

PE03-042

GM

11-12-03

A + Attachment

2A

Book 3 of 7

Part 2 of 2

**Stabel Reports:**

Caseid: 1-75826347

Name:

Address:

City: Mission Viejo

State: CA

zip:

Country: USA

Owner\_phone:

Vinc: 1GNDS138122243796

Open\_date:

Make: Chevrolet

Closed\_date:

Model: TrailBlazer

Source: Phone

Odometer: 43000

BRC\_type: N/ANo

UCG: N81

UCText: Power Windshield Wiper - Motor / Blades / Arms

Call\_notes: Inoperative

Work\_Desc: Windshield wiper motor

Remarks

Windshield

1-75826347

Update

Crm received oia to offer cust a full reimbursement on the windshield wiper motor

Update to see if paperwork was sent

1-75826347 Reimbursement

Reimbursement paperwork.

Update on paperwork. Reimbursement

SR In Status of Pending Documentation has been Re-Opened by ADMIN

REQUEST FOR ASSISTANCE Scanned: 2003-03-19-19.42.31.000000, MSXDoc

Docs rec'd

Docs rec'd

Reimbursement of 195.00

Created: CAC\_RS0006. SR#1-75826347

Goodwill Status has been changed from: Not Initiated to Pending SITEL

November 5, 2003

[REDACTED]  
Mission Viejo, CA [REDACTED]

Service Request: S1-75826347  
[REDACTED]

We sincerely regret that you experienced a concern with your 2002 Chevrolet TrailBlazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$190.79. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. 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,

Denise Mannarino  
Customer Relationship Manager

RS0005-T/dla

# MSX Request Form

APR 07 2003

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

4/1/03  
Today's Date

Denise Mannerino  
CRM Name



## Customer Information

MSXDocNo. [REDACTED]

Division

MSX Timestamp

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/Faxed docs are attached to this request form.

Scan documents. Attach to Request Number: 5-1-75826347

Scan documents. Put in Corr Assign Only.

Return attached documents to storage.

Step  
5

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

TM Approval/Signature

Step  
6

TM turns in the request form and attachments to the designated SITEL management at the designated central location for customer requests

FAX  
813-635-4156

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE (\$10). RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE'S MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

\*\*\*\*\* DO NOT DETACH - REGISTERED OWNER INFORMATION \*\*\*\*\*



REGISTRATION CARD VALID FROM: 10/02/2002 TO: 10/02/2003

MAKE	VR MODEL	VR YR	CLASS	TYPE VEN	TYPE LIC	LICENSE NUMBER
CHEV	2002	2001	JH	120	11	4DWT958
BODY TYPE/MODEL	HP	NO				VEHICLE ID NUMBER
UT	G	JH				1GND613612243796
TYPE VEHICLE USE	DATE ISSUED	CL/ALD	DT FEE REC'D	PIC		STICKER ISSUED
AUTOMOBILE	02/13/03	10	02/13/03	0		T1813555
						PR EXP DATE: 10/02/2003
						AMOUNT PAID
						\$ 7.00

AMOUNT DUE	AMOUNT RECV
\$ 7.00	CASH : 7.00
	CHEK :
	CRDT :

MISSION VIEW  
CA

OWNER  
GEOAC  
PO BX 8129

COCKEYSVILLE  
MD 21030

H00 C63 5B 0000700 0009 CE H00 021303 11 4DWT958 796

# MSX Request Form

APR 07 2003

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

4/1/03  
Today's Date

Denise Manning  
CRM Name



## Customer Information

MSXDocNo. [REDACTED]  
Option \_\_\_\_\_ MSX Timestamp \_\_\_\_\_  
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/Faxed docs are attached to this request form.

Scan documents. Attach to Request Number: 5-1-75826347

Scan documents. Put in Corr Assign Only.

Return attached documents to storage.

Step 5

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

TM Approval/Signature \_\_\_\_\_

Step 6

TM turns in the request form and attachments to the designated S/TEL management at the designated central location for customer requests

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WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE'S MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

\*\*\*\*\* DO NOT DETACH - REGISTERED OWNER INFORMATION \*\*\*\*\*



REGISTRATION CARD VALID FROM: 10/02/2002 TO: 10/02/2003

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2002	2001	JH	120	11	4UNT958
BODY TYPE/MOUL	MP	MP				VEHICLE ID NUMBER
UT	G	JN				IGNDS138122243796
TYPE VEHICLE USE		DATE ISSUED	CC/ALCD	DT FEE RECD	PIC	STICKER ISSUED
AUTOMOBILE		02/13/03	30	02/13/03	8	T1813555
						PR EXP DATE: 10/02/2003
						AMOUNT PAID
						\$ 7.00



AMOUNT DUE	AMOUNT RECD
\$ 7.00	CASH : 7.00
	CHEK :
	CRDT :

MISSION VIEW  
CA

LICENSEE  
GAC  
PO BX 8129

COCKEYSVILLE  
MD 21030

000 C63 5R 0000700 0009 CB H00 021303 11 4UNT958 796

[Redacted]  
Mission Viejo, CA [Redacted]



Ms. Denise Mennarino  
Chevrolet  
Post Office Box 33170  
Detroit, MI 48232

MAR 19 2003

48232+3170



[REDACTED]  
Mission Viejo, CA  
[REDACTED]

March 15, 2003

Ms. Denise Mannerino  
Chevrolet  
Post Office Box 53170  
Detroit, MI 48232

Enclosed are the documents you requested to reimburse me for the windshield wiper motor I purchased at Tustin Chevrolet.

I would like to take this opportunity to thank you, Denise, and commend you for your excellent customer service. You answered the call of an unhappy Chevrolet customer and turned me into a customer who believes in Chevrolet. My prior vehicle was a GMC Jimmy with 265,000 miles on it when another vehicle ran me off the road and the car was totaled. Walking away from a totaled vehicle with only a few bumps and bruises sent me back to Chevrolet for my next car. Your customer service will keep me driving Chevrolet.

I did not receive good service from the Tustin Chevrolet, the dealer from whom I purchased the vehicle. This was a 2002 Trailblazer with approximately 43,000 miles driven. Clearly, it had passed the warranty mark of 36,000 miles. In California, the windshield wipers are used infrequently at best, so it did not seem reasonable this would not be a negotiable situation. Tustin Chevrolet offered nothing more than that I could purchase the motor and they would install it for approximately the cost again of the motor.

Thank you Chevrolet for charging Denise with the authority to contact the dealer, make a reasonable judgment and refund our monies. I was impressed that she had access to my vehicle history and did not have to check with a supervisor to authorize my request. Denise followed through every time she indicated she would and offered the highest level of customer service I have received.

Thank you Denise, and thank you Chevrolet.

Sincerely,  
[REDACTED]

Enclosures Tustin Chevrolet invoice (2)  
Tustin Chevrolet estimate

# TUSTIN CHEVROLET

TUSTIN CHEVROLET  
18 AUTO CENTER DRIVE  
TUSTIN, CA 92782  
(714) 751-8100

TAG # 9055

B.A.R. 6AG18887 • EPA CAL 80018088

SERVICE DEPARTMENT HOURS: 7:30 A.M. TO 8:00 P.M. MONDAY THRU FRIDAY • SATURDAY 8 A.M. TO 4 P.M.

VIN # 2224579C DATE 2-26  
 MILEAGE 43179 YEAR 19 88 LIC. # \_\_\_\_\_ MODEL \_\_\_\_\_  
 DEL. DATE \_\_\_\_\_ EXP. DATE \_\_\_\_\_  
 CUSTOMER NAME \_\_\_\_\_ CUST. # \_\_\_\_\_  
 ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ ZIP \_\_\_\_\_  
 RES. PHON \_\_\_\_\_ BUS. PHON \_\_\_\_\_  
 RESERVATION DATE \_\_\_\_\_ TIME \_\_\_\_\_ RESERVATION # \_\_\_\_\_

### INSTRUCTIONS ON WORK TO BE DONE

LINE OR PART	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25

windshield wiper motor NOT WORKING  
S.O.P in

**ORIGINAL**



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

This estimate is based on our initial inspection and does not cover any additional parts and labor which may be required after the work has been started up.

HAZARDOUS WASTE CHARGES ARE INCLUDED IN PRELIMINARY ESTIMATE.

Customer requests the return of all replaced parts.

Paint Inspection

I authorize any additional warranty repairs found during service

By law, you may choose another facility to perform any needed repair or adjustments which Safety Check test failures are necessary.

Original Estimate

Customer Signature

*Susan Vickery*  
Signature

# TUSTIN



## CHEVROLET

16 Auto Center Drive  
Tustin, CA 92680


P.O. Box 11586  
Santa Ana, CA 92711-1586

Receptionist (714) 731-9100

www.tustinchevrolet.com

*Handwritten:* 2-26

SERVICE DEPT. HOURS  
7:00 A.M. TO 6:00 P.M. MONDAY THRU FRIDAY  
SATURDAY 8:00 A.M. TO 4:00 P.M.

 REVISION ESTIMATE			
DATE	TIME	NO. CALLED	
AUTHORIZED BY		WORK AUTHORIZED OR LINE #	
DATE	TIME	NO. CALLED	
AUTHORIZED BY		WORK AUTHORIZED OR LINE #	
TOTAL OF ESTIMATES: <i>Handwritten: 1</i> APPROVED BY THE GM SALES REPRESENTATIVE OR SALES MANAGER OF THE SERVICE DEPARTMENT: <i>Handwritten: [Signature]</i>			

<b>INVOICE TO</b> VICKERY, DAVID WILLIA 41 SEA ISLAND NEWPORT BEACH CA 92660 HOME: (562) 926-5252 HOME: (949) 640-9372	<b>DRIVER/OWNER INFORMATION - INVOICE # 150807</b> VICKERY, DAVID WILLIA 41 SEA ISLAND NEWPORT BEACH CA 92660 HOME: (562) 926-5252 HOME: (949) 640-9372
<b>FOR OFFICE USE</b> TRK: 9065 INV: 430 GLOVER, L INVOICE: PAELIN WFR W FR WFN 69001 INVOICE: 02/26/03 13:00:05 ODOMETER IN 43179 DATES BEGIN: 02/26/03 DATE: 02/26/03	<b>VEHICLE INFORMATION</b> VIN 1GNDL3312243796 LICENSE NUMBER: CA 480730 02 CHEVROLET TRAILBLAZR 4DR SPTUTY BLACK STOCK #0021362 DATES INVOICE: 092901

CONCERN #	DESCRIPTION	OPERATION	TECH HOURS	AMOUNT
51	CUSTOMER STATES MINISHIELD WIPER MOTOR NOT WORKING - ASP 36 IN	INS20	5.0	63.05
	CRUISE MOTOR STARTED			
	CORRECTION: SOAS & REPLACED MINISHIELD WIPER MOTOR			
	FACTORY: COMB CODE: 1 DJ PAEL CODE: 68			
	LINE AUTH: WFR 022603 14131			
<b>TOTAL</b>				
	LABOR MECHANICAL			63.05
	TOTAL CHARGE FOR CONCERN			63.05

<b>RECAP OF CHARGES FOR INVOICE 150807</b> LABOR MECHANICAL 63.05 TOTAL CHARGE 63.05	<b>PAYMENT DISTRIBUTION FOR INVOICE 150807</b> TOTAL CHARGE 63.05 PRC WARRANTY 63.05
--	--

IF YOU HAVE ANY QUESTIONS - PLEASE SEE LANN C. GLOVER  
 OUR GOAL IS YOUR COMPLETE SATISFACTION

ORIGINAL

# TUSTIN

## CHEVROLET

16 Auto Center Drive  
Tustin, CA 92680

P.O. Box 11566  
Santa Ana, CA 92711-1566

Receptionist (714) 731-9100

www.tustinchevrolet.com

SERVICE DEPT. HOURS  
7:00 A.M. TO 6:00 P.M. MONDAY THROUGH FRIDAY  
SATURDAY 8:00 A.M. TO 4:00 P.M.

ORIGINAL ESTIMATE 71.00	DATE: 2-21-03			TIME: 11 AM	NO. CALLED: 735-4217
APPROVED BY: David	WORK AUTHORIZED OR LINE # Special Order - Wiper Motor				
APPROVED ESTIMATE	DATE	TIME	NO. CALLED: ASBY		
APPROVED BY	WORK AUTHORIZED OR LINE #				

VEHICLE INFORMATION - INVOICE: C3854

REPORT REACH	CA	REPORT REACH	CA
FOR OFFICE USE		VEHICLE INFORMATION	
TRM: 0L30	AWY: 430	GLV: L	SWD: 00
WFR: 49001	INVOICED: 02/21/2003	12:29:21	VIN: 1GNDG19612243794
ODMETER: 43097	DATE: 02/21/03	INVOICED: 02/21/03	DATE: 02/21/03
STOCK: 00021262		LICENCE NUMBER: CA 4HT930	
DATE: 02/21/03		DATE: 02/21/03	
DATE: 02/21/03		DATE: 02/21/03	

CONCERN-51- WINDSHIELD WIPERS BRK - CHECK AND ADJUST	OPERATION	TECH	AMOUNT
CHARGE: WIPER MOTOR SHORTED	CP	310	.00
CONNECTION: NECESSARY TO ORDER WIPER MOTOR ASBY.			
PART NUMBER: 000 812467657	QTY: 1	SELL: 177.07	177.07
POB: POB	NOTE: NOTE	DESCRIPTION: WIPER MOTOR ASBY	
SUBTOTAL			177.07
PARTS			177.07
TOTAL CHARGE FOR CONCERN			177.07

SUMMARY OF CHARGES FOR INVOICE C3854		PAYMENT DISTRIBUTION FOR INVOICE C3854	
PARTS	177.07	TOTAL CHARGE	190.79
LAB-TOTAL	177.07	CASH PAID	190.79
TAX	13.72		
TOTAL CHARGE	190.79		

REFERRED TREATMENT  
IF YOU HAVE ANY QUESTIONS - PLEASE SEE LYNN C. GLOVER  
OUR GOAL IS YOUR COMPLETE SATISFACTION

17585 PAID  
FEB 21 2003  
PAGE 1  
LAST PAGE

**ORIGINAL**

GENERAL MOTORS CORPORATION  
DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:



New Haven

CT



HOME PHONE:

CASE NUMBER: 1-76095829 VIN: 1GNFT16S426112903  
MODEL YEAR: 2002  
DATE OPENED: 2003-02-26 SERIES:  
DATE CLOSED: 2003-03-07 MILEAGE: 10000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANc DEALER NAME: Dave McDermott Chevrolet, Inc.  
BRC PARENT: DEALER ADDRESS: 655 Main Street, East Haven, CT, 06512-2031,

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

N51 Power Windshield wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Windshield wiper motor; ; 2003-03-07  
03-03-07

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

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
ERC WARRANTY DATE:  
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:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

LOCATION:

RESTRAINT:  
IF SO, WHERE:



GENERAL MOTORS CORPORATION  
DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



Richmond, VA



CASE NUMBER: 1-76481278 VIN: 1GKBT16S126131793  
DATE OPENED: 2003-02-27 MODEL YEAR: 2002  
DATE CLOSED: 2003-04-22 SERIES: Envoy  
SOURCE: Phone MILEAGE: 10040.0000000  
BRC TYPE: N/AYes DELIVERY DATE:  
BRC PARENT: DEALER NAME: Capital GMC Trucks, Inc.  
4417, USA DEALER ADDRESS: 5500 South Laburnum Avenue, Richmond, VA, 23231-

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

COMPLAINT AGAINST VEH; ; 2003-02-27  
2003-02-27

REPAIR; ; 2003-04-08  
2003-03-04

FOLLOWUP; ; 2003-04-08  
2003-02-04

Cust seeking status of reqst for compensation; ; 2003-04-08  
2003-03-05

1-76481278 for offer of gw; ; 2003-04-08  
2003-03-04

Service Request Ownership has changed FROM: GRAY TO: WEBBE; ; 2003-03-04  
2003-03-12

Crm attempting the offer; ; 2003-03-12  
2003-03-22

1-76481278 to review offer; ; 2003-04-08  
2003-03-25

Calling for info; ; 2003-04-08  
2003-03-25

st calling for update; ; 2003-04-08  
2003-03-25

Service Request Ownership has changed FROM: WEBBE TO: GARCLAP; ; 2003-03-25  
2003-03-25

Calling to update; ; 2003-04-08



2003-04-04

Viewing open files.; ; 2003-04-04  
03-04-08

Attached Survey; ; 2003-04-08  
2003-04-08

Business case.; ; 2003-04-09  
2003-04-08

recall information; ; 2003-04-08  
2003-04-08

Service Request Ownership has changed FROM: GARCIAP TO: SIMONT; ; 2003-04-08  
2003-04-14

Created: CAC\_RS0025. SR#1-76481278; ; 2003-04-14  
2003-04-21

contacted cust for follow up; ; 2003-04-21  
2003-04-21

component letter for windshield wiper module 6/75; ; 2003-04-21  
2003-04-21

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-04-21  
2003-04-21

Submitting component letter for 6/75 windshield wiper module for approval; ; 2003-04-22  
03-04-22

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2003-04-22  
2003-04-22

Service Request has been Closed Satisfied.; ; 2003-04-22

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

IS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

AGENT NAME:  
AGENT PHONE NUMBER:

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:



November 5, 2003

[REDACTED]  
Richmond, VA [REDACTED]

Service Request: S1-76481278  
[REDACTED]

GMC is pleased to provide service coverage for the windshield wiper module on your 2002 GMC Envoy, Vehicle Identification Number 1GKET16S126131793. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until August 7, 2008, or 75,000 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 module

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,

Tia Simon  
Customer Relationship Manager

RS0025-A/tjc

---

**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.



**About Your Service Consultant/Advisor - continued**

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

**About Service Delivery**

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

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

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

19. Do you have any comments/recommendations about your:  
 Dealership: The dealership is professional and courteous especially Lisa Harris. It was a pleasant visit to the service at Capital Pontiac & GMC.  
 Vehicle: Some what disappointed w/ GMC advertising the Envoy as a premium SUV when it was actually marketed. The quality of this product leaves me with questions. It is hard to match the price of a minivan.

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

Please return this questionnaire in the self-addressed, postage paid envelope to:  
 GMC, P.O. BOX 10082, TOLEDO, OH 43088-0082

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact GMC directly by calling the GMC Customer Assistance Center: 1-800-452-8782

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:



Napoleonville  
LA



HOME PHONE:



CASE NUMBER:	1-77351823	VIN:	1GNBS16SX26118756
DATE OPENED:	2003-03-03	MODEL YEAR:	2002
DATE CLOSED:	2003-05-22	SERIES:	TrailBlazer
SOURCE:	Phone	MILEAGE:	12500.0000000
BRC TYPE:	RepurchaseYes	DELIVERY DATE:	
BRC PARENT:		DEALER NAME:	Barbara Chevrolet-Oldsmobile, Inc.
		DEALER ADDRESS:	PO Box 280, Napoleonville, LA, 70390-0280, USA

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

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

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

per motor; ; 2003-03-03  
2003-03-03

Svr Dept; ; 2003-03-03  
2003-03-03

Svr Dept; ; 2003-03-03  
2003-03-03

AVM- Tina Marie Carter; ; 2003-03-05  
2003-03-05

Svr Mgr; ; 2003-03-05  
2003-03-05

Avm Tina Marie Carter; ; 2003-03-05  
2003-03-05

Avm updated the file..see notes; ; 2003-03-05  
2003-03-05

update; ; 2003-03-05  
2003-03-05

info; ; 2003-03-05  
2003-03-05

fo; ; 2003-03-05  
2003-03-05

AVM; ; 2003-03-05  
2003-03-05

1-77351823 Srv req update by avm ms tina carter; ; 2003-03-05

2003-03-05

1-77351823 Please review comments by Avm Ms. Tina Carter; ; 2003-03-05  
2003-03-05

Service Request has been Closed Satisfied.; ; 2003-03-05  
2003-03-14

SR in Status of Closed has been Re-Opened by HARRISNI; ; 2003-03-14  
2003-03-14

info; ; 2003-03-14  
2003-03-14

info; ; 2003-03-14  
2003-03-14

info; ; 2003-03-14  
2003-03-14

Bobby Babera; ; 2003-03-14  
2003-03-15

Owner; ; 2003-03-15  
2003-03-18

Service Request Ownership has changed FROM: HARRISNI TO: FORDE; ; 2003-03-18  
2003-03-18

Ownership Escalated to ERC; ; 2003-03-18  
2003-03-18

VOLUNTARY TRADE; ; 2003-03-18  
2003-03-18

Received call from AVM; ; 2003-03-18  
2003-03-18

Cam Rich Snodwald; ; 2003-03-18  
2003-03-18

CRM-Rich Snodwald; ; 2003-03-18  
2003-03-19

Zone Manager; ; 2003-03-19  
2003-04-03

update; ; 2003-04-03  
2003-04-07

faxed; ; 2003-04-07  
2003-04-07

ERC REPURCHASE Scanned; 2003-04-07-17.13.09.000000, MSXDocNum: MAS3E919C0; ; 2003-05-15  
2003-04-07

ERC REPURCHASE Scanned: 2003-04-07-17.13.11.000000, MSXDocNum: MAS3E919C4; ; 2003-05-15  
2003-04-08

rcvd; ; 2003-04-08  
2003-04-08

office closed; ; 2003-04-08



2003-04-08

cell #; ; 2003-04-08  
2003-04-08

dlr contact; ; 2003-04-08  
2003-04-08

dlr; ; 2003-04-08  
2003-04-08

dlr; ; 2003-04-08  
2003-04-08

updated dlr confirmation; ; 2003-04-08  
2003-04-08

BRC REPURCHASE Scanned: 2003-04-08-11.12.39.000000, MEXDocNum: MAS3E9292E; ; 2003-05-15  
2003-04-24

Service Request Ownership has changed FROM: FORDE TO: MASTERS; ; 2003-04-24  
2003-04-24

Lisa at dlrshp; ; 2003-04-24  
2003-04-25

dlrshp; ; 2003-04-25  
2003-04-28

purchase summary; ; 2003-04-28  
2003-04-30

BRC REPURCHASE Scanned: 2003-04-30-13.11.12.000000, MEXDocNum: MAS3EAD4B3; ; 2003-05-15  
2003-05-15

985/448-1216; ; 2003-05-15  
2003-05-15

(985) 369-6678; ; 2003-05-15  
2003-05-15

ok confirmed; ; 2003-05-15  
2003-05-22

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

\*\*\*\*\*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:





## RELEASE AGREEMENT

The undersigned, (owner) [REDACTED] (Releasor(s)), and General Motors Corporation wish to resolve a dispute involving a 2002, Trailblazer, VIN 1GNES16X221187956, owned by the releasor(s). Therefore, in sole consideration of trade made by Barbara 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) agree 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) agree that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that this 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 agree 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]

Releasor \_\_\_\_\_  
[REDACTED]

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

April 7, 2003

[REDACTED]  
Napoleville, LA [REDACTED]**SETTLEMENT OFFER****Subject: Repurchase of 1GNES16EX26118756, NRI-77381823**

Dear Mr. &amp; Mrs. Cluser:

We regret that you are dissatisfied with your 1GNES16EX26118756, 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 1GNES16E436188612, 2003 Chevrolet Trailblazer. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. Your offer is calculated by using the following figures:

Payoff of original Vehicle good until 04/27/03	\$21,848.86
Plus Usage	\$ 00.00
Plus Taxes	\$ 93.12
Plus registration, tag, title fees	\$ 127.50
Plus damage	\$ 00.00
Plus upgrade	\$ 00.00
Plus add-ons	\$ 00.00
Less downgrade	\$ 00.00
<b>TOTAL RESPONSIBILITY OF CUSTOMER</b>	<b>\$22,069.48</b>

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

General Motors will repurchase VIN 1GNES16EX26118756, 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 04/09/03. 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



**BMC**

If this trade-in-purchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Barbara 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.

