLE SALE OR LEASE APPROXIMATELY FOR...
This vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability and fitness for a particular purpose. Any liability of the selling dealer will extend to defects or malfunctions of the vehicle including engine, bodywork, transmission, chassis or drivetrain or other component by way of work being done upon the selling dealer's responsibility or otherwise, in connection with and covering factory warranties on such work. The manufacturer's warranty is not affected by this statement or agreement by the selling dealer.

ON...
The only dealer warranty on this vehicle is the limited warranty which is located on and with a copy of the order form.

ALL USED VEHICLE SALES OR LEASES ARE SUBJECT TO THE FOLLOWING:
The lease of New Jersey requires Motor Vehicle Dealers to make all necessary reports, vehicle changes, or when the full payment due to the company is the exact amount shown and intended to be reported in the state tax to meet their reporting obligations for the amount of a certificate of approval due to a dealer that is not the head of the company's own car. The undersigned, dealer, certifies that this statement has been prepared in accordance with the above and agrees to meet the legal vehicle inspection within 7 days from the date of delivery of such vehicle.

STATE OF NEW JERSEY MOTOR VEHICLE SALES...
The undersigned, the dealer, certifies that the vehicle is a motor vehicle and does hereby certify and warrant for the amount of a certificate of approval due to a dealer that is not the head of the company's own car. The undersigned, dealer, certifies that this statement has been prepared in accordance with the above and agrees to meet the legal vehicle inspection within 7 days from the date of delivery of such vehicle.

Year: [Redacted] Make: [Redacted]

VIN: [Redacted]

Make-Up: [Redacted] Date of: [Redacted]

Less Vehicle Cost: [Redacted]

Net Trade-In Allowance: [Redacted]

Balance Owed to: [Redacted]

Address: [Redacted]

Account No.: [Redacted]

Bill From: [Redacted] Order From: [Redacted]

Customer certifies that the amount of the trade-in value has been reported and agreed to by the dealer and the customer. It is understood that the customer is responsible for the amount of the trade-in value reported and agreed to by the dealer and the customer. The customer agrees to meet the legal vehicle inspection within 7 days from the date of delivery of such vehicle.

Accepted By: [Redacted]

Signature: [Redacted]

Date: [Redacted]

2003 AVALANCHE 1500 4WD
62U DK GRAY METALLIC
692 DARK CHARCOAL TRIM
ORDER NO. F8GKSF/TRE
VIN 3GN BK13 T1 3G180169

/V8G

STOCK NO.

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 10D66691287

MODEL & FACTORY OPTIONS

MSRP

INV AMT RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

MRP: 41205.00

New

TOTAL MODEL & OPTIONS	40415.00	35356.48	ACT 237	34934.03
DESTINATION CHARGE	790.00	790.00	K/R 261	1212.45
LAM DEALER CONTRIBUTION		404.15	ADP 261	404.15
LAM GROUP CONTRIBUTION		202.08	EXP 65A	202.08

TOTAL	41205.00	36752.71	DAY 310	36752.71
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MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 35022.68

 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.

GEARHART CHEVROLET, INC.

2003 AVALANCHE 1500 4WD
 62U DK GRAY METALLIC /V8G
 692 DARK CHARCOAL TRIM
 ORDER NO. F8088F/TRE STOCK NO.
 VIN 3GN BK13 TL 30180169

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 10066691287
 *****13*021008

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK15936 AVALANCHE 1500 4WD	34505.00	30191.88	INVOICE 11/20/02
AM3 FULL FEATURE SEAT SEATS	2375.00	2042.50	SHIPPED 11/20/02
WITH LEATHER SEAT INSERTS			EXP I/T 12/06/02
INCLUDES IN DASH 6 CD PLAYER			INT COM 12/06/02
BOSE PREMIUM SPEAKERS			PRC EFF 11/20/02
BV8 ASSIST STEPS	395.00	339.70	KEYS 8629A 8629A
CP5 ELECTRIC SLIDING SUNROOF	1095.00	941.70	WFP-S QTR OPT-1
CSW 7000 LBS GVW RATING	N/C	N/C	BANK: VALLEY MATT
QT4 REAR AXLE - 3.73 RATIO	N/C	N/C	CHG-TO 02-100
K34 CRUISE CONTROL	N/C	N/C	
LN7 VORTEC 5300 V8 SPI GAS ENGINE	0.00	0.00	SHIP WT: 5760
MS0 4-SPD AUTOMATIC TRANSMISSION	0.00	0.00	HP: 44.8
NG1 FEDERAL/NY/VT EMISSIONS	0.00	0.00	GVW: 7000
PDM DRIVER CONVENIENCE PACK INCL:	782.00	672.82	GVWF: 3800
* AUTOMATIC AIR CONDITIONING			GVWR: 4000
* HONOLULU UNIVERSAL TRANSMIT.			GMS: 34959.03
* POWER ADJUSTABLE PEDALS.			SUPPLR: 36357.39
* STEERING-WHEEL MOUNTED CTRLS			
* PWR FOLD AND ADJUST HEATED			FIX: 1/2
OUTSIDE MIRROR WITH TURN SIG			DAN: AVA71
AND DRIVER SIDE AUTO DIMMING			MEMO 1995.75
RSN NEW JERSEY COST SURCHARGE	0.00	82.00	
VS4 BLACK ROOF LOADING CARRIER	198.00	167.70	
E71 OFF-ROAD PACKAGE INCLUDES:	878.00	755.08	
* DEEP TINTED GLASS			
* P265/70R17 ORR BW TIRES			
* SPECIALLY TUNED SHOCK			
ABSORBERS AND SPRINGS			
* LOCKING REAR DIFFERENTIAL			
* OFF ROAD SKID PLATE PACKAGE			
* HIGH CAPACITY AIR FILTER			
* AGGRESSIVE FLOORMATS WITH			
YELLOW CHEVY BOWTIE			
* 17" ALUMINUM WHEELS			
(REPLACES STANDARD WHEELS)			
882 HEAVY DUTY TRAILERING EQUIPMENT	190.00	163.40	

** CONTINUED ON PAGE 2 **

electronic Preliminary Repurchase Authorization (ePRA)

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

- 1. Date (mm/dd/yyyy): 05/15/2003
- 2. Customer Name: [Redacted]
- 3. Customer Address: [Redacted]
- 4. Customer City, State, and Zip: Essex, NJ
- 5. Primary Customer Phone #: [Redacted]
- 6. Additional Customer Phone #: [Redacted]
- 7. Customer fax #: [Redacted]
- 8. Cust Drivers License #: [Redacted]
- 9. State tax % rate: [Redacted]

Ray Ferrale
 973-415-0829
 cell#
 973-515-8102
 FCTH

Monnerino
 2.10
 5-2-03

Customer Vehicle Information

- 10. Year/Make/Model: 2003 Chevrolet
- 11. VIN (17 Digits): 1GNK163723129713
- 12. Current Mileage: 14,450
- 13. Purchased: NEW

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

- 14. Dealership that will handle entire transaction: Gehardt Chevrolet
- 15. Dealership Phone #: 878-827-0800
- 16. Dealership Contact Name and TITLE: [Redacted]
- 17. Dealership Contact Phone # (if different than Dealership #): [Redacted]
- 18. Dealership Contact Fax #: 878-827-2441
- 19. Dealership BAC: 111200 Region: Northeast

973-627-0800
Collect

20. What GOODWILL TOOLS were offered?

- | | | | |
|-------------------------------------|---------------------------|-------------------------------------|-----------------------------|
| <input type="checkbox"/> | Component Coverage Letter | <input checked="" 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?

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

- 23. TAC Case Number: 1-71820081
- 24. TAC Case Number:

25. If no TAC number, Explain:

26. Reason for Repurchase (include specific mechanical failure): Multiple windshield wiper module failure.

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: AUCTION (ready for sale) (If Rehabil. 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: 50NEX152180188

33. New Vehicle Year/Make/Model: 2003 Chevrolet Aveumche

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

35. Usage/Depreciation Amount:

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

-Please show how you arrived at this usage amount: Usage

Usage
~~14,450 miles / 100,000 miles = 0.1445~~
~~0.1445 * 4,439,588 = 640,732~~
 per Aveum changed to 10,000 miles = 322,950

36. Aftermarket Items: No

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

37. Lease Termination Terms:

38. Who will be responsible for the Taxes and/or Fees? 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/Oversale 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: Insert the form - 6/28/02 - \$1.750

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 05/15/2003

42. Authorizer Name: Jamison Prosen

43. GM Position: Area Service Manager

44. VoiceMail Node: 814058 Mailbox Number: 8447

45. Email Address: jamison.d.prosen@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 ePTA to PTA@GM.com

Forward any supporting documentation to FAX: 888-827-1129

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.

69 S/S text
#60 Tr

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME: Maria Mannarino
DEPARTMENT: Business Resource Center
CUSTOMER NAME: [REDACTED]
FILE NUMBER: 1-71850061
OLD VEHICLE VIN: 1GNET16S726129713

REASON: TRADE REPURCHASE

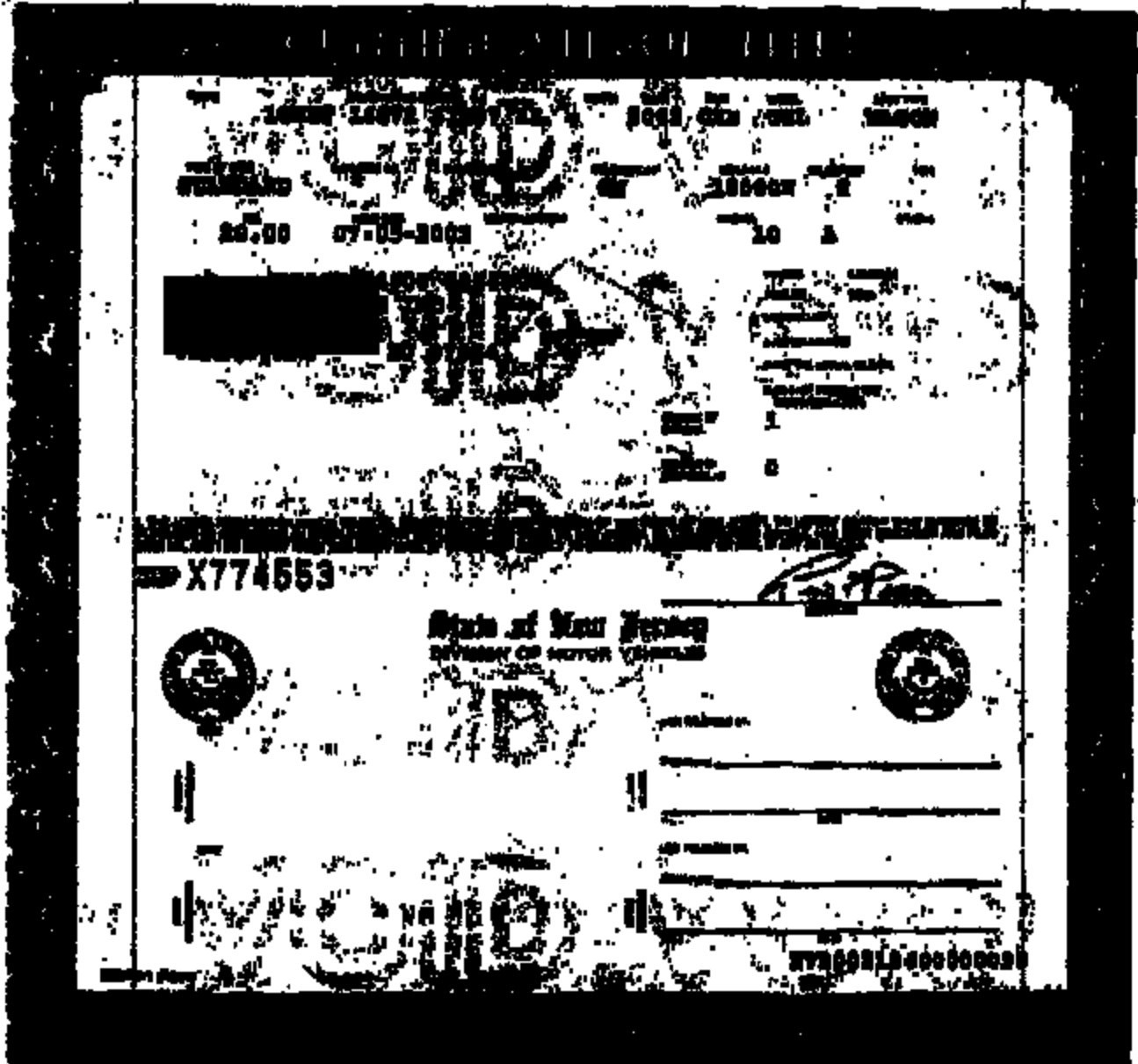
THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 02100

BRAND (select one): Oldsmobile (15) Cadillac (12) **Chevrolet** (13) Buick (11) GMC (48) Pontiac (16)

NEW VEHICLE VIN: 3GNEK13T13G180169

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL



ATTN: MARIA EXT. 57418 / "ePRA"

MARIA - There was no trade involved in the original Tradelizer deal,

Seldon &
 TK agree w/
 Reg. need
 Glavin

© Geachant
 Churok
 973 627-0900

SENT BY: DONRAY PRINTING;

873 258 7788

MAY-28-03 1:18PM

PAGE 1/6

875-352-8617



GENERAL MOTORS BODYSHOP SERVICE CENTER

RECALL

[Redacted Name]
[Redacted Address]

SETTLEMENT OFFER

Subject: Replacement of 2002 Chevrolet TrailBlazer VIN 1GNET1872220713, 1-7200001

We regret that you are dissatisfied with your 2002 Chevrolet TrailBlazer VIN 1GNET1872220713 and that our attempts to resolve your concerns have not met your expectations.