[Redacted Signature]

Date

**Dealer Confirmation Letter- Collateral Exchange  
Chevrolet**

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

Collateral Exchange Agreement between **Chevrolet** and its dealer partner [Dealership Name]

Customer's Name: [REDACTED]  
Case Number: 8RM-77351823

Thank you for assisting Chevrolet in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of \$28,379.10 made payable to Barbara Chevrolet after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1GNBB168436168612
New Vehicle Sales Price:	\$28,379.10
Used Vehicle Trade Value:	\$28,379.10
Trade Difference:	\$00.00
Taxes:	\$93.12
Rebates:	[Not Applicable]
Miscellaneous State Fees:	\$127.80
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.B.]

As always, the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Sales Tax =	\$93.12
Miscellaneous Fees =	\$127.80
Usage / depreciation =	\$00.00
Upgrade =	\$00.00
<b>Total Customer Contribution =</b>	<b>\$220.82</b>

[Dealership Name] 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 # (888) 213-4849.

\_\_\_\_\_  
[Dealership Name BAC] Management Agents Signature and Title.

\_\_\_\_\_  
[Dealership Name BAC] Management Agents Printed Name and Title.

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

Jodi L. Masters  
\_\_\_\_\_  
Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting Chevrolet in this collateral exchange transaction for our mutual customer!

**PLEASE RETURN FOLLOWING:**

**-SIGNED DEALER CONFIRMATION**

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

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

**-COPY OF CURRENT REGISTRATION**

**-COPY OF TITLE**



**Dealer Confirmation Letter- Collateral Exchange  
Chevrolet**

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

Collateral Exchange Agreement between **Chevrolet** and its dealer partner [Dealership Name]

Customer's Name: [REDACTED]

Case Number: 2011-7740123

Thank you for assisting Chevrolet in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of \$6,830.24 made payable to Barbara Chevrolet after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1GNB159436188612
New Vehicle Sales Price:	\$28,379.10
Used Vehicle Trade Value:	\$28,379.10
Trade Difference:	\$00.00
Taxes:	\$93.12
Rebates:	[Not Applicable]
Miscellaneous State Fees:	\$127.80
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 arrangements to complete the collateral exchange paperwork for the replacement vehicle. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Sales Tax =	\$93.12
Miscellaneous Fees =	\$127.80
Usage / depreciation =	\$00.00
Upgrade =	\$00.00
<b>Total Customer Contribution =</b>	<b>\$220.92</b>

[Dealership Name] 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 # (888) 213-4848.

\_\_\_\_\_  
[Dealership Name BAC] Management Agent's Signature and Title.

\_\_\_\_\_  
[Dealership Name BAC] Management Agent's Printed Name and Title.

\_\_\_\_\_  
Authorized General Motors BAC Representative Signature

Jodi L. Masters

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

Again, thank you for assisting Chevrolet in this collateral exchange transaction for our mutual customer!



RVDC Case# 56047

RVDC Case Number	1-77351823	Vehicle is going for Auction	Is vehicle drivable?	Spec: 10897
Customer Name	[REDACTED]	Dealer Admin Fee Applied?	Issue Release	
Original VIN	1G0ET18S4511724	Y	N	
MAC	114330	This vehicle was repurchased as a result of a: Voluntary mediated consumer satisfaction transaction		
Dealership Name	BARBARA CHEVROLET INC	Reason for not Retrieving Sales Tax?	OWNER DID NOT RECEIVE SALES TAX IN FULL	
Dealer	BOBBY BARBERA, DEALER	Original Sales Tax Paid In	Reapportioned Under Laws of	
Contact Title	PRINCIPAL	State: LA	State: LA	
Dealer Phone	983387731	Vehicle Make Production of License LAST?	Y	
Dealer Fax	983387400	Closing Schedule:	Established on:	
Delivery Date	2002-07-06	2002-05-02	2002-04-23	
Stock Number	1208	M no. where: MAC is 0		
Transmission	A	Location like Name:		
UC: Code(s)	88104	Contact Name:		
MSRP	3249.00	Address 1:		
MSRP	24175.00	Address 2:		
Case Number	56047	City		
RVDC Case Number	981888	State		
Type of Transaction	CL	Zip		
Replacement VIN	1GNRC18E436128612	Phone #1		
Repurchase Type	AVM Voluntary	Fax #1		
Repurchase Source	RA AVM TINA MARIE CARTER	Comments:		
Reason for Repurchase	WINDSHIELD WIPER MOTOR FAILURE	RA Local Case Number:		
		Old Original Number: N/A		
		Old Contact Contact Name: N/A		
		Address 1:		
		Address 2:		
		City		
		State		
		Zip		
		Phone #1		
		Fax #1		
<b>Loan Payoff</b>				
Loan Payoff Amount: 0.00	Loan Payoff Balance amt	For Blank: 0.00		
Customer Due to Date: 0.00	Dealer Due Date: 0.00			
<b>Check Information</b>				
Customer	Merchant	Merchant's Address	Check Amt	0.00
Check Amt: 8875.30	Address 1: BARBERA BANK	Address 1: 110 FRANKLIN ST	City: NAPLESVILLE	State: LA
Address 1: CURTIS H. CLAUSE AND	Address 1: 110 FRANKLIN ST	City: NAPLESVILLE	State: LA	Zip: 70660
Address 2: BARBARA CHEVROLET, INC.	Address 2: 110 FRANKLIN ST	City: NAPLESVILLE	State: LA	Zip: 70660
Address 3: 110 FRANKLIN ST	Address 3: 110 FRANKLIN ST	City: NAPLESVILLE	State: LA	Zip: 70660
City: NAPLESVILLE	City: NAPLESVILLE	City: NAPLESVILLE	State: LA	Zip: 70660
State: LA	State: LA	State: LA	Phone #1: 983387240	Fax #1: 983387240
Zip: 70660	Zip: 70660	Zip: 70660	Address 1: PAYOFF DEPARTMENT	Address 1: 1100778687
Phone #1: 983387240	Phone #1: 983387240	Phone #1: 983387240	Address 2: 1100778687	Address 2: 1100778687
Fax #1:	Fax #1:	Fax #1:	Address 3:	Address 3:
			Address 4:	Address 4:
			Address 5:	Address 5:

Case ID: 56047 Inhibit master

*Sheldon B...*

APR 28 2003

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

APR		APR	
_____	INCENTIVE SHUT-OFF REQUEST	_____	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
_____	COPY OF TITLE OR REGISTRATION	_____	SIGNED BILL OF SALE ON NEW VEHICLE
_____	WARRANTY HISTORY	_____	INVOICE ON REPLACEMENT VEHICLE
_____	CRS/CX REQUEST FORM	_____	SIGNED SETTLEMENT OFFER LETTER
_____	RVDC SPECIAL INSTRUCTIONS FORM	_____	SIGNED RELEASE AGREEMENT
_____	RVDC CALCULATION WORKSHEET	_____	SIGNED DEALER CONFIRMATION LETTER
_____	PRA FORM	_____	DEALER PROFIT OTHER THAN ADMIN FEE
_____	INVOICE ON ORIGINAL VEHICLE	_____	INVOICE FOR ATTORNEY FEES (if Applicable)
		_____	REPAIR ORDER FOR REASON FOR REPURCHASE

(FLORIDA ONLY)

 Substitution of Collateral . . .

 New Retail/Lease Contract

**REPURCHASE LIENHOLDER INFORMATION**

**CUSTOMER INFORMATION:**

Name	[REDACTED]
VIN	1GNDLGGDH17W6
Year, Make and Model	2002 CHEVROLET TRAILBLAZER

**LIENHOLDER INFORMATION:**

Lienholder Name	WINDYBANK
Lender Contact Name and Dept	LALINE ...../7503
Physical Address	110 MARSH LN ST
City/State/Zip	NATCHITOCHULA, LA 70556
Phone	903-386-7500
Fax Number	
Account Number	11000705487
Dealer Buyout/Payoff Amount	\$21,540.35
Buyout/Payoff Expiration Date	4/27
Fax Date	1/28

Additional Information

**ENG REPURCHASE WORKSHEET**

**File Number**  
SR1-77351833

**Customer Name**  
[REDACTED]

**Worksheet filed out by:**  
JODI MASTERS

**Old Vehicle VIN:**  
1GNES168X26L18756

**New Vehicle VIN:**  
1GNES168436189612

**Date:**  
4/25/03

<b>Acq. 251237 Vehicle Costs</b>	28,378.10	<b>Purchase Price (New Unit)</b>	28,378.10
Adjustment to line 1	0.00	<b>State Sales Tax</b>	0.00
Conversion Cost	0.00	<b>Luxury Tax</b>	0.00
Tax	0.00	<b>Reg./Lic./Title Fees (opt)</b>	127.50
Luxury Tax	0.00	<b>Additional Aftermarket Items</b>	0.00
Reg./Lic./Title Fees (opt)	0.00	<b>State Fees</b>	0.00
Miscellaneous	0.00	<b>Miscellaneous</b>	0.00
Other	0.00	<b>Other</b>	0.00
State Fees	0.00	<b>Subtotal</b>	28,505.60
<b>Cost to transfer Aftermarket Items</b>	0.00	<b>Trade In</b>	28,378.10
<b>Service Contracts/GMFP</b>	0.00	<b>Payoff</b>	0.00
<b>Attorney's Fees</b>	0.00	<b>Net Allowance</b>	28,378.10
<b>Transportation Fees</b>	0.00	<b>Cash on Delivery</b>	0.00
<b>Total Replacement Price</b>	28,378.10	<b>Total Balance Due</b>	127.50
<b>Tax</b>	0.00	<b>Amount to Dealer for additional Fees</b>	0.00
<b>Luxury Tax</b>	0.00		
<b>Reg./Lic./Title Fees (opt)</b>	127.50		
<b>Additional Aftermarket Items</b>	0.00		
<b>Usage/Depreciation</b>	0.00		
<b>Damage</b>	0.00		
<b>Upgrade</b>	0.00		
<b>Downgrade (deducted)</b>	0.00		
<b>Reimbursement of Aftermarkets</b>	0.00		
<b>Other</b>	0.00		
<b>Total Customer Cost</b>	127.50		
<b>Trade Repurchase Amount</b>	28,378.10		
<b>Total Payoff Amount</b>	0.00		
<b>PAYOFF GOOD THRU (month/year)</b>			
<b>Dealer Due to GM</b>	NA		
<b>GM Due to Dealer</b>	28,378.10		
<b>Estimated Auction Price</b>	24,178.00		
<b>Projected (Loss)</b>	(4,204.10)		

GM Authorized Signature

\*This is a "work in progress" until signed by a GM Authorized Representative

**ERC REPURCHASE WORKSHEET**

**File Number**  
SRI-77361823

**Customer Name**

**Worksheet filed out by:**  
JODI MASTERS

**Old Vehicle VIN:**  
1GNEB16S26118756

**New Vehicle VIN:**  
1GNEB16B436188612

**Date:**  
4/8/03

<b>Acct. 231237 Vehicle Costs</b>	<b>28,378.10</b>	<b>Purchase Price (New Unit)</b>	<b>28,378.10</b>
Adjustment to line 1	0.00	State Sales Tax	83.12
Conversion Cost	0.00	Luxury Tax	0.00
Tax	0.00	Reg./Lic./Title Fees (opt)	127.80
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	28,588.72
Cost to transfer Aftermarket Items	0.00	Trade In	28,578.10
Service Contracts/GMPP	0.00	Payoff	0.00
Attorney's Fees	0.00	Net Allowance	28,378.10
Transportation Fees	0.00	Cash on Delivery	0.00
<b>Total Replacement Price</b>	<b>28,378.10</b>	<b>Total Balance Due</b>	<b>280.62</b>
Tax	83.12	<b>Amount to Dealer for additional Fees</b>	<b>0.00</b>
Luxury Tax	0.00		
Reg./Lic./Title Fees (opt)	127.80		
Additional Aftermarket Items	0.00		
Usage/Depreciation	0.00		
Damage	0.00		
Upgrade	0.00		
Downgrade (deducted)	0.00		
Reimbursement of Aftermarkets	0.00		
Other	0.00		
<b>Total Customer Cost</b>	<b>220.62</b>		
<b>Trade Repurchase Amount</b>	<b>28,378.10</b>		
<b>Total Payoff Amount</b>	<b>0.00</b>		
<b>PAYOFF GOOD THRU (mm/dd/yy)</b>			
<b>Dealer Due to GM</b>	<b>NA</b>		
<b>GM Due to Dealer</b>	<b>28,378.10</b>		
<b>Estimated Auction Price</b>	<b>24,175.00</b>		
<b>Projected (Loss)</b>	<b>(4,204.10)</b>		

*P. D. [Signature]* 4-8-03  
 GM Authorized Signature Date

"This is a "work in process" until signed by a GM Authorized Representative"

**TRADE REPURCHASE WORKSHEET**

**File Number**  
SR1-77351823

**Customer Name**  
[REDACTED]

**Worksheet filled out by:**  
**JODI MASTERS**

**Old Vehicle VIN:**  
1GNE8168X26118756

**New Vehicle VIN:**  
1GNE8168436108612

**Date:**  
4/7/03

Acct. 231/237 Vehicle Costs	28,378.10	Purchase Price (New Unit)	28,378.10
Adjustment to line 1	0.00	State Sales Tax	93.12
Conversion Cost	0.00	Luxury Tax	0.00
Tax	0.00	Reg./Lic./Title Fees (opt)	127.80
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	28,999.72
Cost to transfer Aftermarket Items	0.00	Trade In	28,378.10
Service Contracts/GMPP	0.00	Payoff	21,848.88
Attorney's Fees	0.00	Net Allowance	6,530.24
Transportation Fees	0.00	Cash on Delivery	0.00
<b>Total Replacement Price</b>	<b>28,378.10</b>	<b>Total Balance Due</b>	<b>21,089.48</b>
Tax	93.12	Amount to Dealer for additional Fees	0.00
Luxury Tax	0.00		
Reg./Lic./Title Fees (opt)	127.80		
Additional Aftermarket Items	0.00		
Usage/Depreciation	0.00		
Damage	0.00		
Upgrade	0.00		
Downgrade (deducted)	0.00		
Reimbursement of Aftermarket	0.00		
Other	0.00		
<b>Total Customer Cost</b>	<b>220.82</b>		
Trade Repurchase Amount	28,378.10		
<b>Total Payoff Amount</b>	<b>21,848.88</b>		
<b>PAYOFF GOOD THROUGH/DATE</b>	<b>04/27/03</b>		
Dealer Due to GM	NA		
GM Due to Dealer	6,530.24		
Estimated Auction Price	24,175.00		
Projected (Loss)	(4,204.10)		
		<i>P.D. Wilson</i> 4-7-03	
		GM Authorized Signature	Date
		**This is a "work in process" until signed by a GM Authorized Representative**	

APR-28-03 10:01 AM BARBERA CHEVROLET

8042692138

P.02

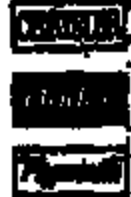


**Barbera Chevrolet-Oldsmobile-Chrysler**

P.O. Box 880  
Natchitoches, LA 70090  
(804) 988-7221



"Where Country Kindness is Our Way of Life"



PURCHASER'S NAME

APR 14 2003  
37845935

PURCHASER'S ADDRESS

8-13-50 367-6678

CITY, STATE & ZIP

Natchitoches LA

VEHICLE BEING PURCHASED	CASH DELIVERED PRICE OF VEHICLE
MAKE: <input type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> TRUCK <input type="checkbox"/> SUV MODEL: <input type="checkbox"/> CAB <input type="checkbox"/> TRUCK <input type="checkbox"/> SUV YEAR: 2003 MAKE: Chevrolet MODEL: Trailblazer COLOR: Lt. Pewter VIN: 1GNES1682261197516 LICENSE: NLS TITLE: NLS	3125
ADDITIONAL EQUIPMENT (Options)	0
CONTINGENTIAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY This information you see on the window form for this vehicle is part of the contract. Information on this window form overrides any contrary notices in the contract of sale. TRADE-IN DESCRIPTION AND ALLOWANCE 2003 Chevrolet Trailblazer VIN: 1GNES1682261197516 YEAR: 2003	Cash Price of Vehicle & Optional Equipment: 3125 Less Trade-In: -2834.10 TOTAL PAYABLE AMOUNT: 0 Sales Tax: 0 License, License Transfer, Title, Registration Fee: 127.50 Documentary Fee: 0 NET PAY-OFF ON TRADE-IN: 0 TOTAL: 127.50 Deposit or Credit Balance: 0 UNPAID CASH BALANCE DUE ON DELIVERY: 0

Purchaser agrees that this Order and any attachments herein includes all the terms and conditions. That this Order creates and constitutes the entire agreement and all of its terms and conditions. This Order and any attachments herein constitute the complete and exclusive statement of the terms of this contract. Information on this window form overrides any contrary notices in the contract of sale. IF A DOCUMENTARY FEE OR PREPARATION CHARGE IS MADE, YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC SERVICE. WE DO NOT CHARGE CUSTOMER SERVICE WHICH ARE PAID FOR BY THE MANUFACTURER.

Accepted By: 4-14-03

2003 TRAILBLAZER EXT LT 2ND  
11U LT PWRTR METALLIC /L68  
95K MED PWRTR/DK PWRTR ACCENTS  
ORDER NO. FTWKC/TDC STOCK NO.  
VIN 1GNE1684 36188612

CHEVROLET MOTOR DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 1AD07663817  
\*\*\*\*\*13\*240278

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CR15806 TRAILBLAZER EXT LT 2ND	30870.00	27997.35	INVOICE 01/15/03
AJ7 DR/PASS PRT & SIDE AIRBAGS	350.00	301.00	SHIPPED 01/15/03
BG2 THIRD ROW FLOOR MAT	30.00	25.80	EXP I/T 01/28/03
BV2 SIDE RUNNINGBOARD STEPS	375.00	322.50	INT COM 01/28/03
PR9 FEDERAL/NY/VT EMISSIONS	N/C	N/C	PRC EFF 01/15/03
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	KRY6 8540E 8540E
LL6 VORTEC 4200 SFI T6	0.00	0.00	WFP-S QTR OPT-1
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	BANK: GMAC - 005
QTR P245/65R17 ALL-SEASON WOL CN-/ OFF ROAD TIRES (REPLACES STD/OPT PR3 TIRES)	140.00	120.40	CRG-TO 24-027
VK3 FRONT LICENSE PLATE MOUNT	N/C	N/C	SHIP WT: 4744
16J EXT LT PRF EQUIPMENT GROUP	N/C	N/C	HP: 32.1
			GVW: 6200
			GVWF: 3100
			GVWR: 3400
			GMS: 28404.10
			SUPPLR: 29549.26
			MRM: 32390.00
			HTR: 1/2
			MEMO 1563.25

*NEW*

TOTAL MODEL & OPTIONS	31755.00	28707.05	ACT 237	28379.10
DESTINATION CHARGE	625.00	625.00	E/B 261	952.95
LAM DEALER CONTRIBUTION		158.83	ADV 261	158.83
LAM GROUP CONTRIBUTION		158.83	EXP 65A	158.83

TOTAL	32390.00	29549.71	PAY 310	29849.71
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		28233.71		

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURNS TO  
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*  
 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

BARBERA CHEVROLET, INC.  
 REMIT TO GMAC NO. 005  
 VIN 1GNE168436188612  
 \$ 29549.71 INV 1AD07663817  
 DOE 01/28/03 DEALER 24-027



### electronic Preliminary Repurchase Authorization (ePRA)

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

- 1.Data (mm/dd/yyyy): 03/14/2003
- 2.Customer Name: [REDACTED]
- 3.Customer Address: [REDACTED]
- 4.Customer City, State, and Zip: Napoleon, La
- 5.Primary Customer Phone #: [REDACTED]
- 6.Additional Customer Phone #: [REDACTED]
- 7.Customer fax #: [REDACTED]
- 8. Cust Drivers License #: [REDACTED]
- 9. State tax % rate: 04%

*Call at 915-437-6421 fax to cell 915-446-9765*

*Masters 10:55 3-18-03*

#### Customer Vehicle Information

- 10.Year/Make/Model: 2002 Chevrolet Trailblazer
- 11.VIN (17 Digits): 1GNES18S228118758 12.Current Mileage: 12,089
- 13.Purchased: Click here for full-down

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

Dealership that will handle entire transaction:

- 14.Dealership Name: Barbara Chevrolet
- 15.Dealership Phone #: 888-388-7221
- 16.Dealership Contact Name and TITLE: Dealer Principal
- 17.Dealership Contact Phone # (if different than Dealership #): 888-388-7221
- 18.Dealership Contact Fax #: 888-388-7833
- 19.Dealership BAC: 114320 Region: South Central

*Zobby Truck*

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"/> | GMFP                      |                          |                             |

*Connor collateral hibernia bank # 38-437 84 5925 # 28-164-37 318*

- 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.GAC Case Number: 1-77301823
- 24.TAC Case Number: 651823

25.If no TAC number, Explain:

26.Reason for Repurchase (include specific mechanical failure): Requested Repair of Water Motor Issues

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 Retail, 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):

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (8 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1GNES18S438188612

33.New Vehicle Year/Make/Model: 2003 Chevrolet Trailblazer

34.Upgrade  Downgrade  Difference Amount (PURCHASED NEW ONLY: Old MSRP to New MSRP): \$55.00

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: \$3,054.00

*we've applied usage per 2nd step King 3/19/03*

*We've agreed fully 3/19/03*

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? Other (Explain Below)

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

Explain: Customer must contact the State to apply for tax reimbursement!