This offer to settle you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will credit you into \$1000.00. 2002 Chevrolet Avalanche. Your responsibilities may be, but not limited to, taxes, title fees, destination fees, tags, license, registration, and accessories. This offer is conditioned by using the following figures:

File Usage	\$1,000.00
File Taxes	\$200.00
File registration, tag, title fees	\$400.00
File upgrades	\$5,000.00
TOTAL RESPONSIBILITY OF CUSTOMER	\$6,600.00

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

General Motors will replace VIN 1GNET1872220713 in exchange for the release of liability regarding those warranties, repairs or litigation, covering this vehicle.

Please review this document in full under 800-211-4147 by 03/30/03. The conditions of the trade-in agreement are as follows:

- 1) The vehicle is free from any structural damage or alterations which impact its roadworthiness
- 2) All factory-installed equipment is present and functional
- 3) A title and clear title is provided on the date of replacement (payoff only not loan)
- 4) A "Power of Attorney" form is signed at the time of replacement and only for title conversion, if needed (provided by General Motors)
- 5) A "Chevrolet Mileage Statement" is signed at the time of the replacement (provided by General Motors)
- 6) This offer is contingent upon the approval of your lending institution
- 7) No state back taxes or incentives of any kind are applicable towards this transaction
- 8) The optional release agreement is signed and returned with this offer letter

If the trade-in agreement 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 agreement, a check will be generated and provided to Chevrolet Chevrolet, Inc. Please allow up to 7 business days for check processing. I will contact you to set up a closing date. You will be required to complete the transaction on the closing date or this transaction will be voided. I can be reached at 800-211-4147 80415 if you have any questions or concerns.

Marcelo,
Mark Magallon
Business Relations Center

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

Signature and Date

Ray Trujillo 5/23/03

FROM : GEARHART CHEVROLET

FORM NO. : 19738272007

MM: 27 2003 07:05PM P1

**Dealer Confirmation Letter-Trade Repurchase
Chevrolet**

**5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610
Phone (800) 231-1841 x57418 Maria Mammiano**

Trade Repurchase Agreement between Chevrolet and its dealer partner Gearhart Chevrolet, Inc

Customer's Name: XXXXXXXXXX
Case Number: 1-7180001

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

General Motors will issue a check in the amount of \$28,995.23 to Denny Printing & Gearhart 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 \$404 made payable to GM (held) and will be sent directly to GM (held) after all of said repurchase paperwork, with the exception of the final repair order, has been sent back to the Resealed Vehicle Deposition Center (RVDC) for further processing.

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

Replacement VIN:	3GNBK15T13G100100 ✓
New Vehicle Sales Price:	\$34,934.00
Used Vehicle Trade Value:	\$28,995.23
Trade Difference:	\$6,938.77
Taxes:	\$239.50
Rebates:	[Not Applicable]
Lien on old vehicle, good only until paid:	[Customer's responsibility]
Plus title and license fees:	\$60.00
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by other party]
Dealer Processing Fee:	(\$200 applied as warranty credit (in 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 other leases, finance fees, related negative equity, etc. on the original vehicle.

Gearhart 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 888-213-4847.

Gearhart Chevrolet, Inc 111200 Management Agents Signature and Title

Gearhart Chevrolet, Inc 111200 Management Agents Printed Name and Title

Authorized General Motors LLC Representative Signature

Authorized General Motors LLC Representative Printed Name

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



GENERAL MOTORS BUSINESS RESOURCE CENTER

6/12/03

Joe Lee
Georhart Chevrolet, Inc
Route #6
Deenville, NJ 07834

CLOSING CONFIRMATION LETTER

RE: **Dancy Printing**
1GNET168726129713, 2003 Chevrolet Trailblazer

Dear Mr. Lee:

The following closing date outlined below is the date that the Repurchase is to be completed.

The closing date has been set for June 17, 2003. You will have to contact the customer to schedule a time.

Thank you for your cooperation

Sincerely,

Mark Menninger
Repurchase Specialist
1-800-231-1841 ext. 57418

cc: Jay Ferris

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

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

05/21/03

[Redacted]
Parsippany, NJ [Redacted]**SETTLEMENT OFFER**

Subject: Repurchase of 2002 Chevrolet Trailblazer VIN 1GNET168726129713, 1-712S0061

We regret that you are dissatisfied with your 2002 Chevrolet Trailblazer VIN 1GNET168726129713 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 SCHEK197193180169, 2003 Chevrolet Avalanche. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrades, add-ons, and accessories. This offer is calculated by using the following figures:

Pin Usage	\$3,398.80
Pin Taxes	\$335.10
Pin registration, tag, title fees	\$60.00
Pin upgrade	\$3,563.00
TOTAL RESPONSIBILITY OF CUSTOMER	\$9,356.90

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

General Motors will repurchase VIN 1GNET168726129713 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please review this document as per number 866-213-6647 by 05/23/03. 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 *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)
- this offer is contingent upon the approval of your lending/financing 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 Genhart 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 57418 if you have any questions or concerns.

Sincerely,
Marie Marmino
Business Resource Center

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

Signature and Date



BMC

Dealer Confirmation Letter- Trade Repurchase
Chevrolet
5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 x57418 Maria Mannarino

Trade Repurchase Agreement between Chevrolet and its dealer partner Gearhart Chevrolet, Inc

Customer Name: XXXXXXXXXX
Case Number: 1-71880081

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

General Motors will issue a check in the amount of \$25,990.23 to Donray Printing & Gearhart 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 \$N/A made payable to [lien holder] and will be sent directly to [lien holder] after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Required Vehicle Disposition Center (RVDC) for further processing.

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

Replacement VIN:	3GNEK1ST13G140199
New Vehicle Sales Price:	\$34,934.03
Used Vehicle Trade Value:	\$9,943.80
Trade Difference:	\$9,943.80
Taxes:	\$834.51
Rebates:	[Not Applicable]
Lien on old vehicle, good only until [date]:	[Customer responsibility]
Plus title and license fees:	\$80.00
Miscellaneous State Fees:	[if applicable]
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.

Gearhart 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.

Gearhart Chevrolet, Inc 111200 Management Agents Signature and Title.

Gearhart Chevrolet, Inc 111200 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!

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]

Clinton Township
MI [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 1-73278272 VIN: 1GNFT169226118747
DATE OPENED: 2003-02-17 MODEL YEAR: 2002
DATE CLOSED: 2003-04-02 SERIES: TrailBlazer
SOURCE: White Mail MILEAGE: 16000.0000000
BRC TYPE: N/ANo DELIVERY DATE:
BRC PARENT: DEALER NAME: Mike Savoie Chevrolet, Inc.
DEALER ADDRESS: 1900 W Maple Rd, Troy, MI, 48064-7105, USA

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

WS1 Power Windshield Wiper - Motor / Blades / Arms
0 REPAIR ATTEMPT(S) Broken

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

trans and wiper motor failure; ; 2003-02-17
2003-02-17

crm left message for svc mgr; ; 2003-02-17
2003-02-18

update; ; 2003-02-18
2003-02-18

cust seeks status of file,also needs your ext please see prev notes; ; 2003-02-18
2003-02-18

cust left voice mail; ; 2003-02-18
2003-02-18

dlr feed back; ; 2003-02-18
2003-02-18

crm left voice mail; ; 2003-02-18
2003-02-19

cust left voice mail; ; 2003-02-19
2003-02-19

cust feed back; ; 2003-02-24
2003-02-19

dlr feed back; ; 2003-02-19
2003-02-24

cust left voice mail; ; 2003-02-24
2003-02-24

dlr feed back; ; 2003-02-24

2003-02-24

Service Request has been Closed Dissatisfied.; ; 2003-02-24
2003-02-25

SR in Status of Closed has been Re-Opened by JAMESA; ; 2003-02-25
2003-02-25

Service Request Ownership has changed FROM: RODRIGUJ TO: JAMESA; ; 2003-02-25
2003-02-25

CUSTOMER COMPLAINT; ; 2003-02-25
2003-02-25

CUST. COMPLAINT; ; 2003-02-25
2003-02-25

CUSTOMER COMPLAINT; ; 2003-02-25
2003-02-25

FYI; ; 2003-02-25
2003-02-25

FYI; ; 2003-02-25
2003-02-27

AVM INFO; ; 2003-02-27
2003-02-27

AVM CONTACT; ; 2003-02-27
2003-03-05

AVM CONTACT; ; 2003-03-05
2003-03-05

TRANSMISSION CONCERN; ; 2003-03-05
2003-03-07

TRANSMISSION; ; 2003-03-07
2003-03-05

TRANSMISSION; ; 2003-03-05
2003-03-05

TRANSMISSION; ; 2003-03-05
2003-03-06

TRANSMISSION; ; 2003-03-06
2003-03-10

TRANSMISSION; ; 2003-03-10
2003-03-07

TRANSMISSION; ; 2003-03-07
2003-03-07

AVM CONTACT; ; 2003-03-07
2003-03-10

ARBITRATION LETTER; ; 2003-03-11
2003-03-10

Created: CAC_MW0001. SR#1-73278272; ; 2003-03-10

2003-03-10

REGISTRATION LETTER BEING SENT FOR REVIEW AND SUBMISSION; ; 2003-03-10
2003-03-10

APPROVED; ; 2003-03-10
2003-03-11

Service Request has been Closed Satisfied.; ; 2003-03-11
2003-03-11

SR in Status of Closed has been Re-Opened by HERNANDEZ; ; 2003-03-11
2003-03-11

Cust called in; ; 2003-03-11
2003-03-11

Service Request has been Closed Dissatisfied.; ; 2003-03-11
2003-03-17

SR in Status of Closed has been Re-Opened by GENTILE; ; 2003-03-17
2003-03-17

Service Request Ownership has changed FROM: JAMESA TO: GENTILE; ; 2003-03-17
2003-03-17

Scanned: 2003-03-17-07.06.46.000000, MEXDocNum: 0307600130; ; 2003-03-17
2003-03-18

LEFT VME FOR CUST TO CALL BACK. CALLED ON PH# 2485371155 OFFICE.; ; 2003-03-18
2003-03-18

SPK TO CHRIS LAMSON ASSIST SVC MGR.; ; 2003-03-18
2003-03-19

REC'D CALL FROM CUST.; ; 2003-03-19
2003-03-19

LEFT VME FOR AVN DAVE ACHINO.; ; 2003-03-19
2003-03-20

SPK TO MIKE BERTUCCI SVC MGR.; ; 2003-03-20
2003-03-20

CUST HAD CALLED BACK.; ; 2003-03-20
2003-03-20

LEFT VME FOR CUST.; ; 2003-03-20
2003-03-20

REC'D CALL FROM AVN DAVE ACHINO.; ; 2003-03-20
2003-03-21

CUST.; ; 2003-03-21
2003-03-26

ATTEMPTED TO CONTACT CUST.; ; 2003-03-26
2003-03-26

CUST CALLED BACK.; ; 2003-03-26
2003-03-26

CDM SENDING ARE LTR TO CUST.; ; 2003-03-26

2003-03-26

Created: CAC_MN0001, SR#1-73278272; ; 2003-03-26
2003-03-26

LEGAL CORR ARR LTR BEING SUBMITTED FOR APPROVAL.; ; 2003-03-26
2003-03-26

Approved; ; 2003-03-26
2003-04-02

Service Request has been Closed Dissatisfied.; ; 2003-04-02
2003-04-02

SR in Status of Closed has been Re-Opened by GENTILE; ; 2003-04-02
2003-04-02

Service Request has been Closed Dissatisfied.; ; 2003-04-02

*****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:

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

*****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
MERF:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEDON 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
LEASE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
DESCRIPTION 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]
Clinton Township, MI [REDACTED]

Service Request: S1-73278272
[REDACTED]

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Louise Gentile
Customer Relationship Manager

MN0001-T/mm

November 5, 2003

[REDACTED]
Clinton Township, MI [REDACTED]

Service Request: S1-73278272
[REDACTED]

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

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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,

Antoine James
Customer Relationship Manager

MND001-T/th

Charles G. ...
1800 N. ...
Detroit, MI 48206-0001



MAR 14 2003

John F. Smith, Jr.
Chairman, General Motors
P.O. Box 33170
Detroit, MI 48232-3170

48232-3170 

Law Office

Ackerman & Ackerman, P.C.

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March 11, 2003

John F. Smith, Jr.
General Motors Chairman
P.O. Box 33170
Detroit, MI 48232-5170

re: GM Case Number 1-73278272
2002 Chevy Trailblazer EXT #1GNFT16S226118747

Dear Mr. Smith:

I feel compelled to write this letter to you in order to express my dissatisfaction with both the vehicle I purchased as well as the subsequent service and treatment I have received from your employees. While I hope that my experience is not representative of your typical practices and products it is likely that my experience may shed some light on the reasons General Motors has been struggling recently.

I purchased my vehicle in September, 2002 from the Mike Savoie dealership in Troy, Michigan. Almost immediately I began having serious mechanical problems with the vehicle. Since September, my vehicle has been at the service center over seven times. My transmission has been repaired over four times, my windshield wipers have been repaired over six times. Neither still properly work. There have also been countless other major repairs on the vehicle. The problems with the vehicle have not only been inconvenient but also posed extreme safety risks to myself, my family and other motorists. On two occasions I have been forced to drive from northern Michigan during rainstorms without windshield wipers. I have also found myself on expressways without the ability to accelerate due to transmission issues.

While the service department has attempted to repair most of the problems, it seems that their biggest concern is whether I will pay for a loaner vehicle while my vehicle is being repaired.

The last straw occurred when a "TRANS HOT IDLE ENGINE" warning message came on in the car while driving home with two small children in the car, over 200 miles from home on a Sunday night in below zero temperatures. Needless to say, I had great concerns about the safety of this vehicle.

Ackerman & Ackerman, P.C.