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

\*NO Rebates are to be applied to the replacement vehicle

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

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

40. General Comments/Special Instructions:

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 03/18/2003

42. Authorizer Name: Tina Marie Carter

43. GM Position: Area Service Manager

44. VoiceMail Node: 872841 Mailbox Number: 5172

45. Email Address: TinaMarie.Carter@gm.com

Save this document using the customers last name plus the last 8 of the VIN as the Filename.


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

Forward any supporting documentation to FAX- 800-837-1129

**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.**

*diff*  
*cost 900*  
*9.5%*  
*90.12*  
*Zimbabwe tax*  
*insurance tax*  
*Tina Marie*  
*1/17/03*

**INCENTIVE SHUT-OFF NOTICE**

**SPECIALIST NAME:** JODI MASTERS  
**DEPARTMENT:** Business Resource Center  
**CUSTOMER:**   
**FILE NUMBER:** SR1-77351823  
**OLD VEHICLE VIN:** 1GNES16SX26118756  
**REASON:** TRADE REPURCHASE

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

**DEALER CODE:** 24027  
**BRAND:** CHEVROLET (13)  
**NEW VEHICLE VIN:** 1GNES16S436188612  
**SPECIFY INCENTIVES TO BE SHUT-OFF:** ALL



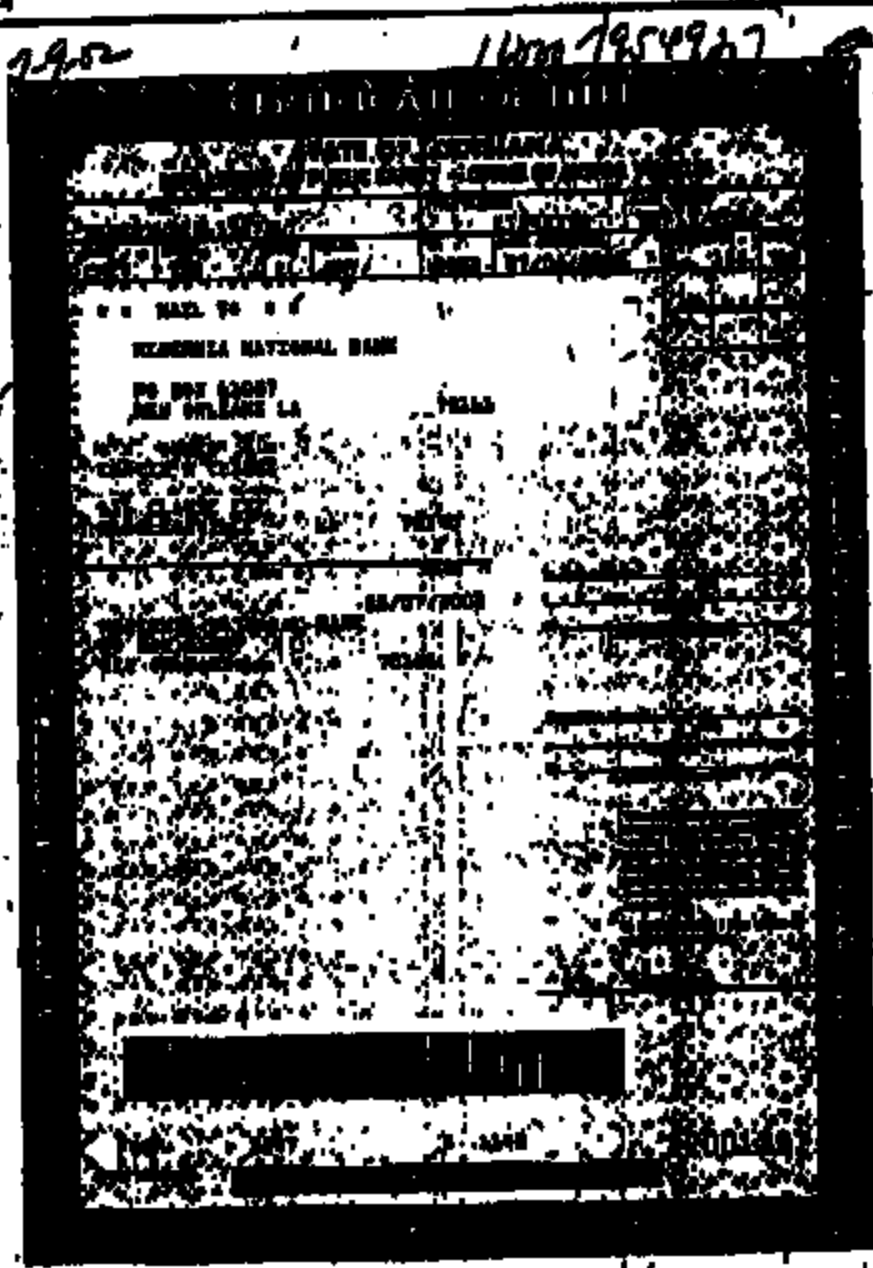
APR-09-2003 MED 09168 A51 HNE NAPOLEONVILLE

FAK NO. 9853897893

P. 01

Attn: Jodi Masters

Part of 2



2002 TRAILBLAZER EXT LT 2WD  
 110 LT PENTER METALLIC /L6G  
 95H MED PENTER/DK PENTER ACCENTS  
 ORDER NO. PFJTEG/TRE STOCK NO.  
 1GM ES16 SX 26118756

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD91629856  
 \*\*\*\*\*13\*243898

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CS15806 TRAILBLAZER EXT LT 2WD	31035.00	28086.68	INVOICE 05/13/02
FE9 FEDERAL/NY/MA/NE/VT EMISSIONS	N/C	N/C	SHIPPED 05/13/02
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	EKP I/T 05/28/02
LL4 VORTEC 4200 SFI I6	N/C	N/C	INT COM 05/28/02
M30 4 SPEED ELECTRONIC AUTOMATIC TRANSMISSION WITH OVERDRIVE	N/C	N/C	PRC RFF 05/13/02
QTR P245/65R17 ALL-SEASON WOL ON-/ OFF ROAD TIRES	140.00	120.40	KEYS 8936J 8936J
Q4B 6,200 LB GVW RATING	N/C	N/C	WFP-F QTR OPT-1
UFO AM/FM STEREO W/CASS & CD PLAYER	150.00	129.00	BANK: GMAC - 084
UQA BOSE PREMIUM SOUND SYSTEM	495.00	425.70	CRG-TO 24-389
187 EXT LT PREP EQUIPMENT GROUP	0.00	0.00	

SHIP WT: 4645  
 HP: 32.1  
 GVW: 6200  
 GVWF: 3100  
 GVWR: 3400  
 GMS: 28432.18  
 SUPPLR: 29569.47  
 NTR: 1/2  
 DAN: EXTTR  
 NEMO 1591.00

*OLD*

*985 369  
7260*

TOTAL MODEL & OPTIONS	31820.00	28761.78	ACT 237	28432.18
DESTINATION CHARGE	625.00	625.00	H/B 261	984.60
DEALER CO-OP ADVERTISING		318.20	ADV 261	318.20

TOTAL	32445.00	29704.98	PAY 310	29704.98
NEMO: TOTAL LEAS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		28284.85		

\*\*\*\*\*  
 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.

MISSION-BATOUT AUTOMOTIVE GROUP, INC.

remit to GMAC NO. 084  
 VIN 1GHEH16HX26118756  
 \$ 29704.98 INV 1AD91629856  
 DUE 05/28/02 DEALER 24-389

02/17/2003 11:05 973-658-5290  
1001 WILSON AVE LAFAYETTE LA 70503 382 7828

GM  
BARBERA CHEVROLET

PAGE 07/15



# Barbera Chevrolet-Oldsmobile-Chrysler

P.O. Box 280  
Napaecola, LA 70800  
(504) 388-7821



"Where Country Meets in Our Way of Life"

PURCHASER'S NAME

PURCHASER'S ADDRESS

BUYER'S NAME & BY

DATE

LR NO.

### VEHICLE BEING PURCHASED

NEW  USED  TRADE  
 NEW  USED  TRADE  
 VIN: 1G1ZC5E1652011875 (1975) 48 (48) 116 (116)  
 COLOR: Black  
 EXCHG: N/A

### CASH DELIVERED PRICE OF VEHICLE

ADDITIONAL EQUIPMENT (Optional)

Other equipment included in this vehicle are those offered by the manufacturer.

ALL IN THE VEHICLE IS SOLD "AS IS" BY US. THIS SELLER MAKES NO WARRANTY AS TO THE CONDITION OR MERCHANTABILITY OF ANY ITEMS THAT MAY BE INCLUDED IN THE SALE OF THE VEHICLE.

OR

We only dealer license on this vehicle is the lowest warranty which is listed with out any other warranty.

CONTRACTUAL WARRANTIES STATEMENT FOR USED VEHICLES ONLY

This information you see on this window label for this vehicle is part of this contract. Information on the window label overrides any contrary information in the contract of sale.

### TRADE-IN ALLOWANCE AND ALLOWANCE

Year: 1975 Make: Oldsmobile  
 Model: Delta  
 License Plate Number: AK53647  
 Title: UDF  
 Mileage: 5542  
 Condition: Good  
 Accepted For: Trade-In  
 Date: 4/28/03  
 By: [Signature]

Cash Price of Vehicle & Original Equipment	25076.00
Less Trade-In	
<b>TOTAL TAXABLE AMOUNT</b>	<b>25076.00</b>
Sales Tax	2507.60
Licenses, License Transfer, Title, Registration Fee	112.50
Documentary Fee	85.00
<b>NET PAY-OFF ON TRADE-IN</b>	
<b>TOTAL</b>	<b>28781.10</b>
Deposit or Cash Balance <u>2000.00</u>	<u>2000.00</u>
<b>DEFERRED CASH BALANCE DUE ON DELIVERY</b>	<b>26781.10</b>

**(NO TRADE)**

Purchaser agrees that this Order and any documents herein include all the terms and conditions, that this Order is made and financing may differ accordingly and all of the data herein represents the complete and exclusive agreement of the terms of sale and DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by this agreement of this Order acknowledges that he has read and understands and has received a true copy of this Order. IN A DOCUMENTARY FEE FOR EACH DOCUMENTARY FEE CHARGE SET FORGE CONTRACTS FOR THE YEAR WHICH ARE SOLD BY THE MANUFACTURER.

Accepted By:

[Signature]

THANK YOU - WE APPRECIATE YOUR BUSINESS

Copyright © 2003 GM Corp. All rights reserved.

04/07/03 10:02 FAX 0064408768

THIS WORKSHEET

001



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

April 7, 2003

[REDACTED]  
[REDACTED], LA

SETTLEMENT OFFER

Subject: Repurchase of 1G00816630119756, SR1-7700000

We regret that you are dissatisfied with your 1G00816630119756, 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 1G00816630119756, 2002 Chevrolet Trailblazer. Your responsibilities may be, but not limited to, sales, state fees, dealership fees, usage, damage, upgrades, add-ons, and conversion. Your offer is calculated by using the following figures:

Payoff of original Vehicle good until 04/07/03	\$21,848.86
Fine Usage	\$ 00.00
Fine Taxes	\$ 98.12
Fine Registration, tag, title fees	\$ 127.50
Fine damage	\$ 00.00
Fine upgrades	\$ 00.00
Fine add-ons	\$ 00.00
Less downgrade	\$ 00.00
<b>TOTAL RESPONSIBILITY OF CUSTOMER</b>	<b>\$22,069.48</b>

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

General Motors will repurchase VIN 1G00816630119756, in exchange for the release of Liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number (866) 213-4648 by 04/09/03. The conditions of the trade-in 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 and 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/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



04/07/03 16:08 FAX 9584484708

THIS WORKSHEET

001



If this trade-in purchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your dealer's form. Upon receipt of your signed acceptance, a check will be prepared and forwarded to Barbara 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) 251-2341 5666 if you have any questions or concerns.

Sincerely,

Jodi L. Minton  
Business Resource Center

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

4/7/03  
 Date

04/07/03 16:00 FAX 984468705

THE WOMEN CENT

0093

**RELEASE AGREEMENT**

The undersigned, (name [REDACTED]) (Releaser(s)), and General Motors Corporation wish to resolve a dispute involving a 2003, Trailblazer, VIN 1GNEE18226118796, owned by the releaser(s). Therefore, in sole consideration of trade made by Barbara Chevrolet to releaser(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, divisions, 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, convictions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releaser 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.

Releaser(s) agree 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.

Releaser(s) agree 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.

Releaser(s) also agree 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 Releaser(s) other than those contained in this Release Agreement.

Releaser(s) has read all of this Release Agreement and he/she fully understands the terms and conditions and he/she has signed this Release Agreement voluntarily.

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

This Release Agreement is executed this 7 Day of April, 2003

Releaser

Releaser

04/08/03 TUE 09:30 FAX 994 888 7888

BARBARA CHEVROLET

0002

**Dealer Confirmation Letter- Collateral Exchange  
Chevrolet**

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

Collateral Exchange Agreement between Chevrolet and its dealer partner (Dealer's Name)

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

Thank you for sending Chevrolet in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of \$22,375.10 made payable to Barbara Chevrolet after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required by bank, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When using the online agreement for this exchange, please use the numbers below:

Replacement VIN:	1G002168438100513
New Vehicle Sales Price:	\$22,375.10
Used Vehicle Trade Value:	\$22,375.10
Trade Allowance:	\$00.00
Taxes:	\$03.12
Finance:	[Not Applicable]
Mississippi State Fee:	\$127.00
Document Fees:	[Not paid by other party]
Dealer Processing Fee:	\$250 applied as warranty credit via VIN-5-1

As always, the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle. With the completion of the VIN tracking in the financing contract changes because the car holder will have new title. The funds must be brought to the dealership signing at the time of the transaction. Using the figure above, the customer is required to bring:

Sales Tax =	\$03.12
Mississippi Fee =	\$127.00
Usage / Depreciation =	\$00.00
Upgrade =	\$00.00
<b>Total Customer Contribution =</b>	<b>\$130.12</b>

[Dealer's Name] 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 # (888) 213-6643.

\_\_\_\_\_  
[Dealer's Name] SALES MANAGER/SALES ASSISTANT/SALES REP/SALES

\_\_\_\_\_  
[Dealer's Name] SALES MANAGER/SALES ASSISTANT/SALES REP/SALES

\_\_\_\_\_  
Authorized General Motors SAU Representative Signature

\_\_\_\_\_  
Jodi L. Masters  
Authorized General Motors SAU Representative Printed Name

Again, thank you for sending Chevrolet in the collateral exchange transaction for our mutual customer!

GENERAL MOTORS CORPORATION  
DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Cranston, RI [REDACTED]  
HOME PHONE: [REDACTED]

CASE NUMBER: 1-77369407 VIN: 1GKDT138722456083  
MODEL YEAR: 2002  
DATE OPENED: 2003-03-03 SERIES: Envoy  
DATE CLOSED: 2003-03-04 MILEAGE: 13000.0000000  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: N/Yes DEALER NAME: Hurd Pontiac GMC Truck, Llc  
SRC PARENT: DEALER ADDRESS: 1669 Hartford Avenue, Johnston, RI, 02919-3202, USA

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

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

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

02054; ; 2003-03-03  
2003-03-03  
Service Request has been Closed Satisfied.; ; 2003-03-03  
2003-03-03  
Windsheld Wiper Motor; ; 2003-03-03  
2003-03-03  
SR in Status of Closed has been Re-Opened by DEATHERN; ; 2003-03-03  
2003-03-03  
Svc Mgr Bob Plasse; ; 2003-03-03  
2003-03-03  
Service Request Ownership has changed FROM: GRUBEC TO: DEATHERN; ; 2003-03-03  
2003-03-04  
Service Request has been Closed Satisfied.; ; 2003-03-04

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

DRIVER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:  
NUMBER OF PEOPLE:  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

COUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
MENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION  
DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Birmingham

MI

HOME PHONE:

CASE NUMBER: 1-77402649

VIN:

1GKET16S826131905

DATE OPENED: 2003-03-03

MODEL YEAR:

2002

DATE CLOSED: 2003-03-13

SERIES:

Envoy

SOURCE: Phone

MILEAGE:

11000.0000000

REC TYPE: N/AHO

DELIVERY DATE:

REC PARENT:

DEALER NAME: Art Moran Pontiac-GMC Truck, Inc.

DEALER ADDRESS: 29300 Telegraph Road, Southfield, MI, 48034-1398,

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

Inoperative

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

Cust seeks repurchase.; ; 2003-03-03  
2003-03-03Svc mgr contact.; ; 2003-03-03  
2003-03-03Svc mgr contact.; ; 2003-03-03  
2003-03-03Left message.; ; 2003-03-03  
2003-03-04Body Shop; ; 2003-03-04  
2003-03-04Called cust.; ; 2003-03-04  
2003-03-06Transfer; ; 2003-03-06  
2003-03-06Cust seeks resolution.; ; 2003-03-06  
2003-03-07Repairs complete?; ; 2003-03-07  
2003-03-07Called GMFP; ; 2003-03-07  
2003-03-07Called cust to update.; ; 2003-03-07  
2003-03-10

Repairs complete, cust picked up the veh.; ; 2003-03-10

2003-03-10

100 GMPP Major Guard; ; 2003-03-10  
03-03-10

Made offer.; ; 2003-03-10  
2003-03-10

Created: CAC\_RS0011. SR#1-77402649; ; 2003-03-10  
2003-03-10

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-03-10  
2003-03-10

5/100 GMPP Major Guard; ; 2003-03-11  
2003-03-11

Goodwill Status has been changed from: Pending SITEL to Pending GM1; ; 2003-03-11  
2003-03-11

Submitting a GMPP MG 5/100 for approval; ; 2003-03-12  
2003-03-12

Goodwill Status has been changed from: Pending GM1 to Approved; ; 2003-03-12  
2003-03-13

Service Request has been Closed Satisfied.; ; 2003-03-13  
2003-03-13

in Status of Closed has been Re-Opened by WILLISS; ; 2003-03-13  
03-03-13

completed gmpp major guard contract for 60 months/100,000 miles.; ; 2003-03-13  
2003-03-13

Service Request has been Closed Satisfied.; ; 2003-03-13

\*\*\*\*\*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:

IS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:



AGENT NAME:  
AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:



November 5, 2003

[REDACTED]  
Birmingham, MI [REDACTED]

Service Request: S1-77402649  
[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 1GKET16S826131905, 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,

Holden Humphreys  
Customer Relationship Manager  
RS0011-A/kmj

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

MAR 27 2003

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

Customer Name: [REDACTED]

Request Number: 8-7402049

Personal Use:  Commercial Use:

Reason for offering GMPP: Fuel system, valence, coolant, windshield wipers

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN: 1GKET165820131905

Year: 2002 In-Service Date: 7/12/02 Mileage: 11,000

Division Dealer Code Information: (Circle one below)

Pontiac - 2-89101 GMC Truck - 5-89704 Oldsmobile - 3-89801  
Buick - 4-89001 Chevrolet - 1-78011 Cadillac - 6-89000  
Medium Duty Truck - 9-81780

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): Holden Humphreys

Plan Selection: Major Guard 100 months / 100,000 miles

Team Manager/Supervisor: Melissa Armstrong Date: 3/19/03

# Contract Registration

GMFV  MFP  GM Cert  MFP Cert  MFP LTV

**VEHICLE IDENTIFICATION NUMBER (must be 17 characters)** 1GKET16S826131905 **PLAN PURCHASE DATE** 03/13/03  
**YEAR** 2002 **MAKE** GMC **MODEL** Envoy **CURRENT ODOMETER** 11000 **4 WHEEL DRIVE**

**FIRST NAME** [REDACTED] **FLEET**  **GM EMPLOYEE**   
**NAME OF BUSINESS OR INDUSTRY** [REDACTED]  
**MAILING ADDRESS (print inside opt. or circle if applicable)** [REDACTED] **CITY** Birmingham **STATE** MI **ZIP CODE** [REDACTED]

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent expenditures.  
**DEALER NAME** GMC Division **DEALER CODE** 561704 **PROMOTION CODE**  
**ADDRESS** P.O. Box 33172 **CITY** Detroit **STATE** MI **ZIP CODE** 48232-5172

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

LEASE	RENTAL	MAJOR GUARD <input checked="" type="checkbox"/>	VALUE GUARD	BASIC GUARD	SMART PROTECTION	SMART PROTECTION PLUS
-------	--------	---	-------------	-------------	------------------	-----------------------

### MECHANICAL TERM

<b>THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.</b> The term and mileage limit of any selected plan commences on the date of the manufacturer's warranty and ends on the date of the manufacturer's warranty end of term date. Certified plans have a \$0 deductible. All other plans have a \$0 deductible unless an optional deductible is selected.	<b>OFF-OF-WARRANTY</b> 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.
---	---

VEHICLE IN SERVICE DATE (to determine vehicle)	TERM-MO./MI.	OPTIONAL DEDUCTIBLE	PRICE
07/12/02	60/100,000	\$00	.00

MAINTENANCE TERM	SMART CARE TERM-MO./MI.	SMART CARE TERM-MO./MI.	PRICE
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 end of term date.	1		.00

OPTIONAL COVERAGE (Select all that apply)	PRICE
SOURCECHANGES & BUSINESS FLAMEER BLS EMERGENCY SNOWFLOW TIRE ROAD HAZARD	\$ .00

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

**CUSTOMER SIGNATURE** [Signature] **DATE** 3/13/03

GRAND TOTAL	\$ .00
TAX	\$ .
TOTAL	\$ .

Vehicle Identification Number  
 Customer  
 Dealer  
 GMAC  
 Plan Coverage and Price

Example Coverage Agreements are available online at www.gm.com/contracts/plan\_coverage\_agreements.htm  
 NOTE: IF YOU WANT RESUME YOUR AGREEMENT IN 90 DAYS, CALL 1-800-911-6288

If you are not a resident of Michigan, you may be required to pay a sales tax. ©2002 General Motors Corporation. All Rights Reserved. U.S.A. 102E 70445

ORIGINAL COPY

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



Reulap , AL



CASE NUMBER: 1-78337570 VIN: 1GNES168736153398  
MODEL YEAR: 2003  
DATE OPENED: 2003-03-05 SERIES: Trailblazer  
DATE CLOSED: 2003-03-10 MILEAGE: 5000.0000000  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: N/ANo DEALER NAME: Terry Bligh Automotive, Inc.  
SRC PARKET: DEALER ADDRESS: 1630 2ND Avenue East, Oneonta, AL, 35121,

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Broken

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

Wiper motor burned out/not relatd to 02045; ; 2003-03-05  
2003-03-05

call SVM Barry Bannister(lunch); svc adv supplied VIN and stated;; ; 2003-03-05  
2003-03-09

followup on repair/offer LOF or tire rotation; ; 2003-03-09  
2003-03-08

Left msg with daughter;; ; 2003-03-08  
2003-03-08

Cust called in (Mr. Dean Gilbert); ; 2003-03-08  
2003-03-08

Bus Case for offer of Maint Letter (tire rotation); extended offer, it was accepted; ; 2003-03-08  
2003-03-08

Created:CAC\_RS0022. SR#1-78337570; ; 2003-03-08  
2003-03-08

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-03-08  
2003-03-08

Chevrolet is issuing maint letter for free tire rotation; ; 2003-03-08  
2003-03-08

Submit for review and approval a maint letter for free tire rotation; ; 2003-03-10  
2003-03-10

Goodwill Status has been changed from: PreApprv - Other to Approved; ; 2003-03-10  
2003-03-10

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

\*\*\*\*\*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:

PRE 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  
SALES TAX:  
MILEAGE @ BUY-BACK: 0  
MSRP:  
DEPRECIATION:





November 5, 2003

[REDACTED]  
Remlap, AL [REDACTED]

Service Request: S1-78337570  
[REDACTED]

We are sorry you have experienced concerns with your 2003 Chevrolet TrailBlazer. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary tire rotation. 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,

Rebecca Fontaine  
Customer Relationship Manager

RS0022-A/sgj

---

**ATTENTION: DEALERSHIP SERVICE MANAGER**  
Complimentary tire rotation

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

GENERAL MOTORS CORPORATION  
DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:



Canal Winchester  
OH



HOME PHONE:

CASE NUMBER: 1-80117626

VIN: 1GKET169526130419

DATE OPENED: 2003-03-11

MODEL YEAR: 2002

DATE CLOSED: 2003-04-14

SERIES: Envoy  
MILEAGE: 13000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Haydcoy Pontiac-GMC Truck, Inc.

BRC PARENT:

DEALER ADDRESS: 101 Phillipi Road, Columbus, OH, 43228-1303,

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

Inoperative

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

Wiper Motor Failure; ; 2003-03-11  
2003-03-11

Service Request has been Closed Satisfied.; ; 2003-03-11  
2003-03-12

SR in Status of Closed has been Re-Opened by JAMES2; ; 2003-03-12  
2003-03-12

3/12/03 VME @ 1:26pm; ; 2003-03-12  
2003-03-20

1-80117626 svcmgr Robin; ; 2003-03-20  
2003-03-20

1-80117626 F/U; ; 2003-03-20  
2003-03-20

Service Request has been Closed Satisfied.; ; 2003-03-20  
2003-04-14

SR in Status of Closed has been Re-Opened by JAMES2; ; 2003-04-14  
2003-04-14

Complimentary; ; 2003-04-14  
2003-04-14

11/03 VME @ 8:58 am; ; 2003-04-14  
2003-04-14

Service Request has been Closed Satisfied.; ; 2003-04-14

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

LEASE @ BUY-BACK: 0  
ERP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:

DAMAGE:  
OTHER:  
BRANCH: NAME:  
ACCOUNT NUMBER: INTEREST PAID:  
INTEREST RATE: DEALER BUYOUT:  
ACCOUNT BALANCE:  
LEGAL: LEGAL TYPE:  
LEMON LAW:  
DEALER ADMINISTRATION: VEHICLE DESTINATION:  
RELEASE: LIEN PAYOFF:  
TITLE BRAND:  
REPLACEMENT VIN:  
\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



Freehold , NJ



CASE NUMBER: 1-80862342 VIN: 1GNDT138122467857  
MODEL YEAR: 2002  
DATE OPENED: 2003-03-13 SERIES: TrailBlazer  
DATE CLOSED: 2003-05-30 MILEAGE: 20000.0000000  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: N/ANo DEALER NAME: Difeo Buick Pontiac GMC Partnership  
SRC PARENT: DEALER ADDRESS: 905 Communipaw Avenue, Jersey City, NJ, 07304-1317,

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

M51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Cust seeks to have windshield wiper replaced.; ; 2003-04-04  
2003-03-13

Cust seeking repairs on veh.; ; 2003-03-13  
2003-03-22

Cust seeking repairs on veh.; ; 2003-04-02  
2003-03-22

Cust seeking repairs on veh.; ; 2003-03-22  
2003-04-01

cust called; ; 2003-04-01  
2003-04-01

cust called see comments; ; 2003-04-02  
2003-04-02

Cust left CRM 2 voice mails regarding his veh.; ; 2003-04-02  
2003-04-02

Cust seeks an extended bumper to bumper warranty.; ; 2003-04-02  
2003-04-02

CRM seeking veh history.; ; 2003-04-04  
2003-04-04

1-80862342 see if veh has been fixed; ; 2003-05-14  
2003-04-04

CRM seeking cust veh has been repaired.; ; 2003-04-04  
2003-04-04

CRM checking on veh status.; ; 2003-04-04  
2003-04-05

CRM updating cust that still researching.; ; 2003-04-09  
2003-04-11

1-80862342 AVM response; ; 2003-05-30  
2003-04-10

AVM called 914055 8434; ; 2003-04-10  
2003-04-10

AVM called; ; 2003-04-10  
2003-04-22

AVM returned call on 4-11-03; ; 2003-04-22  
2003-05-06

1-80862342 no assistance; ; 2003-05-14  
2003-05-14

CRM seeking to update cust on AVM decision; ; 2003-05-14  
2003-05-14

AVM called 2 time 914055 8434; ; 2003-05-14  
2003-05-14

AVM called again; ; 2003-05-15  
2003-05-15

AVM called in; ; 2003-05-15  
2003-05-21

CRM seeking to get cust and AVM together on veh problem; ; 2003-05-21  
2003-05-30

AVM called in; ; 2003-05-30  
2003-05-30

CRM called cust; ; 2003-05-30  
2003-05-30

Created:CAC\_MN0001. SR#1-80862342; ; 2003-05-30  
2003-05-30

Letter submitted for approval; ; 2003-05-30  
2003-05-30

Letter Approved; ; 2003-05-30  
2003-05-30

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

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

INVESTIGATIVE SUMMARY:  
CAR STATUS:

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

COUNT NUMBER:  
INTEREST RATE:

INTEREST PAID:  
DEALER BUYOFF:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:

DEALER ADMINISTRATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AM:

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]  
Freehold, NJ [REDACTED]

Service Request: SI-80862342  
[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,

Dellanda Harrell  
Customer Relationship Manager

MN0001-A/rl

GENERAL MOTORS CORPORATION  
DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Canfield, OH [REDACTED]  
HOME PHONE: [REDACTED]

CASE NUMBER: 1-83849218 VIN: 1GKET16N736125630  
DATE OPENED: 2003-03-24 MODEL YEAR: 2003  
DATE CLOSED: 2003-03-24 SERIES: Envoy  
SOURCE: Phone MILEAGE: 7000.0000000  
SRC TYPE: N/ANo DELIVERY DATE:  
SRC PARENT: DEALER NAME: Central Pontiac, Buick, GMC, Inc.  
DEALER ADDRESS: 1555 1st Street S., Winter Haven, FL, 33880-4307.

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

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

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

DLR Service Complaint and compliment; ; 2003-03-24  
2003-03-24  
DLR Service Compliment; ; 2003-03-24  
2003-03-24  
Customer not happy w/ srv; ; 2003-03-24  
2003-03-24  
Service Request has been Closed Satisfied.; ; 2003-03-24  
2003-03-24  
Service Request has been Closed Satisfied.; ; 2003-03-24

\*\*\*\*\*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:

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: INSPECTOR'S NAME: INSPECTION DATE:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

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

PLACEMENT VIN:  
\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME: LOCATION:



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Mentor , OH [REDACTED]  
HOME PHONE: [REDACTED]

CASE NUMBER: 1-84366568 VIN: 1GNWT16S226128193  
MODEL YEAR: 2002  
DATE OPENED: 2003-03-25 SERIES: TrailBlazer  
DATE CLOSED: 2003-04-29 MILEAGE: 13800.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Jim Brown Chevrolet, Inc.  
BRC PARENT: DEALER ADDRESS: PO Box 300, Mentor, OH, 44061-0300, USA

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

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

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

02054 special Policy; ; 2003-03-25  
03-03-25  
cust dissat w/veh failure; ; 2003-03-25  
2003-03-27  
contact selling dlr re veh repair completion; ; 2003-03-27  
2003-03-28  
contact cust re dlr confirmation; ; 2003-03-28  
2003-03-25  
TM reassigning BR; ; 2003-03-25  
2003-03-25  
Service Request Ownership has changed FROM: TEMPARR TO: VINETTE; ; 2003-03-25  
2003-03-25  
Service Request Ownership has changed FROM: VINETTE TO: TUCKERD; ; 2003-03-25  
2003-03-27  
crm discussed cust call w/Team Mgr; ; 2003-03-27  
2003-04-04  
contact cust if avail; ; 2003-04-04  
2003-03-31  
cust returned crm call; ; 2003-03-31  
03-04-08  
contact cust if avail; ; 2003-04-08  
2003-04-17  
contact cust if avail; ; 2003-04-17  
2003-04-17

crm sending cust unable to contact ltr; ; 2003-04-17  
2003-04-17

Created:CAC\_RS0006. SR#1-84366568; ; 2003-04-17  
2003-04-17

crm submitting unable to contact ltr for review and approval; ; 2003-04-17  
2003-04-17

APPROVED; ; 2003-04-17  
2003-04-17

Service Request has been Closed Satisfied.; ; 2003-04-17  
2003-04-24

SR in Status of Closed has been Re-Opened by CABEZUDP; ; 2003-04-24  
2003-04-24

transferred; ; 2003-04-24  
2003-04-24

cust seeking request update; ; 2003-04-24  
2003-04-25

contact dlr svc director Dave Brittone re component ltr specifics; ; 2003-04-25  
2003-04-25

contact svc mgr if avail; ; 2003-04-25  
2003-04-25

asst svc mgr returned crm vme; ; 2003-04-25  
2003-04-25

offered cust 5/60 component ltr; ; 2003-04-25  
2003-04-25

crm creating 5/60 windshield wiper module component ltr; ; 2003-04-25  
2003-04-25

Created:CAC\_RS0025. SR#1-84366568; ; 2003-04-25  
2003-04-25

Goodwill Status has been changed from: Not Initiated to Pending BITEL; ; 2003-04-25  
2003-04-25

5/60 component ltr submitted for review and approval; ; 2003-04-28  
2003-04-25

For your info, cust asst providing goodwill; ; 2003-04-25  
2003-04-28

Component Letter for 60 months/60,000 miles on wiper module system components was final  
approve; ; 2003-04-29  
2003-04-28

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2003-04-28  
2003-04-29

Service Request has been Closed Satisfied.; ; 2003-04-29

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:  
LEASE @ 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\*\*\*\*\*

INTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DONS 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]  
Mentor, OH [REDACTED]

Service Request: S1-84366568  
[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,

Dwight Tucker  
Customer Relationship Manager

RS0006-T/sk

November 5, 2003

[REDACTED]  
Mentor, OH [REDACTED]

Service Request: S1-84366568  
[REDACTED]

Chevrolet is pleased to provide service coverage for the windshield wiper module on your 2002 Chevrolet TrailBlazer, Vehicle Identification Number 1GNET16S226128193. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until July 24, 2007, or 60,000 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 item is covered:

Windshield wiper module

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

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

Sincerely,

Dwight Tucker  
Customer Relationship Manager

RS0025-T/tlc

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**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:



Miami , FL



CASE NUMBER: 1-84698513 VIN: 1GNMS16S126113025  
MODEL YEAR: 2002  
DATE OPENED: 2003-03-26 SERIES: TrailBlazer  
DATE CLOSED: 2003-04-15 MILEAGE: 10500.0000000  
SOURCE: White Mail DELIVERY DATE:  
SRC TYPE: N/AYes DEALER NAME: Maroon Chevrolet, Llc  
SRC PARENT: DEALER ADDRESS: 8600 Pines Blvd, Pembroke Pines, FL, 33024-6534, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

called Maroon Pembroke Pines; ; 2003-03-26  
2003-03-26

INITIAL CONTACT ATTEMPT; ; 2003-03-26  
2003-03-26

called Maroon Pembroke Pines; ; 2003-03-26  
2003-03-27

contact dlr; ; 2003-03-27  
2003-03-26

LEGAL CORR FL INITIAL CONTACT LETTER; ; 2003-03-26  
2003-03-26

Created: LEGCOR\_IC0030. SR#1-84698513; ; 2003-03-26  
2003-03-26

LEGAL CORR FL INITIAL CONTACT LETTER-submitted; ; 2003-03-28  
2003-03-27

CONTACT AVM; ; 2003-03-27  
2003-03-26

Scanned: 2003-03-24-18.54.55.000000, MSKDocNum: 0308300721; ; 2003-03-27  
2003-03-27

vms received from svc mgr from Maroon Greenacres; ; 2003-03-27  
03-03-27

called cust; ; 2003-03-27  
2003-03-27

received call from cust; ; 2003-03-27  
2003-03-27

received call from AVM; ; 2003-03-27  
2003-03-27

FRA accepted 3/29/03; ; 2003-03-27  
2003-03-27

FYI to svc mgr Elvin Gomez; ; 2003-03-27  
2003-03-27

LEGAL CORR FL FRA ACCEPTED LETTER; ; 2003-03-27  
2003-03-27

LEGAL CORR FL FRA ACCEPTED LETTER-submitted; ; 2003-03-27  
2003-03-27

Created:LEGCOR\_LC0032. SR#1-84698513; ; 2003-03-27  
2003-03-31

call dlr for follow up; ; 2003-03-31  
2003-03-27

legal correspondence ltr final approved; ; 2003-03-27  
2003-03-28

received vms from cust; ; 2003-03-28  
2003-03-28

called cust; ; 2003-03-28  
2003-03-28

LETTER APPROVED; ; 2003-03-28  
2003-03-28

LETTER APPROVED; ; 2003-03-28  
2003-03-31

called Marcone of Pembroke Pines; ; 2003-03-31  
2003-04-01

contact dlr for follow up; ; 2003-04-01  
2003-04-01

received vms from svc mgr from Marcone; ; 2003-04-01  
2003-04-01

offered 5/60 component letter on wiper system; ; 2003-04-01  
2003-04-01

5/60 component letter on wiper system created for review and submission; ; 2003-04-01  
2003-04-01

5/60 component letter on wiper system to GL for review and approval; ; 2003-04-02  
2003-04-01

L2 on Jennifer Rassegui's team to offer component letter; ; 2003-04-01  
2003-04-01

Created:CAC\_RS0025. SR#1-84698513; ; 2003-04-01  
2003-04-01

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-04-01  
2003-04-02

final approved; ; 2003-04-02  
2003-04-02

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2003-04-02  
2003-04-02

Service Request has been Closed Satisfied.; ; 2003-04-02  
2003-04-14

SR in Status of Closed has been Re-Opened by JOHNSOR2; ; 2003-04-14  
2003-04-14

BRC LEGAL Scanned: 2003-04-08-18.51.24.000000, MSXDocNum: 0309800613; ; 2003-04-14  
2003-04-14

REQUEST FOR CORRECTED LETTER SENT TO MSX.; ; 2003-04-14  
2003-04-15

Service Request has been Closed Satisfied.; ; 2003-04-15

\*\*\*\*\*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:

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:  
ENGINE TYPE: TRIM:  
TRANSMISSION:  
VEHICLE DRIVABLE:  
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:

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

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

November 5, 2003

[REDACTED]  
Miami, FL [REDACTED]

Service request: S1-84698513  
[REDACTED]

Thank you for your recent correspondence dated March 24, 2003. We are sorry you are dissatisfied with your 2002 Chevrolet TrailBlazer. Our continued success depends upon the satisfaction our customers receive.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review your concerns we will be in contact with you to discuss this matter further.

Sincerely,

Rebecca Johnson  
Customer Relationship Manager

LC0030-T/mrb



November 5, 2003

[REDACTED]

Service request: S1-84698513  
VIN: 1GNES16S126113025

[REDACTED]

Thank you for your recent correspondence dated March 24, 2003 regarding your 2002 Chevrolet TrailBlazer. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your scheduled repair opportunity at Maroone Chevrolet, LLC located in Pembroke Pines, FL. As per our conversation on March 27, 2003 this repair opportunity will take place on March 29, 2003 in the morning.

If you have any further questions, please contact me at 1-800-231-1841 extension 57716 between 8:00 a.m. and 5:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Rebecca Johnson  
Customer Relationship Manager

LC0032-T/mrb

November 5, 2003

[REDACTED]  
Miami, FL [REDACTED]

Service Request: S1-84698513  
[REDACTED]

Chevrolet is pleased to provide service coverage for the windshield wiper system on your 2002 Chevrolet TrailBlazer, Vehicle Identification Number 1GNES16S126113025. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until August 27, 2007, or 60,000 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 item(s) are covered:

Windshield wiper system

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,

Rebecca Johnson  
Customer Relationship Manager

RS0025-T/td

---

**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.



**CHEVROLET**

Customer Assistance Center

Chevrolet Division  
General Motors Corporation  
P.O. Box 33170  
Detroit, MI 48233-6170



APR 03 2002

48233+2170 31





**CHEVROLET**

Customer Assistance Center

Chevrolet Division  
General Motors Corporation  
P.O. Box 99170  
Detroit, MI 48232-6170

March 31, 2003

**CUSTOMER DID NOT  
RECEIVE THIS FROM GMC**

[REDACTED]

Service request: 81-84698513  
VIN: 1GNES16S126113025

[REDACTED]

Thank you for your recent correspondence dated March 24, 2003 regarding your 2002 Chevrolet TrailBlazer. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your scheduled repair opportunity at Maroons Chevrolet, LLC located in Pembroke Pines, FL. As per our conversation on March 27, 2003 this repair opportunity will take place on March 29, 2003 in the morning.

If you have any further questions, please contact me at 1-800-231-1841 extension 57716 between 8:00 a.m. and 5:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Rebecca Johnson  
Customer Relationship Manager

LC0032-T/mrb

CRION  
180 NW 38 ST  
MIAMI, FL 33164

16

CERTIFIED MAIL



7002 2410 0000 8640 7003



MAR 24 2003

Chevrolet Motor Division  
Customer Assistance Center  
P.O. Box 83170  
Detroit, MI 48232-5170

48232+5170

### Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

**ORIGINAL**

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.  
 3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) windshield wipers either don't  
turn on, or will not turn off

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make Chevrolet Trailblazer Model \_\_\_\_\_ Year 2002

VIN 1GNE5L1405U12601130125 Date of Delivery 8/27/02

Name and City/State of selling dealer or leasing company (if applicable) Marlene Chevrolet  
Pembroke Pines, Florida

Name and City/State of authorized service agent(s) attempting previous repairs - same as above -

Consumer Name \_\_\_\_\_

Home phone \_\_\_\_\_

Address \_\_\_\_\_

Work phone \_\_\_\_\_

MIAMI, FL

Signature \_\_\_\_\_

Date Mailed 9/24/03

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink—Attorney General's copy, send by regular mail.

(1/00)

GENERAL MOTORS CORPORATION  
DIVISION  
GM RESTRICTED

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

CASE NUMBER: 1-85602516 VIN: 1GKES16SX36131649  
DATE OPENED: 2003-03-28 MODEL YEAR: 2003  
DATE CLOSED: 2003-03-28 SERIES: Envoy  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANO DEALER NAME: Hampton Automotive Inc.  
BRC PARENT: DEALER ADDRESS: 3700 Fernandina Rd, Columbia, SC, 29210-3849, USA

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

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

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

W Windshield Wipers; ; 2003-03-28  
03-03-28  
Service Request has been Closed Satisfied.; ; 2003-03-28

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

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

PROPERTY DAMAGE:  
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:  
MORE INFORMATION:







GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



Laurel , MD



CASE NUMBER: 1-85837092 VIN: 1GNF168436118590  
DATE OPENED: 2003-03-31 MODEL YEAR: 2003  
DATE CLOSED: 2003-04-30 SERIES: Trailblazer  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: N/A No DEALER NAME: Bill Ayares Chevrolet, Inc.  
SRC PARENT: DEALER ADDRESS: 501-505 Washington Blvd, Laurel, MD, 20707-4697, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

RFI Special Policy; ; 2003-03-31  
2003-03-31

Service Request has been Closed Satisfied.; ; 2003-03-31  
2003-04-17

SR in Status of Closed has been Re-Opened by REYNOLST; ; 2003-04-17  
2003-04-17

csi survey attached; ; 2003-04-30  
2003-04-17

SURVEYS SAFETY CSI SURVEY 4-17-03 Scanned: 2003-04-15-18.28.48.000000, MEXDocNum: VIN; ;  
2003-04-30  
2003-04-29

Ops Review; ; 2003-04-30  
2003-04-29

Service Request Ownership has changed FROM: TEMPHART TO: REYNOLST; ; 2003-04-29  
2003-04-30

csi survey; ; 2003-04-30  
2003-04-30

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

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

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:

FINANCE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

LEASE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



# Purchase and Delivery Satisfaction Survey

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

Laurel MD

Home telephone: (000) 000-0000

Change to ( )

Please provide us with your preferred email address:

Dear Marion Lay:

Thank you for choosing Chevrolet! We greatly appreciate your business. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's facilities and personnel. Your timely response is very important to us and will be used to direct the continued efforts of Chevrolet and F&E Chevrolet OF LAUREL to exceed meeting the highest expectations of our customers.

Thank you for buying a Chevrolet.

Sincerely,

Charles F. Uggiano  
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 2003 Trailblazer, and return the questionnaire.

### About Your Chevrolet Dealership's Facilities

Thinking about your dealership, how satisfied were you with ...

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
- The convenience of the dealership's showroom hours? .....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- The cleanliness and attractiveness of the facilities? .....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- The variety of vehicles and options available for your inspection? .....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### About Your Sales Consultant

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
2. How satisfied are you that you were treated in a professional and courteous manner? .....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3. How satisfied were you with the Sales Consultant's ...						
- Willingness to take the time necessary to thoroughly understand your vehicle needs? .....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
- Knowledge of Chevrolet vehicles? .....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
- Knowledge of other vehicles in the market? .....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
- Assistance in selecting an appropriate vehicle? .....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
4. Were you offered a demonstration ride/drive in the model of your choice? .....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>			Does Not Apply/Not Required
5. When you picked up your 2003 Trailblazer, were you greeted with friendliness and enthusiasm? .....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>			
6. At the time of delivery, were you offered ...						
- An orientation tour of the dealership, including the Service Department? .....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>			
- An orientation drive to become familiar with your new vehicle before taking it home? .....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>			

1004T100436110000 14021 30030210

11006100131 00000110000

012

001 100040



**About Your Sales Consultant - Continued**

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you with the explanation of ...						
- Your vehicle's features and operation? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The warranty, owner's manual, and maintenance schedule ...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Chevrolet's Roadside Assistance? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. At the time of delivery, how satisfied were you with ...						
- The appearance of your new Chevrolet? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
- The operation of your new Chevrolet? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Since taking delivery of your new vehicle, has your Sales Consultant or another dealership representative contacted you to thank you for your purchase and resolve any concerns?	Yes	No	Don't Know/Not Sure			
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
10. Overall, how satisfied were you with the assistance you received from your Sales Consultant? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**About the Financial Process**

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
11. How satisfied were you that ...						
- The vehicle price and/or payments were discussed in a thorough and straightforward manner? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- You were given a thorough explanation of the financing options available? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. How satisfied were you with the review and explanation of all the paperwork? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Overall, how satisfied were you with how the financial process was handled by your dealership? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Summing Up Your Experience**

14. Based on your overall purchase/lease and delivery experience, how satisfied are you with Fox Chevrolet of Laurel? .....	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15. Based on your overall purchase/lease and delivery experience, would you recommend this dealership? .....	Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16. Based on your experience to date, how satisfied are you with your 2003 TrailBlazer? .....	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17. Do you have any comments/recommendations about your Dealership? .....						