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Upon providing the vehicle to the service department again, I called the General Motors customer assistance phone number. I expressed my dissatisfaction with the vehicle and advised of my desire to be provided with a replacement vehicle. I was provided the above referenced case number and was told that upon speaking with the service department manager I would be advised of General Motors position on how to proceed with my vehicle.

When I did not receive a response after numerous calls I requested to speak to a manager. I was put in contact with Antoine James who advised me that he was a supervisor of the other representative that I had been dealing with. Mr James advised me that my case had been "closed out" without explanation. He assured me that he would address my concerns. When I did not receive any word from Mr. James for over a week, I called and requested to speak with Mr. James supervisor. At that time Mr. James informed me that neither he nor anyone in his department could authorize providing me with a new vehicle. He also advised me that there was nothing that General Motors would do for me and that he would send my case to "arbitration".

I cannot understand why these people would waste my time for almost three weeks when they knew from my first call that they would not be able to help me. Why was nothing done to try to rectify my situation?

I cannot fathom how your company can take this irrational approach with your customers and expect them to support your product. Much is said in your advertisements about customer loyalty yet it is clear that General Motors is not loyal to its customers.

Do you really believe that this is the best business interest of General Motors? Obviously I can understand your reluctance to simply provide me with a new car. However, I would think that General Motors would rather attempt to satisfy its current customers than guarantee that it will lose a customer to one of its competitors forever.

I have reviewed the "lemon-law" and it is clear that I am one of the consumers that the law was enacted to protect. A review of my service history clearly shows that I will be entitled to the return of my money for the vehicle. Yet your company continues to take the ridiculous position that they will do nothing to attempt to make certain that I am satisfied with my purchase. Instead it is clear that you will fight me on this every step of the way.

Law Office

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It is my understanding that you will be responsible for my legal fees in connection with the lemon law return. Therefore I anticipate retaining counsel which you will reimburse me for. Apparently, you believe this is the proper approach for your company.

I would like to ask you the same questions that Mr. James would not respond to. Do you believe that I purchased a good car? Would you be completely satisfied if it was you that purchased this car? Would you expect to be given a car that works the way it is supposed to? Would you expect a safe car? Would you like to trade cars with me so that you could drive your family in this car?

I would hope that someone would try to make this right without additional aggravation and expense. However, I believe that I will continue to unfortunately be disregarded.

Sincerely,


Darius W. Dynkowski

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Dearborn , MI [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-73410216 VIN: 1GKDT13S122317941
MODEL YEAR: 2002
DATE OPENED: 2003-02-17 SERIES: Envoy
DATE CLOSED: 2003-02-26 MILEAGE: 26000.0000000
SOURCE: Email DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Bob Sellers Pontiac - GMC Truck, Inc
BRC PARENT: DEALER ADDRESS: 38000 Grand River Ave, Farmington
Hills, MI, 48335, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

RE: GMC Envoy Owner Assistance; ; 2003-02-17
2003-02-17

CRM called dealer service; ; 2003-02-17
2003-02-24

1-73410216; ; 2003-02-24
2003-02-17

Mr. Brown, service manager left a v/m for CRM; ; 2003-02-17

RE: GMC Envoy Owner Assistance; ; 2003-02-17

RE: GMC Envoy Owner Assistance; ; 2003-02-24
2003-02-24

Service Request has been Closed Satisfied.; ; 2003-02-24

(no subject); ; 2003-02-26
2003-02-26

SR in Status of Closed has been Re-Opened by RUTOWSKA; ; 2003-02-26

RE: GMC Envoy Owner Assistance; ; 2003-02-26
2003-02-26

1-73410216 Luther, Connie; ; 2003-02-26

RE: GMC Envoy Owner Assistance; ; 2003-02-26

2003-02-26

Service Request has been Closed Satisfied.; ; 2003-02-26

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0

NSRP: NADA: 0
SALES TAX:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

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: 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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Jacksonville

FL

HOME PHONE:

CASE NUMBER: 1-73615004

VIN: 1GNES16B836101827

DATE OPENED: 2003-02-18

MODEL YEAR: 2003

DATE CLOSED: 2003-03-28

SERIES: TrailBlazer

SOURCE: Phone

MILEAGE: 1000.000000

SRC TYPE: N/Yes

DELIVERY DATE:

SRC PART#:

DEALER NAME: Coggin Chevrolet L.L.C.

DEALER ADDRESS: 10880 Phillips Hwy, Jacksonville, FL, 32256-1553, USA

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

W51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

Inoperative

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

Wipers stopped; ; 2003-02-18

2003-02-18

diagnosis; ; 2003-02-18

2003-02-19

f-u with svc mgr; ; 2003-02-19

2003-02-19

Service Request has been Closed Satisfied.; ; 2003-02-19

2003-03-28

SR in Status of Closed has been Re-Opened by WITR; ; 2003-03-28

2003-03-28

SEE NOTES: THE CONCERN HAS OCCURRED LAST NITE.; ; 2003-03-28

2003-03-28

CUST HAD THE WIPER FAILED; ; 2003-03-28

2003-03-28

SEE NOTES: WIPERS INOP 3X.; ; 2003-03-28

2003-03-28

f-u; ; 2003-03-28

2003-03-28

Service Request has been Closed Satisfied.; ; 2003-03-28

*****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:
PLACE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER SAC:
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
MSRP:

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

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

COUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

W BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Daphney , AL

CASE NUMBER: 1-75328220 VIN: 1GKHS168436100722
 MODEL YEAR: 2003
 DATE OPENED: 2003-02-24 SERIES: Envoy XL
 DATE CLOSED: 2003-03-20 MILEAGE: 18000.0000000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: N/ANo DEALER NAME: Grady Automotive of Brewton, L.L.C.
 SRC PARENT: DEALER ADDRESS: 2220 Douglass Ave, Brewton, AL, 36426, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Veh issues; ; 2003-02-24
 2003-02-24

Pat Parker, SVC WRTR; ; 2003-02-24
 2003-02-24

SVC MGR at Grady; ; 2003-02-24
 2003-02-24

BBB letter; ; 2003-02-25
 2003-02-24

Created: CAC_MW0001. SR#1-75328220; ; 2003-02-24
 2003-02-24

Letter submitted for approval; ; 2003-02-25
 2003-02-24

AVN Mark Porthouse #4040828054; ; 2003-02-24
 2003-02-24

Mark Porterhouse; ; 2003-02-24
 2003-02-25

letter approved; ; 2003-02-25
 2003-02-25

Service Request has been Closed Dissatisfied.; ; 2003-02-25
 2003-03-20

SR in Status of Closed has been Re-Opened by SMITENKI; ; 2003-03-20
 2003-03-20

BBB contact; ; 2003-03-20
 2003-03-20

Service Request has been Closed Dissatisfied.; ; 2003-03-20

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:
OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:
INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIN:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
NADA: 0
NEEP:

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:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

November 5, 2003

[REDACTED]
Daphney, AL [REDACTED]

Service Request: S1-75328220
[REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 2003 GMC Envoy XL. 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,

Stephen Pettit
Customer Relationship Manager

MN0001-P/jas

Siebel Reports:

CaseId: 1-75741237
Name: [REDACTED]
Address: [REDACTED]
City: Norwalk
State: CT zip: [REDACTED] Country: USA
Owner_phone: [REDACTED]

Vin: 1GNK168528127844 Open_date:
Make: GMC Closed_date:
Model: Envoy Source: White Hall
Odometer: 10108 BRC_type: RepurchaseYes

UCG: N51
UCctext: Power Windshield Wiper - Motor / Blades / Arms

Call_notes: Broken

Work_Desc: wipers stopped

Remarks
adved
2/28/03 9-11am pt
POM0334572 02/25/2003 12:16:42:252
FUP Curt NA
Service Request has been Closed Satisfied.
SR in Status of Closed has been Re-Opened by LAR000AB
windshield wipers (in back window)
please see last inbound notation-chk for BRC escalation
Ownership Escalated to BRC
Service Request Ownership has changed FROM: VREDENBD TO: FAGRE
Received- Initial CCF
[REDACTED]
call based event on call # .. see bro comments
inbound voicemail from evm ..

November 5, 2003

[REDACTED]
Shelton, CT [REDACTED]

Service Request: S1-75741237
[REDACTED]

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

To help me review your request in a timely manner, please contact me at 1-800-231-1841 Ext. 58679, Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you.

Sincerely,

Jason Fagre
Customer Relationship Manager
Business Resource Center

electronic Preliminary Repurchase Authorization (ePRA)

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

- 1.Date (mm/dd/yyyy): 08/10/2003
 2.Customer Name: [REDACTED]
 3.Customer Address: [REDACTED]
 4.Customer City, State, and Zip: Norwalk, Ct 06855
 5.Primary Customer Phone #: [REDACTED]
 6.Additional Customer Phone #: [REDACTED]
 7.Customer fax #: [REDACTED]
 8. Cust Drivers License # of # 125012488
 9. State tax % rate 6%

Customer Vehicle Information

- 10.Year/Make/Model: 2002 Gmc Envoy
 11.VIN (17 Digits): 1GKET168526127844 12.Current Mileage: 10,108
 13.Purchased: NEW

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

Dealership that will handle entire transaction:

- 14.Dealership Name: Zee Buick-GMC Truck, Inc.
 15.Dealership Phone #: 203-878-4681
 16.Dealership Contact Name and TITLE: Richard McCarthy
 17.Dealership Contact Phone # (if different than Dealership #): _____
 18.Dealership Contact Fax # 203-882-5275
 19.Dealership BAC: 117970 Region: Northeast

20.What GOODWILL TOOLS were offered?

- | | | | |
|-------------------------------------|---------------------------|-------------------------------------|-----------------------------|
| <input checked="" type="checkbox"/> | Component Coverage Letter | <input checked="" type="checkbox"/> | Miscellaneous Reimbursement |
| <input checked="" 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 checked="" type="checkbox"/> | NOTHING OFFERED |
| <input checked="" type="checkbox"/> | GMPP | | |

21.Was a TRADE Repurchase offered? YES22.If this will not be a Trade Repurchase, Please explain Why? _____**TAC case number is required and if not available, Please explain why not?**23.CAC Case Number: 1-75741237 24.TAC Case Number: N/A25.If no TAC number, Explain: Customer made lemon law presumption26.Reason for Repurchase (include specific mechanical failure): Windshield Wipers stopped working27.This case was received by: Field Decision working with open case in Tampa ADR28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 28 digit account # or 10 authorization code).30.Type of TRANSACTION? TRADE REPURCHASE31.Vehicle Damage (explain what damage is present and who is responsible): none (if any customer)32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (8 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1GKET16873818773833.New Vehicle Year/Make/Model: 2003 Gmc Envoy X1 4wd34.Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): \$1,745**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: \$1,054.53 IN USAGE = MILES AT FIRSTOCCURANCE (2.818/100,000 X PURCHASE PRICE (\$37,405) = \$1,054.53

36. Aftermarket Items: Yes

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other):
for DVD PLAYER \$1,537.00 (cannot be removed with causing damage to vehicle)

returned

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: none

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: Customer seeks to have GMAC financing at 0% for 60 months.

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 08/10/2008

42. Authorizer Name: Carol Frey

43. GM Position: AVM NE Region

44. VoiceMail Node: 914065 Mailbox Number: 6368

45. Email Address: carol.frey@gm.com

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

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

Jason Fagre
Customer Relations Manager
1 800-231-1841 Ext. 58879

General Motors
Business Resource
Center

Fax

To	[REDACTED]	From	JASON FAGRE
Fax	[REDACTED]	Pages	Cover only
Phone	[REDACTED]	Date	04/01/2003
VIN	[REDACTED]	VIN	1GKET186628127844
Perch	07/02/2002		

Urgent For Review Please Comment Please Reply Please Receipt

• Comments

Please fax the following documents to assist us in preparing trade repurchase documentation. We are also going to need to get customer in to pick out a replacement vehicle. Mr. Cybart can be reached at 203-858-5675 cell or 203-847-8719 home.

1. Signed Sales Contract/Buyers Agreement.
2. Incentive Release or Assignment Documents.
3. Actual Cash Value (ACV) on any trade in.

Please fax toll-free to 1-888-440-5834, attention Jason Fagre.

Thank You,

Jason A. Fagre
Customer Relations Manager
Business Resource Center/ADR

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

June 30, 2003

Norwalk CT

TRADE SETTLEMENT OFFER

Subject: Repurchase of 1GKET168526127844 2002 GMC Envoy, 1-75741237

Dear Mr. & Mrs. Cybart:

We regret that you are dissatisfied with your 1GKET168526127844, 2002 GMC Envoy 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 GMC customer. GMC will assist you into 1GKET168736187738, 2003 GMC Envoy. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and accessories. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 7/20/03	\$18,563.78
Plus Usage	\$1,054.53
Plus Taxes	\$167.97
Plus registration, tag, title fees	\$86.00
Plus upgrade	\$1,745.00

TOTAL RESPONSIBILITY OF CUSTOMER \$21,617.28

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

General Motors will repurchase VIN #1GKET168526127844 in exchange for the release of liability resulting from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-214-0883 by July 2, 2003. 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 *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

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 Zoo GMC 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 57883 if you have any questions or concerns.