*The only comment I have is that so far I love the truck. A check in the windshield wiper motor - and that it would have to be replaced. When turning on day my blower stopped working. Not good. I would have had an incident!*

18. Are you ...  Male  Female

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

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

Please return this questionnaire in the self-addressed, postage-paid envelope to:  
**CHEVROLET MOTOR DIVISION, P.O. BOX 10084, TOLEDO, OH 43086-0084**

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: 1-800-225-1080

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



Selma , AL



CASE NUMBER: 1-88283766 VIN: 1GNES168026114294  
MODEL YEAR: 2002  
DATE OPENED: 2003-04-08 SERIES: TrailBlazer  
DATE CLOSED: 2003-05-15 MILEAGE: 13000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/Yes DEALER NAME: Larry Puckett Chevrolet, Inc.  
BRC PARENT: DEALER ADDRESS: 2101 Cobbs Ford Rd, Prattville, AL, 36066-7701, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

RPI Special Policy #02054; ; 2003-04-08  
03-04-08

Service Request Ownership has changed FROM: TEMPEMBER TO: MANLEYA; ; 2003-04-08  
2003-04-08

special policy 02054; ; 2003-04-08  
2003-04-08

call dlr for more info regarding wiper repairs; ; 2003-04-08  
2003-04-09

1-88283766 follow up w/cust regarding repeat wiper repairs; ; 2003-04-14  
2003-04-10

update; ; 2003-04-10  
2003-04-10

cust seeks status of request; ; 2003-04-14  
2003-04-14

crm called dlr for info on repairs.; ; 2003-04-14  
2003-04-14

1-88283766v crm called cust to follow up on repairs; ; 2003-04-14  
2003-04-16

1-88283766 call cust to follow up about repairs made to wiper motor; ; 2003-04-16  
03-04-16

called cust to follow up about repairs made to wipers; ; 2003-05-02  
2003-04-21

Created: CAC\_RS0006. NR#1-88283766; ; 2003-04-21  
2003-04-21

Letter submitted for approval; ; 2003-04-27  
2003-04-21

Created: CAC\_RS0006. SR#1-88283766; ; 2003-04-21  
2003-04-27

Please review feedback for adjustments. 4/27/03; ; 2003-05-02  
2003-05-02

crm quiroz assumed the file-action plan; ; 2003-05-02  
2003-05-06

Service Request Ownership has changed FROM: MANLEYA TO: QUIROZS; ; 2003-05-06  
2003-05-13

first attempt to contact cust; ; 2003-05-13  
2003-05-14

offer one time LOF; ; 2003-05-14  
2003-05-14

fyl only; ; 2003-05-14  
2003-05-14

LOF; ; 2003-05-14  
2003-05-14

Created: CAC\_RS0022. SR#1-88283766; ; 2003-05-14  
2003-05-14

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-05-14  
2003-05-14

submitting LOF for approval; ; 2003-05-15  
2003-05-15

Service Request has been Closed Satisfied.; ; 2003-05-15

\*\*\*\*\*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  
MSRP:

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

NAME:

ACCOUNT NUMBER:  
INTEREST RATE:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

November 5, 2003

[REDACTED]  
Selma, AL [REDACTED]

Service Request: S1-88283766  
[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,

Stephanie Quiroz  
Customer Relationship Manager

RS0022-A/dkw

---

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Bogalusa, LA

CASE NUMBER: 1-88413235      VIN: 1GNES16S836116165  
 MODEL YEAR: 2003  
 DATE OPENED: 2003-04-08      SERIES: TrailBlazer  
 DATE CLOSED: 2003-04-22      MILEAGE: 8000.0000000  
 SOURCE: Phone      DELIVERY DATE:  
 SRC TYPE: N/AYes      DEALER NAME: Mack Grubbs Motors, Inc.  
 SRC PARENT:      DEALER ADDRESS: 14512 Highway 21 South, Bogalusa, LA, 70427-8030,

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

NS1 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)      Inoperative

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

wiper module; ; 2003-04-08  
 2003-04-08

busy signal at dlrship; ; 2003-04-08  
 2003-04-08

1-88413235; ; 2003-04-08  
 2003-04-08

Srv mgr Mr Anderson; ; 2003-04-08  
 2003-04-11

1-88413235; ; 2003-04-11  
 2003-04-10

wipers; ; 2003-04-10  
 2003-04-10

motor on order; ; 2003-04-10  
 2003-04-14

cell phone; ; 2003-04-14  
 2003-04-14

1-88413235; ; 2003-04-14  
 2003-04-14

no answer on cell phone; ; 2003-04-14  
 2003-04-14

privacy manager; ; 2003-04-14  
 2003-04-15

1-88413235; ; 2003-04-15  
 2003-04-15

Privacy-mgr; ; 2003-04-15  
2003-04-16

1-88413235; ; 2003-04-16  
2003-04-16

Ms. Marian Brown; ; 2003-04-16  
2003-04-16

cust not answering cell phone; ; 2003-04-16  
2003-04-18

Larry Brown 1-88413235-e-mail byross@bellsouth.net; ; 2003-04-18  
2003-04-18

v/w; ; 2003-04-18  
2003-04-21

privacy mgr; ; 2003-04-21  
2003-04-21

Created:CAC\_RS0006. SR#1-88413235; ; 2003-04-21  
2003-04-21

Unable to Contact letter; ; 2003-04-22  
2003-04-22

Letter Approved; ; 2003-04-22  
2003-04-22

Service Request has been Closed Satisfied.; ; 2003-04-22

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:  
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

November 5, 2003

[REDACTED]  
Bogalusa, LA [REDACTED]

Service Request: S1-88413235

[REDACTED]  
We would like to discuss your request for assistance regarding your 2003 Chevrolet TrailBlazer, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Shelly LaRocca  
Customer Relationship Manager

RS0006-A/zil



GENERAL MOTORS CORPORATION  
OLDSMOBILE DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:



Toms River

NJ [Redacted]

HOME PHONE:



CASE NUMBER:	1-89414858	VIN:	1GNDT139K22129036
DATE OPENED:	2003-04-11	MODEL YEAR:	2002
DATE CLOSED:	2003-05-24	SERIES:	Bravada
SOURCE:	Phone	MILEAGE:	4000.0000000
BRC TYPE:	N/AYes	DELIVERY DATE:	
BRC PARENT:		DEALER NAME:	Pine Belt Automotive, Inc
		DEALER ADDRESS:	71 Route 37 East, Toms River, NJ, 08753-6673,

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

WS1 Power Windshield Wiper - Motor / Blades / Arms  
0 REPAIR ATTEMPT(S) Inoperative

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

Windshield Wipers; ; 2003-04-11  
2003-04-11

windshield wipers; ; 2003-04-11  
2003-04-15

windshield wipers; ; 2003-05-24  
2003-04-15

1-89414858; ; 2003-05-24  
2003-04-17

Service Request Ownership has changed FROM: TEMPDAM TO: YSLAY; ; 2003-04-17  
2003-04-17

mirrors; ; 2003-05-24  
2003-04-17

windshield & mirror; ; 2003-05-24  
2003-04-17

1-89414858; ; 2003-05-24  
2003-05-07

Service Request Ownership has changed FROM: YSLAY TO: KIRCHELD; ; 2003-05-07  
2003-05-24

; 2003-05-24  
2003-05-24

Service Request has been Closed Satisfied.; ; 2003-05-24

\*\*\*\*\*PBR 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:  
REFURCHASE REASON:

DEALER BAC: FAX NUMBER:  
DEALER NAME: BODY TYPE:  
DEALER ADDRESS: , , TRIM:  
CONTACT: , TRANSMISSION:  
PHONE NUMBER: VEHICLE DRIVEABLE:  
PRODUCT CODE: BRC WARRANTY DATE:  
NADA: 0

ENGINE TYPE: SALES TAX:  
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 :  
SEATING POSITION :  
TYPE OF INJURY :  
TREATED :

LOCATION :

RESTRAINT :

IF SO, WHERE :

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

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

DATE :  
BUSINESS : 0  
DATE OF ACCIDENT :

DATE OF PURCHASE/LEASE :  
PURCHASE/LEASE AS :

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

NAME :  
COMPANY :  
ADDRESS :

CONTACT NUMBER : 1  
CONTACT TYPE :  
CONTACT PHONE :

GENERAL MOTORS CORPORATION  
DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



Miami, FL



CASE NUMBER: 1-91744430 VIN: 1GKEB16S326131426  
MODEL YEAR: 2002  
DATE OPENED: 2003-04-21 SERIES: Envoy  
DATE CLOSED: 2003-05-05 MILEAGE: 15000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/Yes DEALER NAME: Hallett Pontiac-GMC Truck, Inc.  
BRC PART#: DEALER ADDRESS: 13401 S. Dixie Highway, Miami, FL, 33156-6512,

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

W51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) No Symptom Indicated

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

MVDM Received; ; 2003-04-22  
2003-04-21

Creating FL Intitial Contact Letter; ; 2003-04-21  
2003-04-21

Created;LEGCOR\_LC0030. SR#1-91744430; ; 2003-04-21  
2003-04-21

FL Initial Contact Letter Submitted for Approval; ; 2003-04-23  
2003-04-21

AVM Call; ; 2003-04-21  
2003-04-22

Outbound Call Customer - (786) 229-8902; ; 2003-04-22  
2003-04-22

Outbound Call Customer - (305) 386-4570; ; 2003-04-22  
2003-04-22

Contacted Receptionist; ; 2003-04-22  
2003-04-22

Cust Called Back; ; 2003-04-22  
2003-04-22

Contacted Receptionist, Lisa; ; 2003-04-22  
2003-04-23

Cust called back in; ; 2003-04-23  
2003-04-23

Contacted Evc Mgr, Pete Rodriguez @ Hallett Pontiac-GMC in Miami, FL.; ; 2003-04-23  
2003-04-23

Outbound Call Customer - (786) 229-8902; ; 2003-04-24  
2003-04-23

Contacted Svc Writer, Tony Alonso @ Hallett Pontiac-GMC in Miami, FL.; ; 2003-04-23  
2003-04-23

Outbound Call Customer - (786) 229-8902; ; 2003-04-24  
2003-04-23

legal correspondence ltr final approved; ; 2003-04-23  
2003-04-25

Outbound Call Customer - (786) 229-8902; ; 2003-04-25  
2003-04-28

Contacted Svc Writer, Tony Alonso @ Hallett Pontiac-GMC in Miami, FL.; ; 2003-04-28  
2003-04-28

SR 1-91744430 Call Cust; ; 2003-04-28  
2003-04-28

Outbound Call Customer - (786) 229-8902; ; 2003-04-28  
2003-04-30

SR 1-91744430; ; 2003-04-30  
2003-04-30

Outbound Call Customer - (786) 229-8902; ; 2003-04-30  
2003-04-30

Creating Unable to Contact Letter; ; 2003-04-30  
2003-04-30

Created: CAC\_RS0006. SR#1-91744430; ; 2003-04-30  
2003-04-30

Cust. Unavail., Call CAC Letter Submitted for Approval; ; 2003-05-02  
2003-05-02

letter approved; ; 2003-05-02  
2003-05-05

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

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
PURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BEC 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 BUYOFF:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

LOCATION:

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

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

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

November 5, 2003

[REDACTED]  
Miami, FL [REDACTED]

Service Request: S1-91744430

[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 us review your request in a timely manner, please contact me at 1-800-231-1841 extension 57035 Monday through Friday between 9:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you.

Sincerely,

Adam Jones  
Customer Relationship Manager

RS0006-T/tic



November 5, 2003

[REDACTED]  
Miami, FL [REDACTED]

Service request: S1-91744430

[REDACTED]  
Thank you for your recent correspondence dated April 17, 2003. We are sorry you are dissatisfied with your 2002 GMC Envoy. Our continued success depends upon the satisfaction our customers receive.

We are concerned when we learn that a GMC owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review your concerns we will be in contact with you to discuss this matter further.

Sincerely,

Adam Jones  
Customer Relationship Manager

LC0030-T/t

OVERSEAS MAIL SERVICE  
MIAMI, FL 33178



VIOLETA BLANDON  
13458 S.W. 62 STREET Q-103  
MIAMI, FL. 33183

Pontiac GMC Customer Assistance Center  
P.O. Box 35172  
Detroit, Michigan 48232-5172  
Attn: Lemon Law Enclosed.  
APR 17 2003

# Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

**ORIGINAL**

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) Keeps going in for windshield wipers  
not functioning, and power locks not functioning, also the curbside  
mirrors are not functioning, the check engine light turns on and

(NOTE: this is not a complete description; the manufacturer should describe all appropriate information.)

Vehicle Make GMC Model ENVOY Year 2002  
VIN 1GK1E1B161B130161131141216 Date of Delivery 07-27-02

Name and City/State of selling dealer or leasing company (if applicable) \_\_\_\_\_  
Hallet Pontiac Gmc Inc. 13401 So. Dixie Hwy. Miami, Fl. 33156

Name and City/State of authorized service agent(s) attempting previous repairs \_\_\_\_\_  
same as above only it has been repaired at the dealer where

**I PURCHASED THE VEHICLE.**

Consumer \_\_\_\_\_ Home phone \_\_\_\_\_  
Address \_\_\_\_\_ Work phone \_\_\_\_\_  
Miami, Fl. \_\_\_\_\_ Signature \_\_\_\_\_  
Date Mailed 03-31-03

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records. (108)  
Pink—Attorney General's copy, send by regular mail.

STATE OF FLORIDA  
**DIVISION OF MOTOR VEHICLES**  
 DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES  
 902 KIRKMAN BLVD. - TALLAHASSEE, FL 32309-0002  
 Application for Temporary License Plate

TEMPORARY LICENSE PLATE NUMBER 1209 313 T2593

THIS IS TO CERTIFY THAT

[REDACTED] MIAMI FL [REDACTED]

STREET AND NUMBER POST OFFICE CITY STATE ZIP

HAS MADE APPLICATION FOR AND BEEN ISSUED A TEMPORARY LICENSE PLATE ON  
07/27/02 NOT VALID 08/26/02

AFTER  
 MONTH DAY YEAR MONTH DAY YEAR

FOR THE FOLLOWING DESCRIBED MOTOR VEHICLE: 1GKBS16S326131426

GMC 4DR SPTUTY

NAME OF VEHICLE TYPE COLOR IDENTIFICATION NUMBER  
HACLET PONTIAC-GMC INC. [REDACTED] [REDACTED] 0VF-000933

NAME OF ISSUING AGENCY/DEALER DEALER LICENSE  
 BY 13401 SOUTH DIXIE HIGHWAY  
MIAMI FL 33156

ADDRESS OF ISSUING AGENCY / DEALER

**TAX COLLECTOR USE ONLY**

- MARK BOX, IF THIS TEMPORARY LICENSE PLATE WILL BE USED SOLELY FOR DEMONSTRATION PURPOSES
- MARK BOX, IF THIS TEMPORARY LICENSE PLATE WILL BE USED SOLELY FOR THE DELAY IN THE MANUFACTURE OF A PERSONALIZED LICENSE PLATE
- MARK BOX, IF THIS TEMPORARY LICENSE PLATE WILL BE USED FOR OTHER PURPOSES, PLEASE EXPLAIN \_\_\_\_\_

SIGNATURE OF APPLICANT [Signature]

**INSTRUCTIONS**

This form must be carried by APPLICANT and shall be in his or her possession at all times while vehicle is being operated with the temporary license plate. This temporary permit is issued to applicant to operate with temporary license plate until expiration.

TEMPORARY LICENSE PLATE MUST BE DESTROYED:

1. Upon receipt of regular license plate.
2. At the expiration.

**PENALTY:** Any person unlawfully using any such temporary license plate or violating any rule or regulation issued by the Division of Motor Vehicles pursuant to this Act shall be guilty of a misdemeanor, and upon conviction shall be fined not more than One Hundred (\$100.00) Dollars or imprisoned for not more than thirty days, or both, at the discretion of the Court.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



Metairie, LA



CASE NUMBER: 1-92535967 VIN: 1GNES16SX26116067  
MODEL YEAR: 2002  
DATE OPENED: 2003-04-23 SERIES: TrailBlazer  
DATE CLOSED: 2003-05-05 MILEAGE: 8842.0000000  
SOURCE: Walk In DELIVERY DATE:  
BEC TYPE: N/AYes DEALER NAME: Sewell Cadillac-Chevrolet, Inc.  
BEC PARENT: DEALER ADDRESS: 701 Baronne Street, New Orleans, LA, 70113-1074.

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Inbound corr; ; 2003-05-02  
2003-04-23

Outbound call Sewell Chevrolet; ; 2003-04-23  
2003-04-23

Inbound call Svc mgr; ; 2003-04-24  
2003-04-24

call avm; ; 2003-04-24  
2003-04-24

Outbound call Avm David Lopez; ; 2003-04-24  
2003-04-29

Inbound Call Field Rep/Whlsl; ; 2003-04-29  
2003-04-29

AVM called in see notes; ; 2003-05-02  
2003-04-29

Avm Dave Lopez has contacted the cust -- exec to process 36/36 GMPP Smart Care for cust; ;  
2003-04-30  
2003-04-30

Inbound voice mail message; ; 2003-04-30  
2003-04-30

Received t/m Rich Griffin approval to process 36-36 smart care; ; 2003-04-30  
2003-04-30

Creating 36-36 smart care package and letter; ; 2003-05-02  
2003-04-30

Created: CAC\_RS0013. SR#1-92535967; ; 2003-04-30

2003-04-30

Goodwill Status has been changed from: Not Initiated to Pending HITEL; ; 2003-04-30  
2003-04-30

GMPP SC 36-36 submitted for approval; ; 2003-05-03  
2003-05-03

GMPP Smart Care for the parameters of 36 months/36,000 miles was final approved.; ; 2003-05-05  
2003-05-03

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2003-05-03  
2003-05-05

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

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:

REQUEST TYPE:  
REPURCHASE REASON:

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

FAX NUMBER:  
BODY TYPE:  
TRIM:  
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:

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:  
SOLUTION SOUGHT:

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

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

NAME:  
COMPANY:

CONTACT NUMBER: 1  
CONTACT TYPE:

CONTACT PHONE:

ADDRESS:





November 5, 2003

[REDACTED]  
Metairie, LA [REDACTED]

Service Request: S1-92535967  
[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 1GNES16SX26116067, is for the following:

- 36 months or 36,000 miles, whichever occurs first, beginning on November 5, 2003, and 8,842 odometer miles
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Veronica Johnson  
Executive Office

RS0013-T/jja

GMPP REQUEST FOR PROCESSING

TPA

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

Please process the attached GMPP Contract Registration form:

Customer Information:

MAY 07 2003

Customer Name: [Redacted]

Request Number: 1492535067-TPA

Personal Use:  Commercial Use:

Reason for offering GMPP: Customer Satisfaction - Requested by AMM

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN: 1GNE3163X2616617

Year: 2002 In-Service Date: 6/17/02 Mileage: 8842

Division Dealer Code Information: (Circle one below)

Pontiac - 3-89181 GMC Truck - 3-81784 Oldsmobile - 3-88001  
Buick - 4-89001 Chevrolet - 1-70511 Cadillac - 5-88000  
Medium Duty Truck - 9-81786

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:

- 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: Jackie Johnson  
CFM (decision maker):

Plan Selection: GMPP SC 3e/3e/10

Team Manager/Supervisor: [Signature] Date: 4/30/03

1.91535967-TVA  
**Contract Registration**

GMPP  MPP GM Car MPP Det MPP LA

VEHICLE IDENTIFICATION NUMBER (print in 17 characters) **1GHE9169X2G1T6067** **PLM PURCHASE DATE** **04/30/03**  
 YEAR **2002** MAKE **Chrysler** MODEL **TrailBlazer** CURRENT ODOMETER **8942** 4 WHEEL DRIVE

FIRST NAME [REDACTED] LAST NAME [REDACTED] FLEET  GM EMPLOYEE   
 NAME OF BUSINESS OR MUNICIPALITY [REDACTED]  
 MAILING ADDRESS (print include apt. or suite #, if applicable) [REDACTED] CITY **Metairie** STATE **LA** ZIP CODE [REDACTED]

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent cancellations.  
 DEALER NAME **Chrysler Division** DEALER CODE **171011** PROMOTION CODE  
 ADDRESS **P.O. Box 33170** CITY **Detroit** STATE **MI** ZIP CODE **48232**

GMAC NAME **Chrysler Division**  
 ADDRESS **P.O. Box 33170** CITY **Detroit** STATE **MI** ZIP CODE **48232**

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

**MECHANICAL TERM**

THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.  
 IN-WARRANTY: The time and mileage limits of any selected plan commence 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.  
 OUT-OF-WARRANTY: The time and mileage of any plan selected will be subtracted 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.

VEHICLE IN SERVICE DATE (if already rented) **1 / 1** TERM-MILES **1** OPTIONAL DEDUCTIBLE \$100 \$200 PRICE **.00**

MAINTENANCE TERM: The time and mileage for Smart Care will be subtracted from the date and mileage on the vehicle on the purchase date of this agreement. The time and mileage term of Smart Care Plus begins on the same date as the manufacturer's warranty and at zero miles.  
 SMART CARE  SMART CARE PLUS  TERM-MILES **36/36,000** PRICE **.540.00**

RECHARGES & OPTIONAL COVERAGE (Select all that apply)  
 BUSINESS  FLAMER BUS  EMERGENCY  SNOWFLOW  TIRE ROAD HAZARD  \$ **.00**

By signing this, I agree to all the terms and conditions on this form. I acknowledge that purchase of this agreement is not required in order to purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this agreement, a Contract Agreement will be mailed to the address indicated above.  
 DUTY **4/30/03**  
 SUBTOTAL \$ **.00**  
 TAX \$ **.**  
 TOTAL \$ **.**

CUSTOMER COPY

GENERAL MOTORS CORPORATION  
DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:



St Clair Shores  
MI



HOME PHONE:

CASE NUMBER: 1-93524791

VIN: 1GKEF168136130399

MODEL YEAR: 2003

DATE OPENED: 2003-04-25

SERIES: Envoy

DATE CLOSED: 2003-04-25

MILEAGE:

SOURCE: Phone

DELIVERY DATE:

BEC TYPE: N/AYes

DEALER NAME: Cindy Brooker Chevrolet, Inc.