Sincerely,

Gayle Walk
Business Resource Center

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

Signature and Date

Attn. Jason:

Attached is a copy of the registration, and the BCI information

BCI financial group

860-620-6400

P.O. Box 566, Southington Ct. 06489-0566

Loan # 200007301

Loan pmt \$416.28 mailed, pmt. # 10 yesterday

STATE OF CONNECTICUT
DEPARTMENT OF MOTOR VEHICLES
80 STATE STREET, WETHERFIELD, CT 06101

REGISTRATION CERTIFICATE

This registration must be carried upon
the motor vehicle herein described at all times

IF YOU WILL BE TRANSFER THIS VEHICLE, COMPLETE THE FRONT OF THE
BACK AND RETURN THIS DOCUMENT TO DMV

YOU WILL BE CHARGED AS FOLLOWS

FRONT: 11.00
TITLE: 25.00
LISE: 10.00
INS: 40.00
TOTAL: 86.00

07/10/2003

REGISTRATION DATE

07/10/2003

REGISTRATION DATE

593

CLASS

01 2LS218 08/25/2003 ST WAG BLK

01 01 2LS218 08/25/2003 ST WAG BLK BODY STYLE 082503

300E0AC INV0Y XL 10KET100528127844

VIN 300E0AC INV0Y XL 10KET100528127844

8 8 126 300E0710118220830846

REGISTRATION FEE TAX FEE REGISTRATION FEE

PASSENGER CYBART

STOCK NUMBER

REGISTRATION

CYBART GARY M DR

12/25/1961 M

CYBART MELISSA A

APRIL 27 1968 F

BOX 258

11/16/1961 F

SHELTON, CT 06484

08/07/1961 DR

REGISTRATION 154 HEATHER RIDGE

SHELTON, CT 06484

TYPE STAMP DATE OF SALE CLASS WEIGHT LEAD WEIGHT

28

07/10/2003

NEW

REGISTERED

REGISTERED WITH REG DATE

VEHICLE TYPE OR CLASS



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

July 2, 2003

Richard McCarthy
Zeo GMC Inc

RE: 1GKET168526127844 2002 GMC Envoy

CLOSING CONFIRMATION LETTER

Dear Mr. McCarthy:

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

The closing date has been set for July 16, 2003.

Thank you for your cooperation

Sincerely,

Gayle Wank
Repurchase Specialist
1-800-231-1841 ext. 57883

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

● PLEASE TYPE UP A BILL OF SALE ON THE NEW VEHICLE USING THE FIGURES GIVEN. SIGN THE BILL SALE AND THE DEALER CONFIRMATION LETTER. PLEASE RETURN BOTH VIA FAX. PLEASE CALL ME IF YOU HAVE QUESTIONS.

Thank You

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

GMC

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610

Phone (800) 231-1841 Gayle Wasik/Extension 57883

Trade Repurchase Agreement between GMC and its dealer partner Zee GMC Inc.

Customer's Name: [REDACTED]

Case Number: 1-78741237

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

General Motors will issue a check in the amount of \$16,210.39 to [REDACTED] & Zee GMC 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 18,838.81 made payable to BCI Financial Corp. and will be sent directly to BCI Financial Corp. 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:	1GKET189730187738
New Vehicle Sales Price:	36,008.53
Used Vehicle Trade Value:	34,748.00
Trade Difference:	1,262.53
Taxes:	75.75
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 7/1/03:	18,838.81
Miscellaneous State Fees:	66.00
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 rates, rebates, negative equity, etc. on the original vehicle.

Zee GMC 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 888-214-0882.

Zee GMC Inc BAC: 117970—Management Agents Signature and Title.

Zee GMC Inc BAC: 117970—Management Agents Printed Name and Title.

Authorized General Motors BRC Representative Signature

Gayle Wasik

Authorized General Motors BRC Representative Printed Name

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

BRC REPURCHASE WORKSHEET

File Number
1-75741237

Customer Name
[REDACTED]

Worksheet filed out by:
Gayle Walk

Old Vehicle VIN:
1GKET16826127844

New Vehicle VIN:
1GKET168736187738

Date:
6/20/03

TRADE REPURCHASE		BILL OF SALE	
Acct. 231/237 Vehicle Costs	38,008.53	Purchase Price (New LHD)	38,008.53
Adjustment to line 1	0.00	State Sales Tax	75.75
Conversion Cost	0.00	Luxury Tax	0.00
Tax	0.00	Reg./Lic./Title Fees (opt)	88.00
Luxury Tax	0.00	Miscellaneous	0.00
Reg./Lic./Title Fees (opt)	0.00	Other	0.00
Miscellaneous	0.00	State Fees	0.00
Other	0.00	Miscellaneous	0.00
State Fees	0.00	Transportation Fees	0.00
Cost to transfer Aftermarket Items	0.00	Other	0.00
Service Contracts/GMP	0.00	Total Replacement Price	38,008.53
Attorney's Fees	0.00		
Transportation Fees	0.00	Subtotal	38,170.28
		Tax	75.75
Total Replacement Price	38,008.53	Luxury Tax	0.00
		Reg./Lic./Title Fees (opt)	88.00
Tax	75.75	Additional Aftermarket Items	0.00
Luxury Tax	0.00		
Reg./Lic./Title Fees (opt)	88.00	Usage/Depreciation	1,054.53
Additional Aftermarket Items	0.00	Damage	0.00
		Upgrade	1,745.00
Usage/Depreciation	1,054.53	Downgrade (deducted)	0.00
Damage	0.00	Reimbursement of Aftermarkets	1,537.00
Upgrade	1,745.00	Other	0.00
Downgrade (deducted)	0.00		
Reimbursement of Aftermarkets	1,537.00	Total Customer Cost	1,424.28
Other	0.00		
		Trade Repurchase Amount	34,746.00
Total Customer Cost	1,424.28		
		Total Payoff Amount	18,838.61
Trade Repurchase Amount	34,746.00	PAYOFF GOOD THRU(7/1/03)	
		Dealer Due to GM	NA
		GM Due to Dealer	16,210.39
Estimated Auction Price	24,550.00	GM Authorized Signature	Date

**This is a "work in process" until signed

Projected (Loss)	(10,198.00)			by a GM Authorized Representative	

Voluntary/Mandatory Repurchase

HBB Case

Trade

OR

Straight

State Case

Lease

COMPLIANCE DATE 9-10-03

REQUEST NUMBER 1-75741237

CUSTOMER NAME [REDACTED]

LAST SIX OF VIN 26127844

ADR CRM JASON FAGER EXT. 58679

AVM Carol Frey PHONE _____

DATE ACCEPTANCE RECEIVED N/A

NUMBER OF DAYS FOR COMPLIANCE 30

TEAM MANAGERS SIGNATURE _____

COMMENTS:

File will be returned without all information above completed.

ADR REPURCHASE CHECKLIST**Effective date: 11/26/01**

- Cover sheet denoting a Request # and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
- FRA FORM (Voluntary Repurchase only)
- Both VINS on Trade Repurchase (if possible) Or vehicle order number.
- Invoice on original vehicle Socrates (Max Retriever)-old VIN & new VIN if a trade
- GM VEHICLE INQUIRY SYSTEM 2
(<https://www.autopartners.net/apps/gmvis2>)
*Summary Info, *Vehicle Build (Vehicle Options), *Claims History
- R010 IN BARS (Straight and Lease only)
- DESCRIPTIONS OF INCENTIVES FROM F071 IN BARS (Straight & Lease only)
- Signed Bill of Sale on original vehicle
- Copy of the title or registration, if unobtainable, then copy of Title
- Repair Orders (FL and KY only)
- Invoice for any conversion package (if applicable)
- Receipts for any after-market items (if applicable)
- BBB rating/lemon law ruling
- Signed customer acceptance of decision for Mandatory Repurchases
- Financial Institution information including: account #, phone # & Institution name
- Overallowance/Incentives/Negative Equity Form
- ACV on trade-in documented (if applicable)
- Copy of the Customer Claim Form (CCF)
- Applicable Attorney Information: Firm Name, Contact Person, Federal Tax ID., Phone #

Socrates (Max Retriever)—enter address Edanet login screen <http://204.230.144.163/login> & password: (Edanet ID)

**CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT**

CUSTOMER NAME: _____

VEH: 1/C/K/R/P/16/S/5/2/6/1/2/7/8/14/11 (or see attached bar)

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) _____ to the down payment of this vehicle, (b) _____ where permissible by law, as a price reduction (MSRP of Sale Incentive-Trade-In Price, Amount of Incentive and Final Price with Incentive Applied), or (c) _____ a check be issued in my name to Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
8500	8500	
Reason: <u>CMA</u>	<u>\$ 750</u>	
Check to Dealer	<u>\$1000</u>	
Total Incentive Amount Received	\$ 1750	

2. Other Program Selection (which may or may not be in lieu of customer incentive programs; for example, Dealer supported financing/leasing, etc.)

- a. I elect to receive _____
in lieu of _____
- b. I elect to receive _____

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the original retail purchaser or lessee of the vehicle bearing this 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 11/11/02. 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: [Signature] Date: 12/18/02

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

Authorized Dealer Signature: [Signature] Date: 1/1/03
 Dealership Name: [Signature] Dealer Code: _____

APR 04 2003 14:18 FR ZEE AUTO/CLP

203703003 TO 1888488034

P.02



Zee Truck - GMC TRUCK

300 Independence Blvd, NJ 07030
www.zee.com



GMC
BUYER

VEHICLE PURCHASE ORDER
FOR MOTOR VEHICLE

Date 05/29/2002
Buyer (LINDY, M. J) 05/29/2002

SALES
 LEASE
 FINANCE
 RENTAL
 OTHER

VIN: 1GK71A22777441
 REG: 1X/20/01
 REG NO: 047-02-1815

MAKE: GMC MODEL: SAVANA YEAR: 2002 COLOR: EMERALD

BODY: 2500 ENGINE: 4 TRANSMISSION: 4

DRIVE: 2WD

MILEAGE: 0

NO NOISE ABATEMENT IS REQUIRED IN THIS STATE
 NOISE ABATEMENT IS REQUIRED IN THIS STATE

TITLE: 29

THIS MOTOR VEHICLE IS NOT COMPLETED
 THIS MOTOR VEHICLE IS COMPLETED

THIS MOTOR VEHICLE IS COMPLETED FOR
 THIS MOTOR VEHICLE IS COMPLETED FOR

THIS MOTOR VEHICLE IS BEING PURCHASED AS A
 PREVIOUS CRIMINAL/DAMAGE VEHICLE

CASH PRICE: 32400.00
 DEALER CONVERSION FEE: 1000.00
 SALES TAX: 1752.00
 TOTAL CASH PRICE: 35152.00

FIN. PRICE: 35,000.00
 TOTAL CASH PRICE: 35152.00
 DOWN PAYMENT: 1000.00
 MONTHLY PAYMENT: 1,150.00
 TOTAL DOWN PAYMENT: 18750.00

MONTHLY BALANCE OF CASH PRICE: 21805.00
 TOTAL CASH PRICE: 35152.00
 MONTHLY PAYMENT: 1,150.00

MONTHLY BALANCE OF CASH PRICE: 21805.00
 TOTAL CASH PRICE: 35152.00
 MONTHLY PAYMENT: 1,150.00

MONTHLY BALANCE OF CASH PRICE: 21805.00
 TOTAL CASH PRICE: 35152.00
 MONTHLY PAYMENT: 1,150.00

THIS ORDER IS NOT VALID UNTIL SIGNED AND ACCEPTED BY DEALER
 Date: 05/29/2002

STATE OF CONNECTICUT
DEPARTMENT OF MOTOR VEHICLES
60 STATE STREET, HARTFORD, CT 06101

REGISTRATION CERTIFICATE

This registration must be carried upon
the motor vehicle herein described as of class

If you are the owner of the vehicle, carefully check the amount of the
tax and transfer fee charges by law

THESE TAXES INCLUDE:

TRANSFER:	11.00
TITLE:	25.00
LICENSURE:	10.00
REG:	40.00
TOTAL:	86.00

07/10/2003

REGISTRATION DATE

07/10/2002

REGISTRATION DATE

REG

CLASS

01 3L8210 06/25/2003 ST WAG BIK

01 ST WAG BIK, 01, 0000, 0000 0000 0000

2008 GMC ENVY XL 1601700000127844

YEAR MAKE MODEL VIN

0 0 125 20030710110022000000

REGISTRATION FEE TAXES LICENSE FEE

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REGISTRATION FEE TAXES LICENSE FEE

Jun 10 2003 14:02 P.01

FROM : MR. _____

PHONE NO. : 863/8451

JUN 09 2003 03:12PM F1

ATTN: Maurice

Sounda Alive of CRABBE
 25 Horton Pkwy. Rd.
 Orange, Ct
 203-788-2788

T N V O T C F

PH (203) 878-4491

TRUCK FOR: BEE BUICK - GMC TRUCK, INC
 750 BRIDGEPORT AVE
 MILDRED, CT 06460

BILL TO:

BEE BUICK - GMC TRUCK, INC
 750 BRIDGEPORT AVE
 MILDRED, CT 06460

QUANTITY	DESCRIPTION	UNIT	PRICE	TOTAL
1.00	13.4" PLY OIL PAN GASKET SET		155.00	155.00
1.00	INTERNAL FUEL PUMP FILTER		150.00	150.00
1.00	WASHER		75.00	75.00
1.00	WASHER TO MOTOR		50.00	50.00
1.00	TO UNPLUGGED & GENERAL BOND IN		80.00	100.00
1.00	WASHER FOR FUEL W/STY		225.00	225.00
1.00	INTERNAL AIR FILTER		150.00	150.00

ATT: Jason Fagre



BUICK

RICHARD MCNEELY

SEE STORE FOR
 THE BUCKLE UP
 CAMPAIGN

SEE STORE FOR
 THE BUCKLE UP
 CAMPAIGN

1,450.00

DISCOUNTS 51,100.00
 TAX 87.00
 Amount Charged 89.00
 TOTAL \$1,487.00

6.9% tax = 87.00
total 1,537.00

Amount Due to Vendor

Amount Due to Vendor
 Please do not cash this

Attn. Jason:

Attached is a copy of the registration, and the BCI information

BCI financial group
800-620-6400
P.O. Box 566, Southington Ct. 06489-0566

Loan # 200007301
Loan amt \$416.28 mailed, prnt. # 10 yesterday

*X400 Loan
P.H. 02*

*Gary's
DL#
125012469
CT*

Overallowance / Incentives / Negative Equity Form

Customer [REDACTED] Request # 1-75741237 BBB # P6m0334572

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

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

Use the charts below to help determine overallowance and incentives.

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

Purchase Price (from dealer Bill of Sale) - (Selling Price) (before tax, tag, etc)	\$	<u>37,408</u>
MSRP (from BARS Invoice)	minus \$	<u>39,505</u>
Difference	\$	<u>0</u>
(If positive, look for Overallowance)		

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

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

Purchase Price (from dealer Bill of Sale) - (before tax, tag, etc.)	\$	<u>37,408</u>
Incentives not included in Purchase Price (from BARS) (Do not include fuel fill credit, dealer incentives or GM card credited back to customer)	minus \$	<u>1,750.⁰⁰</u>
Overallowance (difference between Trade Allowance & ACV)	minus \$	<u>0</u>
Actual price of Vehicle that should be presented to BBB for ATA	\$	<u>35,658</u>

***** FACSIMILE COVER SHEET *****

APR 04 2003 14:10

Message To:

■18664425934

Message From:

ZEE AUTOGROUP



CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _____

VIN: 1G1K1EKP116151521611271814141 (or see attached list)

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) _____ to the down payment of this vehicle, (b) _____ where permissible by law, as a price reduction (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 to Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
990000000000000000	00000000	
Rebate CASH	\$ 750.00	
Cash Rebate	\$ 1000.00	
	\$	
	\$	
Total Incentive Amount Received	\$ 1750.00	

Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc.)

- a. I elect to receive _____
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 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 1/1. 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: 6/22/02

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in item _____ 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: 1/1

Dealership Name: _____

Dealer Code: _____

List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any customer incentive and must be available in the Deal File
Day 91 - Dealer Day 98 - Customer

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC

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GM GM TOLL FREE 1-800-950-5525
2002 7 2002 2002



Zee BUICK - GMC TRUCK

200 Ridgeway Avenue, Newark, NJ 07102
www.zeebuick.com



DEALER
877-884

VEHICLE PURCHASE ORDER FOR MOTOR VEHICLE

Date 06/29/2002 Salesperson LINDY MC
Buyer [REDACTED] Date 06/29/2002

Address [REDACTED] City CRANFORD State CT
Make BUICK Body EMVOK
Model EMVOK X COUNTRY Color BLACK Trim MEDIUM GRAY
VIN 1GKET15826127044 DOB 12/28/51 SSN 047-52-1615

NO INSURANCE IS INCLUDED IN THIS ORDER
Other Coverage: Motor Vehicle Insurance as follows:
Credit Insurance (voluntary) The purchaser of Accident & Health & Credit
Life Insurance is voluntary and not required for credit.
 Credit Life N/A Accident & Health N/A

THE RELEASE AS SHOWN ON THE DOCUMENT OF THE MOTOR VEHICLE TO BE PURCHASED IS: 29
WRITTEN PROMISE MADE TO CUSTOMER

FOLLOWING SERVICE CONTRACT:
C IS NOT AVAILABLE AS A PART OF THIS ORDER
RISK OFFERED: FINANCED DID NOT PURCHASE

IS THERE ANY OTHER PROMISE MADE TO THE CUSTOMER?
CASH PRICE AT DEALER'S PLACE OF BUSINESS: 37400.00
VIN CHECK SERVICE (OPTIONAL) REFER TO HOUSE BILL 1028 OF PA. 07-070 08/01 TO: N/A/ALLEN/02

THIS MOTOR VEHICLE NOT GUARANTEED BY ZEE BUICK TRUCK, INC.
THIS VEHICLE IS SUBJECT TO A LIMITED WARRANTY OF 36 MONTHS OR 50,000 MILES, WHICHEVER OCCURS FIRST, COPY OWNER MANUAL.
 THIS MOTOR VEHICLE IS GUARANTEED FOR 36 MONTHS OR 50,000 MILES, WHICHEVER OCCURS FIRST, COPY OWNER MANUAL.
 AS IF THIS VEHICLE IS SOLD "AS IS", THIS MEANS THAT YOU WILL LOSE YOUR IMPLIED WARRANTIES. YOU WILL HAVE TO PAY FOR ANY REPAIRS NEEDED AFTER SALE. IF WE HAVE MADE ANY PROMISES TO YOU, THE LAW SAYS WE MUST KEEP THEM. WHEN WE SELL "AS IS", TO PROTECT YOURSELF, ASK US TO PUT ALL PROMISES INTO WRITING.

CASH PRICE: 37400.00
DEALER CONVERSION FEE: 1800.00
TOTAL COST TO CUSTOMER (EXCLUDING SALES TAX): 39200.00
SALES TAX: 2252.42

THIS MOTOR VEHICLE BEING PURCHASED IS A FREQUENT RENTAL/LEASE VEHICLE
The information you see on the vehicle tag for this vehicle is part of the standard information on the vehicle tag covering any safety problems in all states of this state's state program.
Lender: DCI FINANCIAL CORP.
Payment Schedule: 60 months @ 416.28 per month starting 06/19/2002

1. TOTAL CASH PRICE DISBURSED: 40052.42
2. CASH ON DELIVERY: 1000.00
3. ADDITIONAL EXPENSE: 1750.00
4. NET TRADE ALLOWANCE: 16000.00
TOTAL DOWN PAYMENT: 16750.00
5. LOANED BALANCE OF CASH PRICE (1-4): 21302.42
6. UNPAID BALANCE AMT. PER (3 + 5): 21355.42

ANNUAL PERCENTAGE RATE (APR) The cost of your credit as a yearly rate.	FINANCIAL CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Cost of Payments The amount you will have paid after you have made all the payments as scheduled.	Total Cash Price The total cost of your purchase on credit, including your down payment of \$16750.00.
5.24 %	\$ 3521.20	\$ 21355.42	\$ 24876.80	\$ 43726.80

THIS ORDER IS NOT BINDING UNTIL SIGNED AND ACCEPTED BY DEALER
Accepted By: [Signature] Date: 06/29/2002
Authorized Signature: [Signature] Date: 06/29/2002
ZEE BUICK TRUCK, INC. FINANCIAL SERVICES DEPARTMENT

Jason Fagre
Customer Relations Manager
1 800-231-1841 Ext. 88978

General Motors
Business Resource
Center

Fax

To: [REDACTED] From: JASON FAGRE

From: [REDACTED] Pages: COME only

Phone: [REDACTED] Date: 04/01/2003

Pin: [REDACTED] Vpn: 1GKET18828127844

Print: 07/02/2002

Urgent For Review Please Document Please Reply Please Reply

Comments

Please fax the following documents to assist us in preparing trade repurchase documentation. We are also going to need to get customer in to pick out a replacement vehicle. Mr. Cybart can be reached at 203-898-8878 cell or 203-847-8719 home.

1. Signed Sales Contract/Buyers Agreement.
2. Incentive Release or Assignment Documents.
3. Actual Cash Value (ACV) on any trade in.

Please fax toll-free to 1-888-440-8884, attention Jason Fagre.

Thank You,

Jason A. Fagre
Customer Relations Manager
Business Resource Center/ADR

● PLEASE TYPE UP A BILL OF SALE ON THE NEW VEHICLE USING THE FIGURES GIVEN. SIGN THE BILL SALE AND THE DEALER CONFIRMATION LETTER. PLEASE RETURN BOTH VIA FAX. PLEASE CALL ME IF YOU HAVE QUESTIONS.

Thank You

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

GMC

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610

Phone (800) 231-1841 Gayle Wasik/Extension 57883

Trade Repurchase Agreement between GMC and its dealer partner Zee GMC Inc.

Customer's Name: [REDACTED]

Case Number: 1-78741237

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

General Motors will issue a check in the amount of \$16,877.40 to Gary or Melissa Cylart & Zee GMC 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 16,863.78 made payable to BCI Financial Corp. and will be sent directly to BCI Financial Corp. after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Recquired Vehicle Disposition Center (RVDC) for further processing.

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

Replacement VIN:	1GKET168738187736
New Vehicle Sales Price:	38,008.83
Used Vehicle Trade Value:	33,209.00
Trade Difference:	2,798.83
Taxes:	167.97
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 7/20/03:	18,883.78
Miscellaneous State Fees:	66.00
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 allowance, finance rates, rebates, negative equity, etc. on the original vehicle.

Zee GMC 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 888-214-0882.

Zee GMC Inc SAC: 117970—Management Agent's Signature and Title.

Zee GMC Inc SAC: 117970—Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Gayle Wasik

Authorized General Motors BRC Representative Printed Name

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

BRC REPURCHASE WORKSHEET

File Number
1-75741237

Customer Name
[REDACTED]

Worksheet filed out by:
Gayle Wolff

Old Vehicle VIN:
1GKET168526127844

New Vehicle VIN:
1GKET168734187738

Date:
6/30/03

TRADE REPURCHASE		BILL OF SALE	
Acct. 231/237 Vehicle Costs	38,008.53	Purchase Price (New Unit)	38,008.53
Adjustment to line 1	339.93	State Sales Tax	187.97
Conversion Cost	0.00	Luxury Tax	0.00
Tax	0.00	Reg./Lic./Title Fees (opt)	86.00
Luxury Tax	0.00	Miscellaneous	0.00
Reg./Lic./Title Fees (opt)	0.00	Other	0.00
Miscellaneous	0.00	State Fees	0.00
Other	0.00	Aftermarket Items	1,537.00
State Fees	0.00	Service Contracts/GMPP	0.00
		Attorney's Fees	0.00
Aftermarket Items	1,537.00	Transportation Fees	155.25
Service Contracts/GMPP	0.00		
Attorney's Fees	0.00	Total Replacement Price	39,040.71
Transportation Fees	155.25		
		Tax	187.97
Total Replacement Price	39,040.71	Luxury Tax	0.00
		Reg./Lic./Title Fees (opt)	86.00
Tax	187.97	Additional Aftermarket Items	0.00
Luxury Tax	0.00		
Reg./Lic./Title Fees (opt)	86.00	Usage/Depreciation	1,054.53
Additional Aftermarket Items	0.00	Damage	0.00
		Upgrade	1,745.00
Usage/Depreciation	1,054.53	Downgrade (deducted)	0.00
Damage	0.00	Reimbursement of Aftermarket	0.00
Upgrade	1,745.00	Other	0.00
Downgrade (deducted)	0.00		
Reimbursement of Aftermarket	0.00	Total Customer Cost	3,053.50
Other	0.00		
		Trade Repurchase Amount	35,241.18
Total Customer Cost	3,053.50		
Trade Repurchase Amount	35,241.18		
Total Payoff Amount	18,563.78	GM Authorized Signature	Date
PAYOFF GOOD THRU (7/20/03)			
Dealer Due to GM	NA		
GM Due to Dealer	18,677.40		
Estimated Auction Price	24,550.00	**This is a "work in process" until signed	

Projected (Loss)	(10,891.18)			By a GM Authorized Representative**	

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

June 30, 2003

Norwalk CT

TRADE SETTLEMENT OFFER

Subject: Repurchase of 1GKET168E26127844 2002 GMC Envoy, 1-78741237

We regret that you are dissatisfied with your 1GKET168E26127844, 2002 GMC Envoy 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 GMC customer. GMC will assist you into 1GKET16873618773E, 2003 GMC Envoy. 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 7/2003	\$18,563.78
Plus Usage	\$1,054.53
Plus Taxes	\$167.97
Plus registration, tag, title fees	\$86.00
Plus upgrade	\$1,745.00

TOTAL RESPONSIBILITY OF CUSTOMER \$21,617.28

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

General Motors will repurchase VIN #1GKET168E26127844 in exchange for the release of liability starting from warranty, express or implied, covering this vehicle.

Please return this document to fax number 866-214-0882 by July 2, 2003. The conditions of this 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 *and only for title conversions, 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 attached 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 Zee GMC 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 57883 if you have any questions or concerns.