BEC PARENT:

DEALER ADDRESS: 847 S Main St, Wildwood, FL, 34785-5302, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

Inoperative

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

Roadside assistance; ; 2003-04-25  
03-04-25

Service Request has been Closed Satisfied.; ; 2003-04-25

\*\*\*\*\*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:  
ERC WARRANTY DATE:  
NADA: 0  
SALES TAX:

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
IF SO, WHERE:



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Ypsilanti MI [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 1-93573406 VIN: 1GNES16S726117001  
DATE OPENED: 2003-04-25 MODEL YEAR: 2002  
DATE CLOSED: 2003-05-27 SERIES: TrailBlazer  
SOURCE: Phone MILEAGE: 22300.0000000  
BEC TYPE: N/ANO DELIVERY DATE:  
BEC PARENT: DEALER NAME: Bill Crispin Chevrolet, Inc.  
DEALER ADDRESS: 7112 E Michigan Ave, Saline, MI, 48176-8705, USA

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

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

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

- Multiple concerns; ; 2003-05-27  
2003-04-25
- Verification of repairs.; ; 2003-04-25  
2003-04-25
- 1-93573406; ; 2003-05-27  
2003-04-25
- Review for component letter; ; 2003-05-27  
2003-05-07
- Component letter for 5/60,000 miles; ; 2003-05-13  
2003-05-13
- Offer Component letter; ; 2003-05-14  
2003-05-14
- follow up; ; 2003-05-14  
2003-05-15
- follow up; ; 2003-05-15  
2003-05-15
- offer for Goodwill; ; 2003-05-15  
2003-05-20
- offer cust 5/60 for component letter; ; 2003-05-20  
2003-05-21
- Offer cust 5/60 for component letter; ; 2003-05-21  
2003-05-21
- Offer cust 5/60 for component letter; ; 2003-05-21

2003-05-22

Refer cust 5/60 for component letter; ; 2003-05-22  
2003-05-22

follow up; ; 2003-05-22  
2003-05-23

follow up; ; 2003-05-23  
2003-05-23

component letter for wiper module; ; 2003-05-23  
2003-05-23

Created: CAC\_RS0025. SR#1-93573406; ; 2003-05-23  
2003-05-23

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-05-23  
2003-05-23

component letter; ; 2003-05-25  
2003-05-24

Goodwill Status has been changed from: Pending SITEL to Returned; ; 2003-05-24  
2003-05-25

See feedback form; ; 2003-05-27  
2003-05-27

Goodwill Status has been changed from: Returned to Pending SITEL; ; 2003-05-27  
2003-05-27

component letter; ; 2003-05-27  
2003-05-27

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2003-05-27  
2003-05-27

Please Close SR; ; 2003-05-27  
2003-05-27

Service Request has been Closed Satisfied.; ; 2003-05-27

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:  
NUMBER OF PEOPLE:  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:



NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

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:

MSRP: 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:

PLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:



November 5, 2003

[REDACTED]  
Ypsilanti, MI [REDACTED]

Service Request: S1-93573406  
[REDACTED]

Chevrolet is pleased to provide service coverage for the windshield wiper motor on your 2002 Chevrolet TrailBlazer, Vehicle Identification Number 1GNES16S726117001. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until June 15, 2007, or 60,000 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 item is covered:

Wiper Motor

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,

Stephen Norris  
Customer Relationship Manager

RS0025-A/pms

---

**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:

Kansas City KS

HOME PHONE:

CASE NUMBER: 1-94433094 VIN: 1GNHT16S026104460  
MODEL YEAR: 2002  
DATE OPENED: 2003-04-29 SERIES: TrailBlazer  
DATE CLOSED: 2003-04-30 MILEAGE: 27490.000000  
SOURCE: Phone DELIVERY DATE:  
REC TYPE: N/Awo DEALER NAME: Jay Wolfe Chevrolet-Oldsmobile, Inc.  
REC PARTS#: DEALER ADDRESS: PO Box 12010, Kansas City, KS, 66112-0010, USA

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

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

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

COMPLAINT AGAINST VEH; ; 2003-04-29  
2003-04-29  
CONCERN TO BE DUPLICATED; ; 2003-04-29  
2003-04-30  
F/U-NO DEFECT FOUND IN WIPERS; ; 2003-04-30  
2003-04-30  
Service Request has been Closed Satisfied.; ; 2003-04-30

\*\*\*\*\*PDR INFORMATION\*\*\*\*\*

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

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,

LOCATION:



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED]

Port Jefferson  
NY [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 1-94916348      VIN: 1GNHT168036116289  
MODEL YEAR: 2003  
DATE OPENED: 2003-04-30      SERIES: TrailBlazer  
DATE CLOSED: 2003-06-02      MILEAGE: 3021.0000000  
SOURCE: Phone      DELIVERY DATE:  
BRC TYPE: N/Yes      DEALER NAME: Ramp Chevrolet Inc.  
BRC PARENT:      DEALER ADDRESS: 1395 Rte 112, Port Jefferson Station, NY, 11776-3052, USA

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

N51 Power Windshild Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)      Inoperative

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

Complaint veh; ; 2003-04-30  
2003-05-06

Follow-up Brv appt; ; 2003-05-28  
2003-04-30

Cust seeking original crm; ; 2003-04-30  
2003-04-30

cust called - want to submit complaint; ; 2003-05-01  
2003-05-01

Wiper concern; ; 2003-05-01  
2003-05-01

obtain mileage verify repairs completed; ; 2003-05-03  
2003-05-03

Verify address; ; 2003-05-28  
2003-05-28

Verify address; ; 2003-05-28  
2003-05-28

OLF maintenance ltr; ; 2003-05-28  
2003-05-28

Created: CAC\_RS0022. SR#1-94916348; ; 2003-05-28  
2003-05-28

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-05-28  
2003-05-28

OLF; ; 2003-05-28  
2003-05-28

Maintenance ltr being sent for reiview and approval; ; 2003-05-31  
2003-05-31

Maintenance Letter for an lube, oil, and filter service was final approved.; ; 2003-06-02  
2003-05-31

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2003-05-31  
2003-06-02

Service Request has been Closed Satisfied.; ; 2003-06-02

\*\*\*\*\*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:

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:  
R STATUS:

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:



DEALER SAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:  
  
ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MSRP:

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



November 5, 2003

[REDACTED]  
Port Jefferson, NY [REDACTED]

Service Request: S1-94916348  
[REDACTED]

We are sorry you have experienced concerns with your 2003 Chevrolet TrailBlazer. Customer satisfaction is a top priority for us at Chevrolet.

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

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

Sincerely,

Gwendolyn Steele  
Customer Relationship Manager

RS0022-T/jja

---

**ATTENTION: DEALERSHIP SERVICE MANAGER**

Complimentary lube, oil, and filter service

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

GENERAL MOTORS CORPORATION  
DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:



Tallahassee

FL



HOME PHONE:



CASE NUMBER: 1-95712403

VIN: 1GKEE168X36149469

DATE OPENED: 2003-05-02

MODEL YEAR: 2003

DATE CLOSED: 2003-05-02

SERIES: Envoy

SOURCE: Phone

MILEAGE: 6000.0000000

BRC TYPE: N/Yes

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Proctor & Proctor, Inc.  
DEALER ADDRESS: 3122 Mahan Drive, Tallahassee, FL, 32308-5508,

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

Inoperative

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

wiper motors,door; ; 2003-05-02  
2003-05-02

wiper motor, rear door; ; 2003-05-02  
2003-05-02

wiper motor, rear door; ; 2003-05-02  
2003-05-02

Service Request has been Closed Satisfied.; ; 2003-05-02

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,

CONTRACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,

LOCATION:

PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



Sparks , NV



CASE NUMBER: 1-99202896 VIN: 1GNWT16S936105924  
MODEL YEAR: 2003  
DATE OPENED: 2003-05-14 SERIES: TrailBlazer  
DATE CLOSED: 2003-05-14 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Herb Hallman Chevrolet, Inc  
BRC PARENT: DEALER ADDRESS: 800 Kietzka, Reno, NV, 89502-2095, USA

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

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

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

WIPER, ; 2003-05-14  
2003-05-14

WIPER, ; 2003-05-14  
2003-05-14

WIPER, ; 2003-05-14  
2003-05-14

WIPER, ; 2003-05-14  
2003-05-14

Service Request has been Closed Satisfied. ; 2003-05-14

\*\*\*\*\*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:

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:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

PLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:

LOCATION:





GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

East Meadow

NY

HOME PHONE:

CASE NUMBER:	1-99269043	VIN:	1GNET168236125960
DATE OPENED:	2003-05-14	MODEL YEAR:	2003
DATE CLOSED:	2003-08-05	SERIES:	Trailblazer
SOURCE:	White Mail	MILEAGE:	8900.000000
BRC TYPE:	N/Yes	DELIVERY DATE:	
BRC PARENT:		DEALER NAME:	Robert Chevrolet Inc
		DEALER ADDRESS:	27 First St, Hicksville, NY, 11801-4907, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

h Concern; ; 2003-05-15  
2003-05-14

Srv. Mgr Jimmy Lennon; ; 2003-05-14  
2003-05-15

SR 1-99269043 5/15/03 11-1EST; ; 2003-05-27  
2003-05-15

SR 1-99269043 5/15/03 9-11AM EST; ; 2003-05-15  
2003-05-15

Srv. Mgr Jimmy Lennon; ; 2003-05-15  
2003-05-15

Follow-Up; ; 2003-05-15  
2003-05-22

SR 1-99269043 5/22/03 5:00PM EST; ; 2003-05-22  
2003-05-22

Created: CAC\_RS0006. SR#1-99269043; ; 2003-05-22  
2003-05-22

Submit Call CAC; ; 2003-05-27  
2003-05-27

PROVED LETTER RS0006; ; 2003-05-27  
2003-05-27

Service Request has been Closed Satisfied.; ; 2003-05-27  
2003-06-11

SR in Status of Closed has been Re-Opened by PROSPERD; ; 2003-06-11

2003-06-11

Service Request Ownership has changed FROM: STEWALJ TO: PROSPERD; ; 2003-06-11  
2003-06-11

inbound; ; 2003-06-11  
2003-06-11

outbound; ; 2003-06-11  
2003-06-11

goodwill; ; 2003-06-11  
2003-06-11

Created: CAC\_RS0022. SR#1-99269043; ; 2003-06-11  
2003-06-11

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-06-11  
2003-06-11

submitting maint letter/lofr for approval; ; 2003-06-11  
2003-06-11

Maintenance letter for one complimentary tire rotation/balancing and LOF was final approved;  
; 2003-06-12  
2003-06-11

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2003-06-11  
2003-06-12

Service Request has been Closed Satisfied.; ; 2003-06-12  
2003-06-23

SR in Status of Closed has been Re-Opened by ABRAHAM; ; 2003-06-23  
2003-06-23

cust seeking orig crm; ; 2003-06-23  
2003-06-23

cust seeking orig crm; ; 2003-06-24  
2003-06-23

Cust called CAC; ; 2003-06-23  
2003-06-24

OUTBOUND; ; 2003-06-24  
2003-06-24

Service Request has been Closed Satisfied.; ; 2003-06-24  
2003-07-31

SR in Status of Closed has been Re-Opened by DOWN; ; 2003-07-31  
2003-07-31

Scanned: 2003-07-30-18.54.34.000000, MEKDocNum: 0321100942; ; 2003-07-31  
2003-07-31

Call to cust; ; 2003-07-31  
2003-07-31

call to service manager; ; 2003-07-31  
2003-07-31

fyi to service manager; ; 2003-07-31  
2003-07-31

ll to avm; ; 2003-07-31  
2003-07-31

Service Request Ownership has changed FROM: PROSPERD TO: DOWN; ; 2003-07-31  
2003-08-01

call from avm; ; 2003-08-01  
2003-08-01

call to avm; ; 2003-08-01  
2003-08-01

call to cust; ; 2003-08-01  
2003-08-01

call to avm; ; 2003-08-01  
2003-08-01

dissatisfied closing; ; 2003-08-01  
2003-08-01

Created: CAC MN0001. SR#1-99269043; ; 2003-08-01  
2003-08-01

dissatisfied closing; ; 2003-08-04  
2003-08-04

Letter approved; ; 2003-08-04  
2003-08-05

Service Request has been Closed Dissatisfied.; ; 2003-08-05

\*\*\*\*\*PEAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE:                                      TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER 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:  
LEASE @ BUY-BACK: 0  
MERP:

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:



November 5, 2003

[REDACTED]  
East Meadow, NY [REDACTED]

Service Request: S1-99269043  
[REDACTED]

We would like to discuss your request for assistance regarding your 2003 Chevrolet TrailBlazer, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m. Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Jolene Stegman-Walters  
Customer Relationship Manager

RS0006-P/mjr

November 5, 2003

[REDACTED]  
East Meadow, NY [REDACTED]

Service Request: S1-99269043  
[REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 2003 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,

Michael Dow  
Customer Relationship Manager

MN0001-T/tlc



November 5, 2003

[REDACTED]  
East Meadow, NY [REDACTED]

Service Request: S1-99269043  
[REDACTED]

We are sorry you have experienced concerns with your 2003 Chevrolet TrailBlazer. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, and filter service and one tire rotation and balancing. 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,

Domenic Prosperi, Jr  
Customer Relationship Manager

RS0022-T/mm

---

**ATTENTION: DEALERSHIP SERVICE MANAGER**

Complimentary lube, oil, and filter service and one tire rotation and balancing

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.



Chevrolet Division  
Customer Assistance Center  
General Motors Corporation  
P.O. Box 33170  
Detroit, MI 48232-6170

July 25, 2003

[REDACTED]  
East Meadow, [REDACTED]

To whom it may concern,

I would like to take this opportunity to discuss concerns pertaining to the following vehicle:

2003 Chevrolet Trailblazer EXT  
VIN# 1GNEM168236125960  
Mileage: 9000  
Dealer: Robert Chevrolet, Hicksville, New York

I purchased this vehicle from Robert Chevrolet during December of 2003. I regret to inform you that the vehicle has failed to operate at reasonable expectations. During the 7 month period of ownership the vehicle has demonstrated mechanical issues with the windshield wiper system, which severely impairs visibility and the safety of the car. This has caused the safety and well-being of my passengers and myself to be in jeopardy. I have made significant efforts to have this safety concern repaired on three different occasions. During this time the vehicle has also demonstrated several other problems, such as stalling, inoperable doors and it has also indicated a problem with the air bag system. I purchased this vehicle from your Company, placing a great deal of confidence on the implied safety and reliability, which is claimed to accompany all of your vehicles. As a result, I can no longer be confident in the reliability or dependability of the vehicle. Please understand that as a family man and as a person who relies on the dependability of his vehicle for personal as well as business reasons, I need to be confident that my vehicle will perform in a manner that satisfies my daily needs. As a result of these several incidents, I have been forced to miss several days of work and have been required to seek other modes of transportation during the days when the vehicle was rendered inoperable. The vehicle has never been involved in any accident and has been well taken care of. At this stage, I am contacting you in an effort to settle this matter between ourselves and to avoid any unnecessary legal remedies. As I believe is my right, I would like to return this vehicle as per your to the consumer rights specified under the "Lemon Law" without penalty. As a note to your Company, I have consulted legal counsel and will commence litigation within 15 days of your acknowledged receipt of this letter. I hope your Company recognizes and respects the importance of such safety and reliability concerns and addresses this matter in the appropriate fashion. If you have any questions or would like to further discuss this matter, you can contact me (516) 287-5216.

[REDACTED]



[Home](#) | [Reports](#) | [Tips](#) | [File a Complaint](#) | [Filed a BBB](#) | [How to Join](#)

## Finished

---

Please allow at least three weeks processing time for your complaint.

The following complaint was submitted on 7/25/2003 6:34:24 PM:

### CUSTOMER INFORMATION:

[REDACTED]  
East Meadow, NY United States [REDACTED]  
[REDACTED]

### COMPANY OR ORGANIZATION INFORMATION:

Chevrolet

### COMPLAINT INFORMATION:

Complaint #: 1146886  
Complaint Type: Car Maker  
Date Received: 7/25/2003  
Primary Complaint Classification:  
Secondary Complaint Classification:  
Complaint:

Current vehicle problems are preceded by an "MP".

Windshield Wipers have failed to operate on three occasions.  
Vehicle would stall (completely shut off) while stopped.  
Rear passenger door became inoperable.  
\*In 4 wheel drive, when making turns...grinding noise.  
\*Vehicle lurches at acceleration.  
Air bag system gave a warning.  
\*When vehicle changes gears...a rattling noise is emitted.

Desired Settlement: Other (requires explanation)

Settlement Explanation:

Since the reliability and safety of the vehicle has been compromised, I would like to return the vehicle for a full refund.

Model: Trailblazer

Model Year: 2003

Vehicle Identification Number:

Transmission Type: Automatic

Current Mileage: 6660

First Repair Date: 2/26/2003

First Repair Mileage: 3127

Name On Vehicle Title: August & Ivona Bengasa

Vehicle Titled To: Individual

Purchase/Lease Date: 12/12/2002

Original Mileage: 3

Original Vehicle Condition: New

Vehicle Financing: Purchased

Percentage of Business Use:  
Number of Vehicles Owned/Leased: 2  
Date of Last Accident:  
Description of Damage:

**Service Dealer Information:**

Robert Chevrolet  
238 South Broadway  
PO Box 248  
Holtsville, NY United States 11932 0248  
(616)931-1148

**Selling Dealer Information:**

Robert Chevrolet  
238 South Broadway  
PO Box 248  
Holtsville, NY United States 11932 0248  
(616)931-1148

**Lienholder Information:**

GMAC  
(800)200-4822

The bureau that will handle your complaint is:

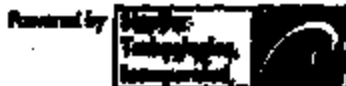
BBB AutoLine Complaints  
Test  
AutoLine, VA 80008  
Email: [fove@bbb.bbb.org](mailto:fove@bbb.bbb.org)

You may wish to print this page for further reference.

Press "New" to enter another complaint or "Back to bbb.org" to return back to the main page.

If you have problems with this service please contact: [techhelp@bbb.org](mailto:techhelp@bbb.org)  
COMPLAINTS NOT ACCEPTED AND REPORTS NOT AVAILABLE FROM THE ABOVE EMAIL ADDRESS.  
For all other comments, questions please refer to our Contact Us Page

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# ROBERT CHEVROLET/ISUZU

238 South Broadway • P.O. Box 248  
Hicksville, NY • 11802-0248 • (516) 931-1148



VEHICLE NO.	VEHICLE MAKE	VEHICLE MODEL	VEHICLE YEAR
20052	CHEVROLET	TRUCK	1988
VEHICLE COLOR	VEHICLE TYPE	VEHICLE BODY	VEHICLE ENGINE
BLACK	TRUCK	TRUCK	4 CYLINDER
VEHICLE VIN	VEHICLE MAKE	VEHICLE MODEL	VEHICLE YEAR
1G112021	CHEVROLET	TRUCK	1988
VEHICLE MAKE	VEHICLE MODEL	VEHICLE YEAR	VEHICLE ENGINE
CHEVROLET	TRUCK	1988	4 CYLINDER

VEHICLE MAKE	VEHICLE MODEL	VEHICLE YEAR	VEHICLE ENGINE
CHEVROLET	TRUCK	1988	4 CYLINDER

**LABOR & PARTS**  
 JOB # 1 1 HOUR  
 DIAGNOSE BODY ELECTRIC WIPERS - TECH(S) 35  
 CUSTOMER STATES WIPERS DO NOT AUTOMATICALLY BY THEM SELVES  
 WITH OUT TURNING ON AND OFF SWITCH  
 CHECKED CUSTOMER LOCATION OF WIPERS BODIES AND NOT PARKING  
 CHECKED FUSES AND SWITCHES IN MOTOR UNIT. REPAIRED WIPERS BODIES  
 AND COMPLETED REPLACED WIPER MOTOR SYSTEM OPERATING NORMALLY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	1240700	MODULE 16.064 R		0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

**JOB # 2 2 HOURS**  
 DIAGNOSE AUTO TRANS - TECH(S) 35  
 CUSTOMER STATES WHEN MADE IS HEARD ALL THE WAY TO LEFT  
 SIDE AND WHEN MADE IN 2 JERKS  
 CHECKED THROUGH VALVE IF BUILDING NOISE WHEN IN 4 WHEEL DR  
 AND WHEN IN 4 WHEEL DR. NO NOISE HEARD. NOISE HEARD  
 DUE TO INSIDE THE SCHEMATIC NOISE BODIES MAY IN THIS REPAIR.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2					0.00
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

**JOB # 3 30 MIN**  
 RENTAL RENTAL PROVIDED HOURS: TECH(S) 35  
 PARTS: QTY FP NUMBER DESCRIPTION UNIT PRICE WARRANTY  
 JOB # 3 TOTAL PARTS 0.00  
 JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	30	30000	RENTAL INVA - BY DATE DESCRIPTION		0.00
TOTAL - SUBLET					0.00

**TECHNICIAN CERTIFICATION**  
 WILLIAM T BARBRO, JR. 1988

NO. 9177  
 ANY WARRANTIES ON THE PRODUCT SOLD HEREBY  
 AND THOSE MADE BY THE MANUFACTURER, THE SELLER  
 HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES,  
 EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED  
 TO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A  
 PARTICULAR PURPOSE, AND SELLER ASSUMES NO  
 LIABILITY FOR ANY OTHER PERSON TO ASSUME FOR IT  
 ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID  
 PRODUCTS.

LABOR AND PARTS ARE WARRANTEED FOR 90 DAYS  
 OR 4000 MILES, WHICHEVER COMES FIRST.

TERMIN: CASH OR CREDITED CHECK

CUSTOMER ADDITIONAL RECEIPT  
 OF COPY.