Sincerely,

Gayle Wank
Business Resource Center

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

Signature and Date



RVDG Case# 58003

<table border="1"> <tr><td>VC Case Number</td><td>10775127</td></tr> <tr><td>Customer Name</td><td>[REDACTED]</td></tr> <tr><td>Original VIN</td><td>1G8ZT16020127046</td></tr> <tr><td>BAC</td><td>11770</td></tr> <tr><td>Dealership Name</td><td>2ND WHEEL-ONS TRUCK, INC.</td></tr> <tr><td>Dealer Contact/Title</td><td>Richard McKinley, Sales Mgr</td></tr> <tr><td>Dealer Phone</td><td>203721081</td></tr> <tr><td>Dealer Fax</td><td>203721077</td></tr> <tr><td>Delivery Date</td><td>2002-07-18</td></tr> <tr><td>Product Model</td><td>10100</td></tr> <tr><td>Transmission</td><td>A</td></tr> <tr><td>MSRP</td><td>21000.00</td></tr> <tr><td>MSRP</td><td>21000.00</td></tr> <tr><td>Case Number</td><td>8003</td></tr> <tr><td>VC Case Number</td><td></td></tr> <tr><td>Type of Transaction</td><td>TR</td></tr> <tr><td>Replacement VIN</td><td>1G8ZT16020127785</td></tr> <tr><td>Replacement Type</td><td>ADR Modified - Bunk or Bunk</td></tr> <tr><td>Replacement Source</td><td>PRA ADR AVN Carol Frey</td></tr> <tr><td>Reason for Replacement Warranted Work</td><td>accident repairs</td></tr> </table>	VC Case Number	10775127	Customer Name	[REDACTED]	Original VIN	1G8ZT16020127046	BAC	11770	Dealership Name	2ND WHEEL-ONS TRUCK, INC.	Dealer Contact/Title	Richard McKinley, Sales Mgr	Dealer Phone	203721081	Dealer Fax	203721077	Delivery Date	2002-07-18	Product Model	10100	Transmission	A	MSRP	21000.00	MSRP	21000.00	Case Number	8003	VC Case Number		Type of Transaction	TR	Replacement VIN	1G8ZT16020127785	Replacement Type	ADR Modified - Bunk or Bunk	Replacement Source	PRA ADR AVN Carol Frey	Reason for Replacement Warranted Work	accident repairs	<table border="1"> <tr><td>Vehicle is going to:</td><td>Auction</td><td>Is Vehicle Driven?</td><td>Y</td><td>Issue 1099?</td><td></td></tr> <tr><td>Dealer Admin Fee Applied?</td><td>Y</td><td>Issue Billback</td><td>Y</td><td></td><td></td></tr> <tr><td colspan="6">This vehicle was repurchased as a result of a Voluntary settlement of a CPI alternative dispute resolution process</td></tr> <tr><td>Repurchase Price Paid?</td><td>N</td><td>Title Brand?</td><td></td><td></td><td></td></tr> <tr><td colspan="6">Reason for not Repurchasing Sales Tax: NOT AVAILABLE IN THIS STATE</td></tr> <tr><td>Original Sales Tax Paid In</td><td>State: CT</td><td>Repurchased Under Laws of</td><td>State: CT</td><td></td><td></td></tr> <tr><td colspan="6">Vehicle Meets Production of LEASE LAW? Y</td></tr> <tr><td>Closing Schedule:</td><td>2002-07-20</td><td>Established on:</td><td>2002-07-02</td><td></td><td></td></tr> <tr><td colspan="6">If no other BAC in D</td></tr> <tr><td colspan="6">Location BAC Name:</td></tr> <tr><td colspan="6">Contact Name:</td></tr> <tr><td colspan="6">Address 1:</td></tr> <tr><td colspan="6">Address 2:</td></tr> <tr><td>City:</td><td></td><td>State:</td><td></td><td>Zip:</td><td></td></tr> <tr><td colspan="6">Phone #1:</td></tr> <tr><td colspan="6">Fax #1:</td></tr> <tr><td colspan="6">Comment: Voluntary BAC Compliance Date 9/10/03. Please accept the current registration per TitleX file.</td></tr> <tr><td colspan="6">Old Legal Case Number:</td></tr> <tr><td colspan="6">CPI Contact Name: N/A</td></tr> <tr><td colspan="6">CPI Contact Contact Name: N/A</td></tr> <tr><td colspan="6">Address 1:</td></tr> <tr><td colspan="6">Address 2:</td></tr> <tr><td>City:</td><td></td><td>State:</td><td></td><td>Zip:</td><td></td></tr> <tr><td colspan="6">Phone #1:</td></tr> <tr><td colspan="6">Fax #1:</td></tr> </table>	Vehicle is going to:	Auction	Is Vehicle Driven?	Y	Issue 1099?		Dealer Admin Fee Applied?	Y	Issue Billback	Y			This vehicle was repurchased as a result of a Voluntary settlement of a CPI alternative dispute resolution process						Repurchase Price Paid?	N	Title Brand?				Reason for not Repurchasing Sales Tax: NOT AVAILABLE IN THIS STATE						Original Sales Tax Paid In	State: CT	Repurchased Under Laws of	State: CT			Vehicle Meets Production of LEASE LAW? Y						Closing Schedule:	2002-07-20	Established on:	2002-07-02			If no other BAC in D						Location BAC Name:						Contact Name:						Address 1:						Address 2:						City:		State:		Zip:		Phone #1:						Fax #1:						Comment: Voluntary BAC Compliance Date 9/10/03. Please accept the current registration per TitleX file.						Old Legal Case Number:						CPI Contact Name: N/A						CPI Contact Contact Name: N/A						Address 1:						Address 2:						City:		State:		Zip:		Phone #1:						Fax #1:					
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Case #51 10003 2/20/03 10:00 AM

Sheldon Brown

JUL 08 2003

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

APP		ATT	
_____	CHECK REQUEST FORM (CRF)	_____ <u>ML</u>	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
_____ <u>M</u>	KVDC CALCULATION WORKSHEET	_____	SIGNED SETTLEMENT OFFER LETTER
_____	SIGNED BILL OF SALE ON NEW VEHICLE	_____	SIGNED RELEASE AGREEMENT
_____ <u>M</u>	INVOICE ON REPLACEMENT VEHICLE	_____	SIGNED DEALER CONFIRMATION LETTER
_____ <u>M</u>	FIA FORM	_____	KVDC SPECIAL INSTRUCTIONS FORM
_____	INCENTIVE BRUT-OFF REQUEST	_____	DEALER PROFIT OTHER TEAM ADMIN FEE
_____	COPY OF TITLE OR REGISTRATION	_____	INVOICE FOR ATTORNEY FEES (If Applicable)
_____	WARRANTY HISTORY	_____	REPAIR ORDERS FOR REASON FOR REPURCHASE
_____ <u>M</u>	INVOICE ON ORIGINAL VEHICLE		(FLORIDA ONLY)

 Substitution of Collateral

 New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	[REDACTED]
VIN#	1G2ET16254L27844
Year-Make and Model	2002 GMAC Envoy

LIENHOLDER INFORMATION:

Lienholder Name:	DCI Financial Corp		
Lender Contact Person and Date:	Kelly 6/16/03		
Physical Address:	120 Highland Ave 2 nd Floor Room 10		
City/State/Zip:	Clinton CT 06410		
Phone:	860-825-2426		
Fax Number:			
Account Number:	207801		
Dealer Buyout/Payoff Amount:	10,489.64	(2,519.61)	<u>13,563.78</u>
Buyout/Payoff Expiration Date:	6/25/03	7/1/03	<u>7/20/03</u>
Fax Date:	1.11		

Additional Information

ATTN: Pay off

GW

TRD REPURCHASE WORKSHEET

File Number
1-78741237

Customer Name

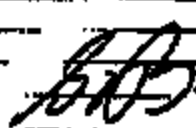
Worksheet filled out by:
Cyle West

Old Vehicle VIN:
1GK3T16826L27844

New Vehicle VIN:
1GK3T16873618738

Date:
6/28/03

TRADE REPURCHASE	
Acct. 231/237 Vehicle Costs	38,008.83
Adjustment to line 1	339.93
Conversion Cost	0.00
Tax	0.00
Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	0.00
Miscellaneous	0.00
Other	0.00
State Fees	0.00
Aftermarket Items	1,837.00
Service Contracts/GMPP	0.00
Attorney's Fees	0.00
Transportation Fees	155.25
Total Replacement Price	39,040.71
Tax	187.87
Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	80.00
Additional Aftermarket Items	0.00
Lease/Depreciation	1,064.83
Damage	0.00
Upgrade	1,748.00
Downgrade (deducted)	0.00
Reimbursement of Aftermarkets	0.00
Other	0.00
Total Customer Cost	43,813.60
Trade Repurchase Amount	35,241.15
Total Payoff Amount	18,569.78
PAYOFF GOOD THRU 7/30/03	
Dealer Due to GM	NA
GM Due to Dealer	18,577.40
Estimated Auction Price	24,560.00
Projected (Loss)	(10,891.18)

BILL OF SALE	
Purchase Price (New Unit)	38,008.83
State Sales Tax	187.87
Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	80.00
Additional Aftermarket Items	0.00
State Fees	0.00
Miscellaneous	0.00
Other	0.00
Subtotal	38,282.60
Trade In	33,208.00
Payoff	18,569.78
Net Allowance	14,648.22
Deposit (from GM)	0.00
Total Balance Due	21,617.38
Amount to Dealer for additional Fees	2,892.15
GM Authorized Signature	Date
	
This is a "work in process" until signed by a GM Authorized Representative	

New



Zetor - SMC TRUCK



FOR INFORMATION

Model: [redacted] Year: [redacted]

Color: [redacted] Make: [redacted]

Year: [redacted] Mileage: [redacted]

Engine: [redacted] Transmission: [redacted]

Drive: [redacted] Fuel: [redacted]

Options: [redacted]

Price: [redacted]

Financing: [redacted]

Warranty: [redacted]

Notes: [redacted]

Additional info: [redacted]

Vehicle description: [redacted]

Vehicle condition: [redacted]

Vehicle history: [redacted]

Vehicle title: [redacted]

Vehicle license: [redacted]

Vehicle registration: [redacted]

Vehicle insurance: [redacted]

Vehicle maintenance: [redacted]

Vehicle safety: [redacted]

Vehicle emissions: [redacted]

Vehicle recall: [redacted]

Vehicle recall: [redacted]

Vehicle recall: [redacted]

Vehicle recall: [redacted]

Vehicle recall: [redacted]

Vehicle recall: [redacted]

Vehicle recall: [redacted]

2003 ENVOY XL 4WD (4-DOOR)
 410 ONYX BLACK /L6G
 6B2 LIGHT OAK
 ORDER NO. FVGRV2/TRE STOCK NO.
 LGK HTL6 87 36187738

PONTIAC/GMC DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 5AD79858578
 48*343515

New

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TTL8806 ENVOY XL 4WD (4-DOOR)	36995.00	33480.48	INVOICE 01/14/03
AJ7 SIDE IMPACT AIR BAGS	350.00	301.00	SHIPPED 01/14/03
BVE RUNNING BOARDS	375.00	322.50	EXP I/T 01/27/03
CF5 POWER SUNROOF	800.00	688.00	INT COM 01/27/03
C7H GVW RATING - 6,400 LBS		N/C	PRC RFF 01/14/03
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	KEYS 8850F 8850F
G67 LOAD LEVELING SUSPENSION	375.00	322.50	WFP-S QTR OPT-1
G80 LOCKING DIFFERENTIAL	270.00	232.20	BANK: GMAC - 103
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	CRG-TO 34-351
M30 4-SPD AUTO TRANS W/ OVERDRIVE	0.00	0.00	
AND ELECTRONIC CONTROL			SHIP WT: 4949
MH1 HA/VE EMISSIONS	N/C	N/C	HP: 32.1
PEC SLT COMFORT & CONVENIENCE PKG 1165.00		1001.90	GVW: 6400
* RAIN SENSING WIPERS			GVWF: 3200
* HEADLAMP WASHERS			GVWR: 3400
* HEATED FRONT SEATS			GMS: 36033.53
* CONTENT THEFT ALARM			SUPPLR: 37474.87
* TRAVELNOTE DIGITAL RECORDER			WRM: 41250.00
* STR AM/FM STEREO, CD/CASSETTE (REPLACES STD/OPT PEG RADIO)			NTR: 1/2
* BOSE PREMIUM SOUND SYSTEM			MEMO 2006.25
UC6 AM/FM STEREO, W/6 DISC CD CHANGER	249.00	210.70	
(REPLACES STD/OPT PEG RADIO)			
FRONT LICENSE PLATE MOUNT	N/C	N/C	
SLT STANDARD PACKAGE	N/C	N/C	

TOTAL MODEL & OPTIONS	40625.00	36602.28	ACT 237 36008.53
DESTINATION CHARGE	625.00	625.00	H/B 261 1218.75
LAW DEALER CONTRIBUTION		203.13	ADV 261 203.13
LAW GROUP CONTRIBUTION		203.13	EXP 65A 203.13
TOTAL	41250.00	37633.94	PAY 310 37633.54
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		35859.86	

> 1,625.00

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

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

new

REMOND BUICK-PONTIAC-GMC TRUCK

REMIT TO GMAC NO. 103
 VIN LGKHT16S736187738
 \$ 37633.54 INV 5AD79858578
 DUE 01/27/03 DEALER 34-351

Sweep out

1001 SIERRA 1500 4WD 4 DOOR FLORID		FORD/GEN DIVISION	
890 CHROME METALLIC /V8		GENERAL MOTORS CORPORATION	
890 BUNK HUNTER CUSTOM CLARK		100 RESEARCH CENTER	
ORDER NO. FV0881/TDC STOCK NO.		DETROIT MI 48248-1114	
VIN 2G7 BKLS Y3 31273880		VEHICLE INVOICE 9005180875	

MODEL & EQUIPMENT OPTIONS			
121578 SIERRA 1500 4WD 4 DOOR FT	30107.00	26343.60	INVOICE 01/27/03
871 WHEEL FLAKES	180.00	180.00	SHIPPED 01/27/03
078 W/V RAYING - 8,400 LBS	N/C	N/C	SHIP 1/2 02/04/03
074 BUNK HUNTER - 3.73 RAYING	N/C	N/C	INT CMT 02/04/03
1287 VORTAC 5500 V8 SFI 682 ENGINE	600.00	600.00	PRC SHIP 01/27/03
1200 4-SPD AUTO TRANS W/ OVERDRIVE	0.00	0.00	KICK SHIP 2700
AND ELECTRONIC CONTROL			
102 FEDERAL/WT/VT EMISSIONS	N/C	N/C	WT-5 QSR OPT-1
102 OFF-ROAD PACKAGE INCLUDES:	300.00	300.00	MARKS TAX NONADON
OFF-ROAD CHASSIS EQUIP. HCU.			
P88/7826 AIR WOL WIND			
FRONT FOG LAMP			
POLISHED ALUMINUM WHEELS			
874 NIGHT MACHINERY COAT WHEELS	N/C	N/C	SHIP WT: 4999
(REPLACES WHEELS IN PACKAGE)			
872 TWO FOG LAMP	280.00	280.00	HP: 44.8
102 HEAVY DUTY TRAILERING EQUIPMENT	110.00	285.00	GVW: 6480
INCLUDES:			
TRAILER HITCH PLATFORM			
TRANSMISSION OIL COOLER			
HIGH CAPACITY AIR CLEANER			
100 AIR COND., DUAL BOMB MANUAL	N/C	N/C	GVW: 3325
CRUISE CONTROL			
REMOTE KEYLESS ENTRY W/ALARM			
POWER WINDOWS & LOCKS			
M/TB STEERING W/CD			
REAR WINDOW DEFROSTER			
POWER HEATED OUTSIDE MIRRORS			
TEMP TINTED GLASS			
180V MIRROR W/CONTROLS & WIND			
ELECTRONIC SELF AUTOMATIC			
TRANSFER CASE			
102 OPTION PROGRAMME DISCOUNT	500.00-	430.00-	GVW: 3750
TOTAL MODEL & OPTIONS 3257.00 2800.03 ACT 237 27907.03			
DESTINATION CHARGE 790.00 790.00 S/H 261 888.81			
231.27 231.27 231.27			

TOTAL	32917.00	29198.10	PAY 310 29198.10
MEMO: TOTAL LESS HOLDBACK AND			
APPROX BULK/WHOLESALE FINANCE CREDIT		27488.41	

 INVOICE DOES NOT REFLECT DEALER'S DELIVERY COST BEHIND OF MANUFACTURER
 REBATE, ALLOWANCE, INCENTIVE, HOLDBACK, FINANCE CREDIT AND RETURN TO
 DEALER OR ADVERTISING MEMBER. ALL OF WHICH MAY APPLY TO VEHICLE.