Thank you  
 for this opportunity to serve you.  
 1988-89 FORD NEWS NO. 100070







# PERFORMANCE CHEVROLET



2020 HIGHWAY TURNPIKE  
EAST MEADOW, NEW YORK 11541  
CALL (516) 579-4400 SERVICE (516) 579-4400 FAX (516) 579-4763 PARTS (516) 579-4406  
www.performancechevroletny.com

WORKORDER NO. <b>19349</b>	NAME <b>MARY HUSSON</b>	DOB <b>702 461</b>	DATE <b>05/14/03</b>	WORKER <b>CTCS57466</b>
ADDRESS <b>EAST MEADOW, NY</b>	LABOR RATE	LOGS/HR	CHARGE <b>6,232</b>	DEALER <b>PETNER/GRAY</b>
	VEHICLE/MAKE/MODEL <b>03/CHEVROLET TRUCK/TRAILBLAZER/4 DOO</b>			WARRANTY
	VIN <b>1GNET165236125960</b>			WARRANTY DATE
				WARRANTY DATE <b>05/12/03</b>

NO: 6235

**JOB # 1** 46VZ0488888 NOISE IN ENGINE TECH(S) 087 WARRANTY  
 CLUST STS WHEN ACCEL FROM STOP POSITION HEARING A BRIEF  
 PING NOISE.  
 ROAD TEST VEHICLE AND COMPARED TO TWO SIMILAR VEHICLE.  
 NO PROBLEM FOUND VEHICLE OPERATES TO MANUFACTURES SPECS.

**JOB # 1 TOTAL LABOR & PARTS 0.00**

**JOB # 2** 88CZ0488888 ELECTRICAL BODY MISC TECH(S) 087 WARRANTY  
 CLUST STS INTERMITTENTLY AIR BAG LIGHT COMES ON WHILE DRIVING  
 CHECKED FOR BULLETINS FOUND UPDATE PROGRAM FOR CLUSTER  
 DISPLAY.  
 REPROGRAMMED IPC. ROAD TEST VEHICLE GOOD.

**JOB # 2 TOTAL LABOR & PARTS 0.00**

**TOTALS**

BY PERFORMANCE CHEVROLET OUR PERSONNEL'S AIM IS TO SATISFY OUR CUSTOMERS NEED FOR SERVICE AND PARTS. WE ARE A GOODWRENCH SERVICE PLUS DEALER. NEW HOURS OF OUR SERVICE DEPT. ARE: MON - FRI 7:30 AM - 6:30 PM SAT 8:30 AM - 1:00 PM THANK YOU FROM THE ENTIRE SERVICE STAFF AT PERFORMANCE CHEVROLET NOTE: PARTS MARKED WITH AN "*" HAVE A LIMITED LIFETIME WARRANTY. SEE YOUR SERVICE ADVISOR FOR DETAILS.	TOTAL LABOR.... 0.00 TOTAL PARTS.... 0.00 TOTAL SUBLET.... 0.00 TOTAL S.O.C.... 0.00 TOTAL MISC CHG.... 0.00 TOTAL MISC DISC.... 0.00 TOTAL TAX..... 0.00 <b>TOTAL INVOICE \$ 0.00</b>
--	---

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY  
 ARE THOSE MADE BY THE MANUFACTURER. THE SELLER  
 OR SERVICE PROVIDER DISCLAIMS ALL WARRANTIES,  
 WHETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED  
 WARRANTY OF MERCHANTABILITY OR FITNESS FOR A  
 PARTICULAR PURPOSE, AND HEREBY AGREES NOT  
 TO ADOPT OR ANY OTHER PERSON TO ADOPT FOR IT  
 ANY LIABILITY IN CONNECTION WITH THE SALE OF SUCH  
 PRODUCTS. (SEE INVO)

LABOR AND PARTS ARE WARRANTED FOR 90 DAYS  
 ON NEW/REBUILT, EXCEPT GOODWRENCH PLUS.

TERMIN: CASH OR CREDITED CHECK

CUSTOMER ACKNOWLEDGES RECEIPT  
 OF COPY.



Thank you  
 for this opportunity to serve you.

HY5-MV PWS REP. NO. 718888













# ROBERT CHEVROLET/ISUZU

236 South Broadway • P.O. Box 248  
Hicksville, NY • 11802-0248 • (516) 931-1145



DATE OF SALE 02/02/83	ADDRESS MICH VINCIGALLA ST LAWSON	VIN NO. 428	WORKING CODE 17/22013	SALES NO. CTC822420
	VEHICLE PRICE \$6,000	LICENSE NO. CCV2483	SALES TAX \$600	TRAFFIC NO. ST102
	VEHICLE MAKE 1983 CHEVROLET TRUCK AND TRAILER			SALES TAX \$211.22
	VEHICLE MODEL 1.8 MET 18524R 125000			SALES TAX \$0
BUYER NAME EAST MEADOW, NY	SALES PERSON	ADDRESS	REGISTRATION \$72.10	
FINANCING				
		APPROVAL \$2,180.00		

### TOTALS

PARTS DESIGNATED WITH A (\*) INDICATE A PART WHICH CARRIES A LIMITED LIFETIME WARRANTY. PLEASE CONTACT US IF YOU HAVE ANY ADDITIONAL CONCERNS OR QUESTIONS.

THANK YOU FOR YOUR PATRONAGE.....

OR GOODWRENCH QUICK LUBE PLUS 11111  
SERVICE IS FREE. SERVICE ON THE NEXT ONE'S FREE. 1  
SERVICE INCLUDES CHECKS LIKE: AIR AND OIL, FILTERS UP TO  
8 QTS. OF MOTOR OIL, 18 POINT MAINTENANCE CHECK,  
AND 1/2 GAL. OF WAX AND POLISH.  
NO APPOINTMENT NECESSARY!!!

TOTAL LABOR	0.00
TOTAL PARTS	6,000.00
TOTAL SALES TAX	211.22
TOTAL REGISTRATION	72.10
TOTAL FINANCING	2,180.00
TOTAL TAX	0.00
TOTAL INVOICE \$	8,463.32

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, OTHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LABOR AND PARTS ARE GUARANTEED FOR 90 DAYS OR 4000 MILES, WHICHEVER OCCURS FIRST.

TERMS: CASH OR CERTIFIED CHECK

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.



Thank you  
for this opportunity to serve you.

NY-NY REG. NO. 108712



PAGE 2 OF 2

CUSTOMER COPY

[ END OF INVOICE ]

10:20am

PAGE 2 OF 2

CUSTOMER COPY

[ END OF INVOICE ]

10:20am

GENERAL MOTORS CORPORATION  
DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:



Bloomfield Township  
MI

HOME PHONE:

CASE NUMBER:	1-99656226	VIN:	1GNET16S026112526
DATE OPENED:	2003-05-15	MODEL YEAR:	2002
DATE CLOSED:	2003-08-01	SERIES:	GM Unknown
SOURCE:	White Mail	MILEAGE:	22000.0000000
BRC TYPE:	LegalYes	DELIVERY DATE:	
BRC PARENT:	3601,USA	DEALER NAME:	Jack Cauley Chevrolet, Inc.
		DEALER ADDRESS:	7020 Orchard Lake Rd, West Bloomfield, MI, 48322-

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Purchase; ; 2003-05-15  
2003-05-15

Cust does not feel safe in veh; ; 2003-05-15  
2003-05-15

Cust seeks Repurchase; ; 2003-05-15  
2003-05-15

3802 FAVM Stipek Robert 630092 8395; ; 2003-05-15  
2003-05-15

1-99656226 send ARB letter; ; 2003-05-19  
2003-05-15

CHV0341448 05/15/2003 10:15:20:772; ; 2003-06-02  
2003-05-19

Created:CAC\_MW0001. SR#1-99656226; ; 2003-05-19  
2003-05-19

Dissat closing, Arb referral ltr; ; 2003-05-19  
2003-05-19

Service Request Ownership has changed FROM: ROWES TO: SWINGLEC; ; 2003-05-19  
2003-05-19

Ownership Escalated to BRC; ; 2003-05-19  
2003-05-19

New case; ; 2003-05-19  
2003-05-19

Called cust at (248) 626-9896; ; 2003-05-19  
2003-05-19

Called cust # (248) 626-9896; ; 2003-05-19  
2003-05-21

lm AT 630092/8395; ; 2003-05-21  
2003-05-21

Called Cauley at 248-855-9700; ; 2003-05-21  
2003-05-21

BRC ADR Scanned: 2003-05-21-13.12.43.000000, MBXDocNum: SWI3RCB5CD; ; 2003-06-02  
2003-05-27

l/m 630092/8395; ; 2003-05-27  
2003-05-28

Rtned crm's call; ; 2003-05-28  
2003-05-29

Cust called in; ; 2003-05-29  
2003-05-29

Call # 313-570-2322; ; 2003-05-29  
2003-05-29

AVM called crm l/vms; ; 2003-05-29  
2003-05-30

Cust returned crm's call; ; 2003-05-30  
2003-05-30

Called cust on cell # 313-570-2322; ; 2003-05-30  
2003-05-30

Cust called crm; ; 2003-05-30  
2003-05-30

L/M 630092/8395; ; 2003-05-30  
2003-06-02

DISCOVERY - PC; ; 2003-06-02  
2003-06-02

Service Request Ownership has changed FROM: SWINGLEC TO: EDINGER; ; 2003-06-02  
2003-06-02

Assigned Discovery; ; 2003-06-02  
2003-06-03

Clad&Frwd to LC - Discovery.; ; 2003-06-03  
2003-06-03

Service Request has been Closed Dissatisfied.; ; 2003-06-03  
2003-06-25

0341448 06/25/2003 09:15:23:522; ; 2003-06-25  
2003-07-29

SR in Status of Closed has been Re-Opened by COSTELLO; ; 2003-07-29  
2003-08-01

Service Request has been Closed Dissatisfied.; ; 2003-08-01

\*\*\*\*\*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:

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:  
ENGINE TYPE:

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DELIVERABLE:  
REC WARRANTY DATE:  
NADA: 0  
SALES TAX:

MILEAGE @ BUY-BACK: 0  
MRP:

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
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:



November 5, 2003

[REDACTED]  
Bloomfield Township, MI [REDACTED]

Service Request: S1-99656226  
[REDACTED]

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

Susan Watson  
Customer Relationship Manager

MN0001-T/ei

VIN: 1GNBT1680 26112526 SELLG SCE: 13 MDL YR: 02 ORD NO: FCTGXS PAGE NO: 1  
ODATE: 03/14/02 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 44052  
DDATE: 05/24/02 DLVY FAN: DTYPE: 015 SRVC TYPE: MILEAGE:  
DLVY DOE: 05/28/02 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO: T ONG

TED DOE: 4750 CIMARRON

SRVC IN: BLOOMFIELD TWP MI 48302

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC	NO	DATE	AMOUNT	MTRD	DLR	SER	STAT
------	-----	---------	---------	----	------	--------	------	-----	-----	------

FFC	01	13 44052	00021623395		05/29/02	29.32	OA		0.00	9
-----	----	----------	-------------	--	----------	-------	----	--	------	---

XIC	01	13 44052	010927		06/06/02	1,791.48	OP		0.00	9
-----	----	----------	--------	--	----------	----------	----	--	------	---

XIC = GMAC SmartBuy

**Ong, Tricia**

**GM File No.: Discovery**

**BRC Case No.: 1-99656226**

**2002 Chevrolet Trailblazer**

**VIN: 1GNET16S026112526**

## GM Vehicle Inquiry System Claim History

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

[Help](#)

VIN:	1GNET168036112526
------	-------------------

### CLAIM HISTORY

<b>Repair Order Date:</b>	04/30/2003	<b>Repair Order Number:</b>	163831	<b>Odometer Reading:</b>	21484 miles				
<b>Serviced By:</b>	WEST BLOOMFIELD, MI			<b>Selling Source:</b>	13 - CHEVROLET				
				<b>Site Code:</b>	44052				
				<b>Business Associate Code:</b>	115147				
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>	<b>Part</b>	<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>
05/06/2003	375	01	#	N0528 - BULBS, EXTERIOR - REPLACE	12450108 - BULB	N/A	N/A	\$23.00	N

<b>Repair Order Date:</b>	04/01/2003	<b>Repair Order Number:</b>	162367	<b>Odometer Reading:</b>	19249 miles				
<b>Serviced By:</b>	JACK CAULEY CHEVROLET, INC. 7020 ORCHARD LAKE RD WEST BLOOMFIELD, MI 48322-3601 (248) 855-9700			<b>Selling Source:</b>	13 - CHEVROLET				
				<b>Site Code:</b>	44052				
				<b>Business Associate Code:</b>	115147				
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>	<b>Part</b>	<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>
05/09/2003	376	01	#	16354 - POWERTRAIN CONTROLLER - REPROGRAM	N/A	N/A	N/A	\$70.55	N
04/11/2003	368	02	#	N3520 - W/S WIPER MOTOR RPL	15094705 - MODULE	E	N/A	\$289.23	N
04/11/2003	368	03	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$60.00	N

<b>Repair Order Date:</b>	12/11/2002	<b>Repair Order Number:</b>	156976	<b>Odometer Reading:</b>	12167 miles
<b>Serviced By:</b>	JACK CAULEY CHEVROLET, INC. 7020 ORCHARD LAKE RD WEST BLOOMFIELD, MI 48322-3601			<b>Selling Source:</b>	13 - CHEVROLET
				<b>Site Code:</b>	44052

(248) 855-9700				Business Associate Code:		115147			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/20/2002	336	01	#	N3520 - W/S WIPER MOTOR RPL	12487687 - MODULE	B	N/A	\$330.86	N
12/20/2002	336	02	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$30.00	N

Repair Order Date:		10/28/2002		Repair Order Number:		154756		Odometer Reading:		9622 miles	
Serviced By:	JACK CAULY CHEVROLET, INC. 7020 ORCHARD LAKE RD WEST BLOOMFIELD, MI 48322-3601 (248) 855-9700					Selling Source:		13 - CHEVROLET			
						Site Code:		44052			
						Business Associate Code:		115147			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
11/01/2002	322	01	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	N/A	N/A	N/A	\$20.81	N		

Repair Order Date:		10/07/2002		Repair Order Number:		133590		Odometer Reading:		9621 miles	
Serviced By:	JACK CAULY CHEVROLET, INC. 7020 ORCHARD LAKE RD WEST BLOOMFIELD, MI 48322-3601 (248) 855-9700					Selling Source:		13 - CHEVROLET			
						Site Code:		44052			
						Business Associate Code:		115147			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
10/25/2002	320	01	#	N3860 - W/S PUMP R&R/RPL	22127653 - PUMP.W/SW	N/A	N/A	\$55.57	N		
10/25/2002	320	02	#	N3520 - W/S WIPER MOTOR RPL	12487687 - MODULE	B	N/A	\$327.02	N		
10/25/2002	320	03	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	12487687 - MODULE	N/A	N/A	\$28.35	N		

Repair Order Date:		07/23/2002		Repair Order Number:		149302		Odometer Reading:		4942 miles	
Serviced By:	JACK CAULY CHEVROLET, INC. 7020 ORCHARD LAKE RD WEST BLOOMFIELD, MI 48322-3601 (248) 855-9700					Selling Source:		13 - CHEVROLET			
						Site Code:		44052			
						Business Associate Code:		115147			

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/02/2002	296	01	#	N3520 - W/S WIPER MOTOR RPL	12487687 - MODULE	N/A	N/A	\$327.02	N
08/02/2002	296	02	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$89.99	N

Repair Order Date:	04/26/2002	Repair Order Number:	A12526	Odometer Reading:	0 miles				
Serviced By:	JACK CAULEY CHEVROLET, INC. 7020 ORCHARD LAKE RD WEST BLOOMFIELD, MI 48322-3601 (248) 855-9700			Billing Source:		13 - CHEVROLET			
				Site Code:		44052			
				Business Associate Code:		115147			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/30/2002	269	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	\$97.10	N

## CHECK HISTORY

Vehicle Has No Associated Check History.

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2002 TRAILBLAZER EXT LT 4WD  
 41U ONYX BLACK /L6G  
 922 DK PWTRR/DK PWTRR ACCENTS  
 ORDER NO. FCTGXS/TRE STOCK NO.  
 VIN 1GN ET16 80 26112526

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD90563940

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT006 TRAILBLAZER EXT LT 4WD	33010.00	29874.05	INVOICE 04/26/02
CP5 ELECTRIC SUNROOF	800.00	688.00	SHIPPED 04/26/02
FE9 FEDERAL/NY/MA/ME/VT EMISSIONS	N/C	N/C	EXP I/T 05/09/02
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 05/09/02
G80 LOCKING DIFFERENTIAL-REAR AXLE	270.00	232.20	PRC RFF 04/26/02
KAL HEATED FRONT SEATS	250.00	215.00	KEYS S248J S248J
LL8 VORTEC 4200 SFI I6	N/C	N/C	WFP-F QTR OPT-1
M30 4 SPEED ELECTRONIC AUTOMATIC TRANSMISSION WITH OVERDRIVE	N/C	N/C	RANK: GMAC - 045
QTR P245/65R17 ALL-SEASON WOL ON-/ OFF ROAD TIRES	140.00	120.40	CHG-TO 44-052
UP0 AM/FM STEREO W/CASS & CD PLAYER	150.00	129.00	SHTP WT: 4871
18J LT EXT PREF EQUIPMENT GROUP LEATHER PLUS OPTION PACKAGE	2195.00	1887.70	HP: 32.1
* PREMIUM LEATHER SEATING SURFACES ON 1ST AND 2ND ROW, 8 WAY POWER DRIVER AND PASSENGER SEATS WITH POWER LUMBAR SUPPORT			GVW: 6400
* DRIVER CONVENIENCE PACKAGE:			GVWF: 3200
* DRIVER MESSAGE CENTER			GVWR: 3400
* AUTO CLIMATE CONTROL			GMS: 32641.90
* REAR SEAT RADIO AND HVAC CONTROLS			SUPTR: 33947.58
* REDUNDANT HVAC/AUDIO/DMC STEERING WHEEL CONTROLS			NTR: 1/2
DRIVER'S SEAT MEMORY AND OSRV MIRROR			DAN: EXILT
* TURN SIGNAL OSRV MIRRORS			MEMO 1840.75
* RAIN SENSE WIPERS			
* BODY COLOR MOLDINGS, HANDLES AND GRILLE			

TOTAL MODEL & OPTIONS	36815.00	33146.35	ACT 237	32641.90
DESTINATION CHARGE	600.00	600.00	H/R 261	1104.45
DEALER CO-OP ADVERTISING		368.15	ADV 261	368.15

TOTAL	37415.00	34114.50	PAY 310	34114.50
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		32514.90		

\*\*\*\*\*  
 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.

JACK CADLEY CHEVROLET, INC.

REMIT TO GMAC NO. 045  
 VIN 1GN ET16 80 26112526  
 \$ 34114.50 INV 1AD90563940  
 DUE 05/09/02 DEALER 44-052

## GM Vehicle Inquiry System Summary

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[Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN:	1GNET168026112526
------	-------------------

### VEHICLE INFORMATION

Marketing Model:	CT15806 - 2002 TRAILBLAZER XRT 4WD	Warranty Start Date:	05/24/2002				
BARB Order Type:	70 - RETAIL - STOCK						
Delivering Dealer:	JACK CAULEY CHEVROLET, INC. 7020 ORCHARD LAKE RD WEST BLOOMFIELD, MI 48322-3601 (248) 855-9700	Selling Source:	13 - CHEVROLET				
		Site Code:	44052				
		Business Associate Code:	115147				
Service Contract:	No	Branded Title:	No	Warranty Block:	No	FDI Status:	Paid

### CAMPAIGN ELIGIBILITY

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

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	05/24/2002	5 miles	5/24/2005	36005 miles
72/100000 SHEET METAL RUST-THROUGH	05/24/2002	5 miles	5/24/2008	100005 miles
36/36000 SHEET METAL CORROSION	05/24/2002	5 miles	5/24/2005	36005 miles
96/80000 PCM/CC EMISSIONS	05/24/2002	5 miles	5/24/2010	80005 miles
36/36000 FEDERAL EMISSIONS	05/24/2002	5 miles	5/24/2005	36005 miles

### CLAIM HISTORY

L.O. Date	L.O. Number	Type	Labor Operation	Odometer Reading
04/30/2003	163881	#	N0528 - BULBS, EXTERIOR - REPLACE	21484 miles
04/01/2003	162367	#	J6354 - POWERTRAIN CONTROLLER - REPROGRAM	19249 miles
04/01/2003	162367	#	N3520 - W/S WIPER MOTOR RPL	19249 miles



04/01/2003	162367	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	19249 miles
12/11/2002	156976	#	N3520 - W/S WIPER MOTOR RPL	12167 miles
12/11/2002	156976	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	12167 miles
10/28/2002	154756	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	9622 miles
10/07/2002	153590	#	N3860 - W/S PUMP R&R/RPL	9621 miles
10/07/2002	153590	#	N3520 - W/S WIPER MOTOR RPL	9621 miles
10/07/2002	153590	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	9621 miles
07/23/2002	149302	#	N3520 - W/S WIPER MOTOR RPL	4942 miles
07/23/2002	149302	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	4942 miles
04/26/2002	A12526	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

## CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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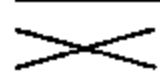


**Selling Product Activity**

BN No.	1-800-8226	Ref No.	CHV63H446	BNC Type	Legal	Item Unit	BNC
Account	Gold, Spink, McKello & DeLuca	Site		Goodwill		Area	Legal
Last Name	Org	First Name	Tricia	Approval	Not Initiated	Sub-Area	Discovery
Department	(248) 625-8636	Com. Acct.		UCC	Electrical - Power/Industrial W/par - Motor / Blades / Arms	Safety	Yes
Involved Dealer	Jack Cusley Chevrolet, Inc.	Source	White Mail			Updated	6/20/03 4:01:16 PM
Social #/VIN	1GNET16822H112626	License #	GM UNKNOWN	Priority	Medium	Owner	EDINGER
Model	GM Unknown	Warr. Start	6/25/2002	Status	Open	Opened	5/16/03 8:36:28 AM
Year	2002	Mileage	22000	Sub-Status	Sold/Sec	Closed	
Customer Description	This is a BNC case please do not speak to cust, transfer calls to C7676 Swingle@ 67886			Abstract	Tail Light veh is a tail blazer		

**Activities**

04/22/03	EDINGER	SWINGLEC	Ownership Changed	Done	Service Request Ownership has changed FROM: SWINGLEC TO: EDINGER	
05/20/03	SWINGLEC	SWINGLEC	Outbound Call Field Rep/MSR	Call Message	Done	LN 630026036 Crm made call and to the arm and left msg advising that the cust needs a call from him. Crm advised of cost home and call #, Crm requested that even let crm know if he is calling cust or not. Crm's info was 67886