R.S. FRANK, INC.

*add
265.92*

*See line
+ mud flaps*



Zie Buick - GMC Truck Inc.

700 BRIDGEPORT AVENUE • MILFORD, CONNECTICUT 06460
Phone (203) 678-6001 Fax (203) 678-6275



6/23/03

Pay to: GARY WARR

- COSTS (INCURRED) FOR SWAP

• \$80.25 FOR TOLLS, GAS, ETC.

• 7 1/2 HOURS x \$10/HOUR (DANOR) - \$75.00

• NO RE-IMBURSEMENT FOR BOLTING - \$26.42

Total - \$181.67

Thanks,
Rich McCreary

JUN 24 2003 14:42 FR ZEE AUTOCLIP

2837835885 TO 14882140882

P.02

058537

PC
GR
PT

**ONEWAY
VEHICLE
LOADING TICKET**
GOOD TRIP OF ISSUE ONLY
Deposit Non-refundable - Non-transferable

Name: _____
Signature: *[Handwritten Signature]*

Tax 39.12
Total 39.12

PAID
JUN 28 2003

TIME LIMIT ON SUITS
NOT TO EXCEED ANY CLAIM AGAINST THE COMPANY SHALL BE
LIMITED AS TO CLAIMS FOR LOSS OF LIFE OR LIMB, WITHIN
ONE YEAR FROM THE DAY WHEN THE LOSS OF LIFE OR
LIMB OCCURRED, IN ACCORDANCE WITH SECTION 18(2) OF THE
STATUTE OF THE UNITED STATES IN AS TO ALL OTHER CLAIMS
WITHIN 90 DAYS FROM THE PASSENGER'S ARRIVAL AT
DESTINATION.

THE BRIDGEPORT AND PORT JEFFERSON STEAMSHIP COMPANY

CITY CASH	
DATE	5.24.03
AMOUNT	80.25
APPROVAL	-50 (Due To Rick M...)
ACCOUNT	-30.25 (Due To G...)
FOR Member - Gordon	

... with the ...
... with ...

... 05/24/03 ...

STE

DRIVERS TIME 7.5 HRS
at \$10.00 A HR
= 75.00

WELCOME

MEMBER 100004-991
CITY 5114004
11.10.03
11001. 051-727-7662

MEMBER 100004-991
CITY 5114004
11.10.03
11001. 051-727-7662

MEMBER 100004-991
CITY 5114004
11.10.03
11001. 051-727-7662

THANK YOU
HAVE A NICE DAY

(Swap in)



RAYMOND BUICK PONTIAC GMC TRUCK

800 RIVERLEIGH AVENUE — RIVERHEAD, NEW YORK 11801

Telephone: 631-727-2371

Fax: 631-727-6878



SOLD TO THE BUICK-GMC TRUCK, INC.
ADDRESS 700 BRIDGEPORT AVE
 HILPOND CT 06488

DEALER FACILITY NO. BY 808

DATE	SALES CLERK	SALES
05/28/83	JOSEPH M DWEL	4000
2945		

YEAR	MAKE	MODEL	TYPE	STATUS
NEW	GMC	GRAND	TRUCK	NEW
NEW	GMC	GRAND	TRUCK	NEW

NEW CAR		
NEW TRUCK		
FLIGHT		
GLA TO DLA		
REP/PS		N/A
MSD		
MSPP		
REMOVALS/INTD		
USED CAR		
USED TRUCK		
WHOLESALE		37533.04
RESELL		
CAR DEAL. NO.	3481	
SALES TAX COUNTY	N/A	N/A
* DEALERS REG. FEE		N/A
N.Y. STATE INSPECTION		N/A
LIC. TAX		N/A

NOTE FOR NOTE
 8849 3127388
 510 37,183.54
 36,414.75
 46 1218 75

FINANCING		
INSURANCE		
TOTAL TRUCK PRICE		37533.04
DEPOSIT		
CASH ON DELIVERY		37533.04
USED CAR ALLOWANCE		
MONTHLY PAYMENT		
TOTAL		37533.04

ANY OR ALL FACTORY INCENTIVES HAS BEEN ASSIGNED TO DEALER

"If this motor vehicle is classified as a used motor vehicle RAYMOND BUICK PONTIAC GMC TRUCK certifies that the entire vehicle is in condition and repair to render order normal use, satisfactory and adequate service upon the public highway at the time of delivery."

I hereby certify that on _____ RAYMOND BUICK PONTIAC GMC TRUCK delivered the vehicle described hereon with the price label listed as required by P.L. 89-505, listing all factory included options and the total country price thereon as required by P.L. 84-140.

DISCLAIMER OF WARRANTIES
 The seller, RAYMOND BUICK PONTIAC GMC TRUCK, hereby disclaims any and all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose in any vehicle in connection with the sale of this vehicle.

STOCK NO.	
USED VEHICLE TRADE	

JUN 24 2003 14:43 FR ZEE AUTOCORP
MAINS LOGGING COMPANY

2037835825 TO 1866214882

P.05

New

8003 BUICK XL 4DR (4-DOOR)			FORWARD/ONE DIVISION
419 ONYX BLACK	7.00		GENERAL MOTORS CORPORATION
602 LIGHT OAK			100 BEECHWOOD CENTER
CHASS NO. FT0WV2/TM	STOCK NO.		DETROIT MI 48242-1114
VIN 1M2K15L6 87 2617728			VEHICLE INVOICE SA079688978

MODEL & FACTORY OPTIONS	MSRP	INV AMT	DETAIL - STOCK
FT15004 BUICK XL 4DR (4-DOOR)	36895.00	33680.48	INVOICE 01/14/03
AUT SIDE IMPACT AIR BAGS	300.00	301.00	SHIPPED 01/14/03
WVE POWER WINDOWS	375.00	382.50	REP I/E 01/27/03
CRS POWER SUNROOF	800.00	688.00	DET COM 01/27/03
CRS WVE AIRING - 6,400 LBS	N/C	N/A	TRC MPT 01/14/03
804 REAR AXLE - 3.73 RATIO	80.00	43.00	WV2 68882 88807
CRS LEAD LEVELING SUSPENSION	375.00	322.50	WV2-3 CRV OPT-1
CRS LOCKING DIFFERENTIAL	370.00	232.20	NAME: GMC - 103
1.8 VORTEC 4800 TUNING 8 CYL ENGINE	0.00	0.00	GMC-TO 34-331
MC10 4-SPD AUTO TRANS W/ OVERDRIVE	0.00	0.00	
END REBROUGHT CONTROL			
DEL AL/NE EXCLUSIONS	N/C	N/A	SHIP WT: 4849
VEH SEL COMFORT & CONFERENCE PKG	1175.00	1001.00	HP: 32.1
* RAIN SENSING WIPERS			QVE: 4400
* MIRROR MEMORY			QVH: 3200
* HEATED FRONT SEATS			QVW: 3400
* CONTACT THEFT ALARM			QVX: 3000.00
* NAVIGATION DIGITAL RECORDER			SUPPLA: 37474.87
* STE AL/NE SYSTEM, CD/COMPACT			MM: 41500.00
(REPLACES STD/OPT PKG SALES)			STR: 1/2
* BOSE PREMIUM SOUND SYSTEM			MMSC 2008.25
DC6 AL/NE STEREO, W/S BLSC CD	245.00	210.70	
CELEBRAL			
(REPLACES STD/OPT PKG SALES)			
VE3 FRONT LICENSE PLATE MOUNT	N/A	N/C	
100 SEL STANDARD FACIAS	N/C	N/C	

6237373

TOTAL MODEL & OPTIONS	40625.00	36602.28	ACT 237	30000.00
DISTRIBUTION CHARGE	415.00	628.00	N/A 261	1218.75
LES DEALER CONTRIBUTION		809.19	ADP 242	209.13
LES CREDIT CONTRIBUTION		303.13	REP 458	243.13

622.01

TOTAL	41850.00	37632.54	INV 310	37632.54
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CHARGE		35000.00		

Zeebuick paid this

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

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

FINANCED BUICK-FORWARD-ONE TRUCK	RIGHT TO CHECK NO. 103
	VIN 1M2K15L6 87 2617728
	8 STOCK.84 INV SA079688978
	DOB 01/27/03 DEALER 34-331

Aftermarket

Jun 10 2003 14:02

P.01

FROM : MR

PHONE NO. : 8661212123

Jun. 09 2003 03:22PM P1

Attn: Maurice

Found Alive of CRABBE
111 Norton First Rd.
Orange, Ct
865-799-2734

780 BRIDGEPORT AVE
MILFORD, CT 06460

to put
on
New
Veh.

865-799-2734
780 BRIDGEPORT AVE
MILFORD, CT 06460

T N V O T G E
8111 101

QUANTITY	DESCRIPTION	UNIT	PRICE	TOTAL
1.00	INSTALL 1/2" BUSH		150.00	150.00
1.00	INSTALL 1/2" BUSH		150.00	150.00
1.00	INSTALL 1/2" BUSH		70.00	70.00
1.00	INSTALL 1/2" BUSH		80.00	80.00
1.00	INSTALL 1/2" BUSH		80.00	80.00
1.00	INSTALL 1/2" BUSH		200.00	200.00
1.00	INSTALL 1/2" BUSH		100.00	100.00

Attn: Jason Fager



BUICK

ONE

RICHARD MCCARTHY

866-799-2734

866-799-2734

60.90 tax =
87.00
total 1537.00

Subtotal \$1,450.00
Tax 60.90
Total \$1,510.90

...

electronic Preliminary Repurchase Authorization (ePRA)

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

FAX# 203-306-6549

- 1. Date (mm/dd/yyyy): 02/10/2003
- 2. Customer Name: [REDACTED]
- 3. Customer Address: [REDACTED]
- 4. Customer City, State, and Zip: [REDACTED]
- 5. Primary Customer Phone #: [REDACTED]
- 6. Additional Customer Phone #: [REDACTED]
- 7. Customer fax #: [REDACTED]
- 8. Cust Drivers Licenses #: 2 # 128012482
- 9. State tax % rate: 6%

WASIK
6-13-03
9:55

Customer Vehicle Information

New Loan w/ GMAC

- 10. Year/Make/Model: 2002 Gmc Envoy
- 11. VIN (17 Digits): 1GKET188228127844
- 12. Current Mileage: 10,108
- 13. Purchased: NEW

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

- 14. Dealership Name: Zee Buick-GMC Truck, Inc.
- 15. Dealership Phone #: 203-878-4881
- 16. Dealership Contact Name and TITLE: Richard McCarthy Sales Mgr
- 17. Dealership Contact Phone # (if different than Dealership #):
- 18. Dealership Contact Fax #: 203-882-8278
- 19. Dealership BAC: 117970 Region: Northeast

- 6% Sales Tax.
- 25 - Title
- 10 - Trans
- 40 - emissions Fee
- 10 - Lien

20. What GOODWILL TOOLS were offered?

- | | |
|---|---|
| <input checked="" type="checkbox"/> Component Coverage Letter | <input checked="" type="checkbox"/> Miscellaneous Reimbursement |
| <input checked="" 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 checked="" 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?

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

- 23. CAO Case Number: 1-78741237
- 24. TAC Case Number: N/A

- 25. If no TAC number, Explain: Customer made lemon law presumption
- 26. Reason for Repurchase (include specific mechanical failure): Wrecked. Wipers stopped working

- 27. This case was received 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 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 (if any customer)

32. If a Trade Repurchase, New VIN (17 Digits) or Order Number (8 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1GKET188788167785

- 33. New Vehicle Year/Make/Model: 2003 Gmc Envoy XL4wd
- 34. Upgrade Downgrade Difference Amount (PURCHASED NEW ONLY: Old MSRP to New MSRP): \$1,745 ✓

35. Usage Description 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: \$1,084.83 BY USAGE = MILES AT FIRST OCCURRENCE (2,818)/100,000 X PURCHASE PRICE (37,408) = \$1,084.83

36. Aftermarket Items: Yes

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): refund
for DVD PLAYER \$1,637.00 (cannot be removed with causing damage to vehicle.)

37. Lease Termination Terms: na

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.)
Expires: na

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 Repurchases 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: Customer seeks to have GMAC financing at 0% for 60 months.

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 05/10/2003

42. Authorizer Name: Carol Frey

43. GM Position: AVM NE Region

44. VoiceMail Node: 714055 Mailbox Number: 8368

45. Email Address: carol.frey@gm.com

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

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

Forward any supporting documentation to FAX- 800-827-1129

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.

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME: Gayle Waak
DEPARTMENT: BUSINESS RESOURCE CENTER
CUSTOMER: XXXXXXXXXX
FILE NUMBER: 1-75741237
OLD VEHICLE VIN: 1GKET16S526127844
REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 06545 ✓
BRAND: 48 - GMC
NEW VEHICLE VIN: 1GKET16S736187738
SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

07/02/2003

JUL 02 2003 15:35 FR SITEL

TO 918662148982

P.15/18

MAY 14 2003 14:33 FR BIRKINSKY AIRCRAFT

2833856549 TO 918664489834

P.02/02

STATE OF CONNECTICUT
DEPARTMENT OF MOTOR VEHICLES
80 STATE STREET, WETHERFIELD, CT 06101

REGISTRATION CERTIFICATE

This registration must be carried upon
the motor vehicle herein described at all times.

If you are required to carry liability insurance on the
date and amount that may apply to you.

YOUR MOTOR VEHICLE REGISTRATION

TRANS:	11.00
TITLE:	25.00
LABOR:	10.00
SALES:	40.00
TOTAL:	86.00

07/10/2002

REGISTRATION DATE

07/10/2002

REGISTRATION DATE

ES3

CLASS

01 2LR118 08/25/2000 ST WAG BLK

IN CT CLASS NO. COL. DATE REG. TYPE COLOR

2002 GMC ENVY XL 1402ET10002812784

VEH. MAKE MODEL IDENTIFICATION

G G 128 20020710118028200046

CHANGE REG. SALES TAX IDENTIFICATION

PASSENGER CYCLE

REGISTRATION STATE NUMBER

REGISTRATION

12/25/1991 M

REGISTRATION DATE

11/10/1991 F

REGISTRATION DATE

SHELTON, CT 06484

REGISTRATION ADDRESS

164 HEATHER RIDGE

SHELTON, CT 06484

REG. STATE OF SALES TAX REG. STATE OF SALES TAX

28 07/10/2002 NEW

REGISTRATION DATE REGISTRATION DATE

Handwritten: 7/2/03

orig

FRM 04 2003 14118 FR ZIM AUTODIAG

DEFINITIONS TO 1866440034 P.02



ZIMMERMAN - GMC TRUCK
200 Highway Avenue, West of 2000
www.zimmerman.com



VEHICLE PURCHASE CONTRACT
FOR MOTOR VEHICLE

Date 05/29/2002
Buyer's Name LINDA M. [REDACTED] 06/29/2002

Buyer's Address [REDACTED]
Seller's Address [REDACTED]
VIN [REDACTED] MAKE [REDACTED] MODEL [REDACTED] YEAR [REDACTED]

MSRP [REDACTED]
MSRP [REDACTED]
MSRP [REDACTED]

THE RELEASE OF THIS CONTRACT IS SUBJECT TO THE SIGNATURE OF THE BUYER AND SELLER. 29

WARRANTY [REDACTED]
WARRANTY [REDACTED]

WARRANTY [REDACTED]
WARRANTY [REDACTED]

FINANCING [REDACTED]
FINANCING [REDACTED]

CASH PRICE [REDACTED]
CASH PRICE [REDACTED]

SALES TAX [REDACTED]
SALES TAX [REDACTED]

SALES TAX [REDACTED]
SALES TAX [REDACTED]

THIS MOTOR VEHICLE IS NOT GUARANTEED BY THE SELLER. THE SELLER IS NOT RESPONSIBLE FOR THE CONDITION OF THE VEHICLE AT THE TIME OF SALE. THE BUYER ACCEPTS THE VEHICLE AS IS.

CASH PRICE [REDACTED]
CASH PRICE [REDACTED]

IF YOU BUY THIS VEHICLE AS IS, YOU WILL BE RESPONSIBLE FOR ANY REPAIRS. YOU WILL NOT BE ABLE TO RETURN THE VEHICLE FOR ANY REASON. YOU WILL BE RESPONSIBLE FOR ALL FEES AND CHARGES.

TOTAL CASH PRICE [REDACTED]
TOTAL CASH PRICE [REDACTED]

THIS MOTOR VEHICLE BEING PURCHASED IN A PERSONAL RENTAL/LEASE VEHICLE

TOTAL CASH PRICE [REDACTED]
TOTAL CASH PRICE [REDACTED]

Table with columns for item, description, and amount. Includes items like 'SALES TAX', 'REGISTRATION', 'TITLE', 'TOTAL CASH PRICE'.

TOTAL CASH PRICE [REDACTED]
TOTAL CASH PRICE [REDACTED]

APPROVAL [REDACTED]
APPROVAL [REDACTED]

TOTAL CASH PRICE [REDACTED]
TOTAL CASH PRICE [REDACTED]

THIS CONTRACT IS NOT VALID UNTIL SIGNED BY BOTH PARTIES. THE SELLER'S SIGNATURE IS REQUIRED FOR THIS CONTRACT TO BE VALID.

Seller's Name [REDACTED] Date 05/29/2002

JUL 01 2003 11:16 FR SIKORNY AIRCRAFT

283336549 TO 8082148882

P.01/01

**GM**

GENERAL MOTORS BUSINESS FINANCIAL CENTER

June 30, 2003

Name: [REDACTED]

TRADE SETTLEMENT OFFER

Subject: Repurchase of 10KKT1082610794 2002 GMC Envoy, 1-783227

We regret that you are dissatisfied with your 10KKT1082610794, 2002 GMC Envoy 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 GMAC customer. GMAC will assist you into 10KKT1082610794, 2002 GMC Envoy. Your responsibilities may be, but not limited to, taxes, state fees, delivery fees, usage, damage, repairs, oil-ops, and accessories. This offer is calculated by using the following figures:

Payoff of original Vehicle loan 78249	\$18,543.78
Pay Loan	\$1,264.89
Pay Taxes	\$127.97
Pay registration, tag, title fee	\$84.00
Pay option	\$1,754.80

TOTAL RESPONSIBILITY OF CUSTOMER \$21,677.33

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

General Motors will repurchase VIN 10KKT1082610794 in exchange for the release of liability regarding said transaction, express or implied, covering this vehicle.

Please return this document to An number 406-214-0827 by July 2, 2003. The conditions of the trade repurchase are as follows:

- no the vehicle is free from any observed damage or alterations which impair its resale value
- no all factory installed equipment are intact and functional
- no a free and clear title is provided at the time of repurchase (payoff original loan)
- no a "Power of Attorney" form is signed at the time of repurchase and used for this correction, if needed (supplied by General Motors)
- no an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)
- no this offer is contingent upon the approval of your lending institution
- no no cash back rebate or incentives of any kind are applicable (except GM Incentives)
- no the original vehicle agreement is signed and returned with this offer letter

If this trade repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be generated and forwarded to You GMAC Inc. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be provided to complete the transaction on the signing date or this transaction will be voided. I may be reached at (800) 251-0841 37023 if you have any questions or concerns.

Sincerely,

Cyril Wick
Business Finance Center

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

Cyril Wick

6-30-03

Jun 30 2003 13:51

P.01

Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation) GMC

5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610
Phone (800) 231-1841 Gayle Walk/Extension 57883

Trade Repurchase Agreement between GMC and its dealer partner Zee GMC Inc.

Customer's Name: [Redacted]
Case Number: 1-787907

Thank you for enabling GMC in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of \$66,677.00 to Gay or Melissa Clark & Son GMC Inc if applicable. Remember that both performance to endorse the back of the check, General Motors will issue a check in the amount of \$4,865.78 made payable to BCI Financial Corp. and will be sent directly to BCI Financial Corp. after all of our repurchase paperwork, with the exception of the first repair order, has been sent back to the Repurchase Vehicle Disposition Center (RVDC) for further processing.

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

Replacement VIN	10CMT188720187720
New Vehicle Sales Price	\$4,088.00
Used Vehicle Trade Value	\$3,209.00
Trade Difference	2,799.00
Taxes	167.97
Rebate	(Not Applicable)
Use on old vehicle, good only until 7/30/03	18,882.78
Miscellaneous State Fees	\$5.00
Document Fees	(Fee paid by other party)
Dealer Processing Fee	(\$200 applied as warranty credit to W.L.A.)

As always, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not take into consideration any mechanical, electrical, or other repairs, accident damage, or other damage to the original vehicle.

Zee GMC 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: 800-21-4-6662.

Richard W. McCarthy General Sales Director 6/24/03
RICHARD MCCARTHY

Zee GMC Inc 17797 - Management Agents Patrick Norris and Tim General Sales Director 6/20/03

Authorized General Motors Sales Representative Signature

Print Name
Address General Motors Sales Representative Printed Name

Thank you for enabling GMC in this trade repurchase for our mutual customer!

27.0 218 6882

2003 ENVOY XL 4WD (4-DOOR)
 41U ONYX BLACK /L6G
 652 LIGHT OAK

PONTIAC/GMC DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 5AD79558578
 *****48*343518

ORDER NO. FVGWV2/TRE STOCK NO.
 VIN 1GKBT16S736187738

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT15806 ENVOY XL 4WD (4-DOOR)	36995.00	33480.48	INVOICE 01/14/03
AJ7 SIDE IMPACT AIR BAGS	350.00	301.00	SHIPPED 01/14/03
BVE RUNNING BOARDS	375.00	322.50	EXP I/T 01/27/03
CF5 POWER SUNROOF	800.00	688.00	INT COM 01/27/03
C7H GVW RATING - 6,400 LBS	N/C	N/C	PRC EFF 01/14/03
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	KEYS S850F S850F
G67 LOAD LEVELING SUSPENSION	375.00	322.50	WFP-S QTR OPT-1
G80 LOCKING DIFFERENTIAL	270.00	232.20	BANK: GMAC - 103
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	CHG-TO 34-351
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	
NE1 MA/ME EMISSIONS	N/C	N/C	SHIP WT: 4949
PEC SLT COMFORT & CONVENIENCE PKG	1165.00	1001.90	HP: 32.1
* RAIN SENSING WIPERS			GVW: 6400
* HEADLAMP WASHERS			GVWF: 3200
* HEATED FRONT SEATS			GVWR: 3400
* CONTENT THEFT ALARM			GMS: 36033.53
* TRAVELNOTE DIGITAL RECORDER			SUPPLR: 37474.87
* ETR AM/FM STEREO, CD/CASSETTE (REPLACES STD/OPT PKG RADIO)			MRM: 41250.00
* BOSE PREMIUM SOUND SYSTEM			NTR: 1/2
UC6 AM/FM STEREO, W/6 DISC CD CHANGER (REPLACES STD/OPT PKG RADIO)	245.00	210.70	MEMO 2006.25
VK1 FRONT LICENSE PLATE MOUNT	N/C	N/C	
1S SLT STANDARD PACKAGE	N/C	N/C	

TOTAL MODEL & OPTIONS	40625.00	36602.28	ACT 237	36008.53
DESTINATION CHARGE	625.00	625.00	H/B 261	1218.75
LAM DEALER CONTRIBUTION		203.13	ADV 261	203.13
LAM GROUP CONTRIBUTION		203.13	EXP 65A	203.13

TOTAL 41250.00 37633.54 PAY 310 37633.54
 MEMO: TOTAL LESS HOLDBACK AND
 APPROX WHOLESALE FINANCE CREDIT 35859.86

 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.

RAIMOND BUICK-PONTIAC-GMC TRUCK

REMIT TO GMAC NO. 103
 VIN 1GKET16S736187738
 \$ 37633.54 INV 5AD79558578
 DUE 01/27/03 DEALER 34-351

2002 ENVOY XL 4WD (4-DOOR)

41U 41 ONYX BLACK

/L6G

652 MEDIUM OAK

ORDER NO. FGHJ6B/SEA

STOCK NO.

VIN 1GK BT16 85 26127844

PONTIAC/GMC DIVISION

GENERAL MOTORS CORPORATION

100 RENAISSANCE CENTER

DETROIT MI 48243-1114

VEHICLE INVOICE 5AD77011836

*****48*065828

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT1506 ENVOY XL 4WD (4-DOOR)	36245.00	32801.73	INVOICE 07/01/02
AR9 DELUXE FRONT BUCKET SEATS	N/C	N/C	SHIPPED 06/04/02
EVE RUNNING BOARDS	375.00	322.50	EXP I/T 06/19/02
CF5 POWER SUNROOF	800.00	688.00	INT COM 07/03/02
C7H GVW RATING - 6,400 LBS	N/C	N/C	PRC EFF 06/04/02
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C	KEYS S255K S255K
G80 LOCKING DIFFERENTIAL	270.00	232.20	WFP-S QTR OPT-1
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	BANK: GMAC - 103
M30 4-SPD AUTO TRANS W/ OVERDRIVE	0.00	0.00	CHG-TO 06-582
AND ELECTRONIC CONTROL			
MG1 50-STATE LOW EMISSION VEHICLE	N/C	N/C	SHIP WT: 5012
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	HP: 32.1
UC6 AM/FM STEREO W/6DISC CD CHANGER	245.00	210.70	GVW: 6400
(REPLACES STD/OPT PKG RADIO)			GVWF: 3200
UQA BOSE AUDIO SYSTEM	495.00	425.70	GVWR: 3400
1SF SLT ENHANCED PACKAGE (SF)	450.00	387.00	GMS: 34542.93
* AM/FM STEREO CASSETTE/CD			SUPPLR: 35924.65
* CONTENT THEFT ALARM			NTR: 1/2
* HEATED FRONT SEATS			DAN: PIRRO
			MEMO 1944.00

TOTAL MODEL & OPTIONS	38880.00	35084.33	ACT 237 34542.93
DESTINATION CHARGE	625.00	625.00	H/B 261 1166.40
DEALER CO-OP ADVERTISING		388.80	ADV 261 388.80

TOTAL	39505.00	36098.13	PAY 310 36098.13
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		34388.05	

 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.

O'NEAL CADILLAC-OLDSMOBILE-GMC TRU
 REMIT TO GMAC NO. 103
 VIN 1GKET16S526127844
 \$ 36098.13 INV 5AD77011836
 DUE 07/03/02 DEALER 06-582