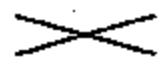


Report Generated for EDINGER on 6/20/03

**Activities**

06/20/03	SWINGLEC	SWINGLEC	Inbound Call Customer	Complex Request	Done	Cust called crm	Cust called and seeks to have the area rep call her. Can advised that we were uncertain he could do that but we would request. Cust states that she can not accept that we will not upgrade her to a Suburban. Can explained that all we are asking is that we have a final repair attempt and then will sell another veh for her. Cust declined again. Cust states that she is scared of the veh and GM does not care. Can advised that we do care but we are confident that the repair would solve the concern. Cust disagrees and seeks a call from AMM crm advised we would request and if it was not possible then we would call her back/ Cathie swinglec@d57806
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06/20/03	SWINGLEC	SWINGLEC	Inbound Call Customer	Voice Mail Received	Done	Cust returned crm's call	Cust returned crm's call and let msg on crm's vms Cathie swinglec@d57806
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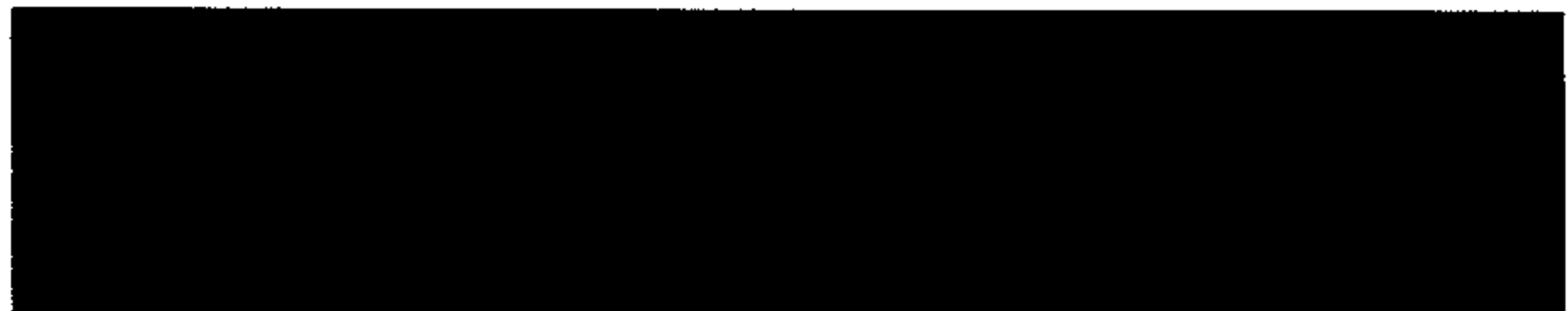


**Activities**

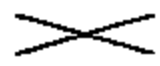
05/20/03	SWINGLEC	SWINGLEC	Inbound Call Field Rep/Whid	Provided Info	Done	AVM called csm Wera	Csm called and advised that the days out are still in his opinion under 25. Bob advise that that at this point we need to replace both modules on the ballights and this will remedy concerns. No buyback/Catfile Swinglec/csf/07805
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05/20/03	SWINGLEC	SWINGLEC	Inbound Call Customer	Complete Request	Done	Cust called in	Cust called and advised csm that she would be at her home 8 until noon and then will be at the call 8. Csm thanked cust and advised that we were still researching and would call her as soon as we had an position./catfile swinglec/csf/07805
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05/27/03	SWINGLEC	SWINGLEC	Outbound Call Field Rep/Whid		Done	Whid 8:00:24:005	Csm made call and left msg for AVM. Csm advised that we would like a position on this case. /catfile swinglec/csf/07805
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Service Request Activity

**Activity**

05/21/03	BADMIN	SWINGLEC	Inboard White MR	Date	BRC ADR Scanned: 2003-05-21-13.12.43.008090, MSODocNum: SWMSEC BPCD
[REDACTED]					

05/21/03	SWINGLEC	SWINGLEC	BRC ADR	Call with contact	Date	In At 6300226395	Crn called svcs and advised cust has filed with the BBB. Can advise of concerns and what cust needs. Acct# SWING/ADR57006
[REDACTED]							





# Electric Account Activity

## Activities

MPBMS	SWINGLEC	SWINGLEC	BRC ADR	Acknowledgment	Done	Called cust at (248) 628-3600	Crn made call and spoke to cust. See initial contact for comments. Acct is swinglstat057808
MPBMS	SWINGLEC	SWINGLEC	Ownership Change	Ownership Escalated to BRC	Done	Ownership Escalated to BRC	



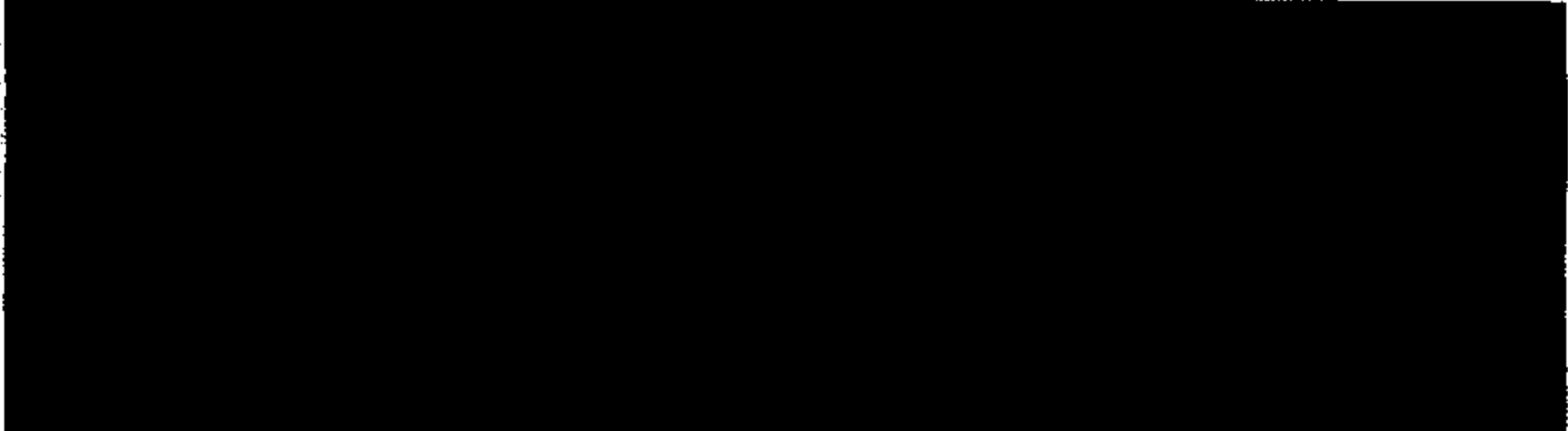


Service Request Activity

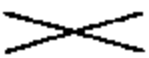
Activities

091903	SWINGLEC	ROWES	Ownership Changed	Done	Service Request Ownership has changed FROM: ROWES TO: SWINGLEC
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091903	IGLESIAL	IGLESIAL	Correspondence	Done	Created CAC: MINDOT. SHIP-000/023
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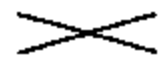
091503	ROWES	IGLESIAL	Submit for Approval	Letter (Non Goodwill)	Done	1-800-5220 send ARB letter	Letter final approved. Lindsay Iglesias@gl-ops
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**Activities**

03/15/03	ROWES	ROWES	Dealer Notification	Action Required	Done	Cust seeks Repurchase	<p><b>Cust status:</b> Tail lamps are out again and she just had them last week. The stop lamp bulb was replaced. Today the bulb was replaced. 4-1-2000 Wiper motor was replaced again.</p> <p><b>Cust seeks:</b> Repurchase and up grade.</p> <p><b>CRM adv:</b> CRM can not repurchase the cust veh. CRM will adv GM of the cust request and if they feel that CRM decision is incorrect CRM will notify cust. As for now the decision is no and CRM will send the cust the same letter she received in Jan (Cust states that she did not get a letter). Cust adv that she did talk to the ADiv general office in Jan. Cust adv that she will be calling the BBB. It is not like she does not want another GM she just wants to upgrade and feels GM should repurchase the veh.</p> <p><b>Svc Adv (Sv Director on vacation and Svc Mgr on the phone) Mike adv worked w/ cust and will convey info to Svc MGR.</b></p> <p><b>CRM adv:</b> Cust seeking repurchase. Cust declined in Jan for repurchase.</p> <p><b>Svc Adv Status:</b> Cust wants a Tahoe. Cust has never been happy with the veh and never will. He will adv Svc Mgr of Avn contact, cust request and dir notice. The veh is repaired and the cust has the new court for the tail</p>







**Activities**

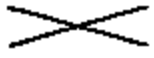
REFNO	ROWES	ROWES	Outboard Call Dealer	Made Contact	Date	Cust does not feel safe in veh	
							<p>Svc Adv (Sv Director on vacation and Svc Mgr on the phone) Mkt adv asked w/ cust and will convey info to Svc MGR.</p> <p>CRM adv: Cust seeking repurchase. Cust declined in Jan for repurchase.</p> <p>Svc Adv Status: Cust wants a Tahoe. Cust has never been happy with the veh and never will. he will adv Svc Mgr of Avn contact, cost request, and dir notice. The veh is repaired and the cust has the new currt for the tail lamp and mirrors which should correct the issue. CRM Susan Watson TPA CARB</p>





**Activities**

CRMID	ROWES	ROWES	Inbound Call Customer	Complex Request	Date	Repurchase	
							<p><b>Customer:</b> Tail lamps are out again and she just had them last week. the stop lamp bulb was replaced. Today the bulb was replaced. 4-1-2000 Wiper motor was replaced again.</p> <p><b>Customer:</b> Repurchase and up grade.</p> <p><b>CRM adv:</b> CRM can not repurchase the cust veh. CRM will adv GM of the cust request and if they feel that CRM decision is incorrect CRM will notify cust. As for now the decision is no and CRM will send the cust the same letter she received in Jan (Cust states that she did not get a letter) Cust adv that she did talk to the Atty general office in Jan. Cust adv that she will be calling the BBB. It is not like she does not want another GM she just wants to upgrade and feels GM should repurchase the veh</p> <p><b>CRM Susan Watson TPA CARS</b></p>





**VIA FAX ONLY**

June 3, 2003

Frank M. DeLuca, Esq.  
Dold, Spoth, McKelvie & DeLuca, P.C.  
5445 Corporate Drive, Suite 170  
Troy, MI 48068-2683

Re: [REDACTED]

GM File No.: NISM, BRC Case No.: 1-99656226  
2002 Chevrolet Trailblazer  
VIN # 1GNET168026112526

Dear Mr. DeLuca:

Pursuant to your May 29, 2003 request for documentation related to the above-referenced case, please find enclosed the following:

- A warranty history printout
- Customer assistance center comments
- Invoice
- Incentives

**WE ASK THAT YOU PLEASE CONTACT THE AREA SERVICE MANAGER, ROBERT STIPEK, PH# 800 638-092, MAILBOX 8395 AND INFORM HIM THAT YOU ARE HANDLING THIS MATTER FOR GENERAL MOTORS.**

In case this ends up settling as a repurchase, the BAC code for the dealership is 115147. We hope this information helps. Please call at the number listed below if further assistance or clarification is needed.

Sincerely,

George T. Edinger  
BRC Legal Case Manager  
PH# 800-231-1841, prompt 9, prompt 5, extension 58137  
FAX# 866-440-5932

cc: FILE



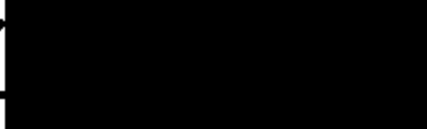
CALILEY



**FAX TRANSMITTAL FORM**

DATE: \_\_\_\_\_

**NOF PAGES:** 23  
(INCLUDING COVER PAGE)

**TO:** 

**FROM:** SERVICE  
Dept.

**TOLL FREE (888) 422-8539**  
**PHONE (248) 855-9700**  
**FAX (248) 855-4782**

**REMARKS:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_

*American Credit Distrib*

WARRANTY MOTOR/JACK CAULEY CHEVROLET to the original retail purchaser of a G.M. Goodwrench Service Plus paid repair.

WORKING UNIT	WORKER MIKE KUGG	733	BRNCH 127	WORK DATE 07/31/02	WORK NO. U100149302
WORK RATE	WORKER NO.	1923	WORKER NAME ONYX BLACK/	BOOK NO. Y12582	
VEHICLE MAKE/TYPE 02/CHEVROLET TRUCK/TRAILBLAZER/EXT			DELIVER DATE 05/24/02	DELIVERY MILE 120	
VIN 1R1Y606154			DELIVER DEALER NO.	PRODUCTION DATE	
PLANT			DELIVER DATE 07/23/02		
BLOOMFIELD TWP, MI					MADE BY

LABOR

TECHS	DATE	START	FINISH	ACT	TIME	DESCRIPTION	HOURS: 0.90	TECH(S) 1422	62.42
422	07/29/02	17:30	18:00	0:20	0:00	FINISHED			
422	07/29/02	0:00	0:00	0:00	0:90	PLAT RATE TIME			
TOTAL TECH TIME							0:20	0:90	

REPAIR WIPERS STOPPED WORKING DURING BATH STORM YESTERDAY. WIPER MOTOR FAILED. REPLACED WIPER MOTOR ASSEMBLY TO CORRECT.

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	TOTAL - PARTS
JOB # 1	1	32487687	MODULE	16.064	189.00	264.60	264.60
JOB # 1 COST TOTAL				189.00			264.60

SUBLET	POS	VENO INVS	INV DATE	DESCRIPTION	TOTAL - SUBLET
JOB # 1	30548	20923	07/29/02	RENTAL	89.99
					89.99

TECHNICIAN CERTIFICATION	NAME	NO.	TOTALS
JAMES COOK	422	4141094	0.00
			417.01

WARRANTY CLAIM TOTAL	CLAIM TOTALS
417.01	417.01
CLAIM TOTALS	417.01

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: BNRWF.P07  
07/31/2002  
1117

WARRANTY NEW CLAIM

RD NUMBER: 149302 RD DATE: 07/23/2002 VTH: 18NET168026112526 DIU: 3 DEALER: 44052 ODOMETER: 4942 SERVICE ADVISOR #: 317-84-4286

CUSTOMER NAME: FIRST: TRICIA MIDDLE: PHONE: WORK: 313-570-2322 HOME: 248-626-9894  
LAST: CHD

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	CHRS	NET-AMT.	LAB-TOT.
1	01	03	1	12487687	264.60	AC	13870		.9			62.42
LN-TOT: 327.02 TECH SBN: 367-82-1375 AUTH CODE: AUTH. AUTHOR.:												
2	01	03	1				77923				89.99	
LN-TOT: 89.99 TECH SBN: 367-82-1375 AUTH CODE: AUTH. AUTHOR.:												
R.O. TOTAL:											417.01	

General Motors/Jack Gauley Chevrolet to the original retail purchaser of a D.M. Goodfrench Service Plus paid repair.

SALES REP 7772	SALES REP MIKE KUSS	SALES REP 733	SALES REP 127	SALES REP 07/25/02	SALES REP CTCS149302
LABOR TYPE	LABOR TYPE	LABOR TYPE	LABOR TYPE	LABOR TYPE	LABOR TYPE
			4942	ONYX BLACK	T12532
02/CHEVROLET TRUCK/TRAILBLAZER/EXT				4	05/24/02
VEHICLE NO. 43026				SALES DATE 07/28/02	
BLOOMFIELD TWP, MI				SALES DATE	

LABOR		ELECTRICAL		HOURS: 0.90 TECH(8)1422		WARRANTY	
JOB # 1 03GTZ		REPAIR WIPERS STOPPED WORKING DURING RAIN STORM YESTERDAY.		WIPER MOTOR FAILED. REPLACED WIPER MOTOR ASSEMBLY TO CORRECT.			
		TOTAL - LABOR				0.00	
PARTS		DESCRIPTION		LIST PRICE		UNIT PRICE	
JOB # 1		1 12487697		MODULE 18.064			
		TOTAL - PARTS				0.00	
SUBLET		DESCRIPTION		TOTAL - SUBLET		WARRANTY	
JOB # 1		30568 07/23/02 CAR RENTAL				0.00	
TECHNICIAN CERTIFICATION		422		JAMES COOK		74	

TOTALS		LABOR		0.00	
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT, P.A. 3007.		PARTS		0.00	
DEALER REPRESENTATIVE		SUBLET		0.00	
		TOTAL		0.00	
		TAX		0.00	
		SERVICE		0.00	

CUSTOMER SIGNATURE



General Motors/Jack Cauley Chevrolet to the original retail purchaser of a G.M. Goodwrench Service Plus paid repair.

WORKER NO. 772	ADVISOR MIKE KUSS	SALES NO. 739	SALES PR. 959	WORKER DATE 10/21/02	WORKER NO. CTWB193990
	MAKE/TYPE 02/CHEVROLET TRUCK/TRAILBLAZER/EXT	MODEL NO. 9621	COLOR ONYX BLACK/	WORKER NO. T12532	
	YEAR/MAKE/MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/EXT	DELIVERY DATE 05/24/02	WARRANTY TYPE 4	WARRANTY MILES 120	
BLOOMFIELD TWP, MI			RECEIVED DATE 10/07/02		

LABOR

TECH	DATE	START	FINISH	ACT	TIME	DESCRIPTION	HOURS
422	10/07/02	14.50	18.00	2.50	0.00	NON WORKING	1.90
422	10/08/02	7.00	8.50	1.50	0.00	FINISHED	
422	10/08/02	0.00	8.00	0.00	1.30	PLAT RATE TIME	
TOTAL TECH/TIME				4.00	1.30		

CHECK WIPERS WILL NOT SHUT OFF ALSO WASHER PUMP KEEPS RUNNING AFTER KEY IS OFF NOTE IMPLUGGED PUMP ON BRYUP FOUND UPPER MOTOR AND MODULE FULL OF WATER, NECESSARY TO REPLACE WIPER MOTOR ASSEMBLY AND REPLACE WASHER PUMP

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1		22127452	PUMP, WSH 16.153	19.85	19.85	27.85	27.85
JOB # 1	1		12487687	MODULE 16.064	186.00	186.00	264.60	264.60
JOB # 1	1		WAR	TRADE	28.35	28.35	28.35	28.35
JOB # 1 COST TOTAL								320.79

TECHNICIAN CERTIFICATION

422-1- JAMES COOK #361094

TOTALS 410.95

WARRANTY CLAIM 153590 410.94

CLAIM TOTALS 470.94

APPROVED BY SIGNATURE



General Motors/Jack Cauley Chevrolet to the original retail purchaser of a G.M. Goodwrench Service Plus paid repair.

7772	HIKE KUSS	733	959	10/21/02	CTM8153590
	LABOR HOURS	LOGBOOK NO.	DEALER	COLOR	WARRANTY
			9621	ONYX BLACK	112382
	YEAR / MAKE / MODEL			DELIVERY DATE	WARRANTY MILE
	02/CHEVROLET TRUCK/TRAILBLAZER/EXT			4 05/24/02	120
	VIN			REGISTRATION DATE	PRODUCTION DATE
	1G1ME7E4640000000				
	PLANT			WARRANTY	
				10/07/02	
BLOOMFIELD TWP. MI					

DCS AUDIT SLIP

DCS DATA FILE: DGMWF.966

10/21/2002

WARRANTY NEW CLAIM

1127

RD NUMBER RD DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
 153590 10/07/2002 10NET168026112526 3 44052 9621 317-84-4635

CUSTOMER NAME: FIRST: TRICIA  
 LAST: ONG

MIDDLE:  
 PHONE: WORK: 313-570-2322 HOME: 248-626-9896

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHS	NET-AMT.	LAB-TOT.
1	01		08	1	22127653	27.83	SM	N3860	.4			27.74
LN-TOT: 55.57 TECH SSN: 367-82-1375 AUTH CODE: AUTH. AUTHOR.:												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHS	NET-AMT.	LAB-TOT.
2	01		08	1	12487487	264.60	SM	N3520				62.42
LN-TOT: 327.02 TECH SSN: 367-82-1375 AUTH CODE: AUTH. AUTHOR.:												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHS	NET-AMT.	LAB-TOT.
3	01		08	1	12487487	28.35	73	Z8000			28.35	
LN-TOT: 28.35 TECH SSN: 367-82-1375 AUTH CODE: AUTH. AUTHOR.:												

TOTALS 410.94



General Motors/Jack Calley Chevrolet to the original retail purchaser of a G.M. Buick LeSabre Service Plus paid repair.

PHONE 772	ADDRESS CHRISTINE M BRENNER 308	DOB 29/7	WORK DATE 10/28/02	WORK NO C15154756
	LABOR RATE	DESCRIPTION	LABOR IN 9622	LABOR OUT T12532
	YEAR/MAKE/TYPE	02/CHEVROLET TRUCK/TRAILBLAZER/EXT		LABOR RATE 120
			DATE 05/24/02	
BLOOMFIELD TWP, MI			DATE 10/28/02	

LABOR	TECH	PARTS RETURN	DATE	START	FINISH	HOURS	ACT	TIME	DESCRIPTION	
J8 1 45CTZ	400		10/28/02	12:30	12:30	0.30	0.00	0.00	FINISHED	20.81
	400		10/28/02	0:00	0:00	0.00	0.00	0.30	FINISHED	
					TOTAL TECH TIME	0.00	0.00	0.30		
ON CORPORATE PARTS RETURN PROGRAM THIS REPAIR ORDER USED FOR ADMINISTRATIVE ALLOWANCE ONLY PARTS AND COPY OF RO RETURNED AS REQUESTED REFER TO RO153590-CR320										
TOTAL - LABOR										20.81
R/D TAX										0.00
R/D TOTALS										20.81

WARRANTY CLAIM DETAIL TOTALS	
CLAIM#..... TOTAL.....	20.81
154756	
CLAIM TOTALS	20.81

APPROVED BY SIGNATURE

DCS AN

10/28/2002  
1219

RO NUMBER	RO DATE	VIN	DIV	DEALER	DIGMETER	SERVICE ADVISOR #
154756	10/28/2002	10NET168026112526	3	44032	9622	884-80-7670

CUSTOMER NAME FIRST: TRICIA MIDDLE:  
LAST: GND PHONE: WORK: 818-570-2322 HOME: 248-624-9896

LK	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHR	CHRS	NET-ANT.	LAB-TOT.
1	01	P	NO				00	7200	3			20.81
LN-TOT: 20.81 TECH SEN: 379-48-1403 AUTH CODE: AUTH. AUTHER.:												
R.O. TOTAL:											20.81	

UNIVERSAL MOTOR/BUICK SALES/LEASING COMPANY TO THE ORIGINAL PURCHASER OF A B.N. Goodrench Service Plus paid repair.

WORKER 772	NAME MIKE KUSS	733	LOADING 34	DATE 12/11/02	INVOICE # CYC5156974
	LABOR CODE	DESCRIPTION	VEHICLE # 12167	COLOR ONYX BLACK/	PRICE # T12582
	VEHICLE MAKE 02/CHEVROLET TRUCK/TRAILBLAZER/EXT			DELIVERY DATE 05/24/02	DELIVERY MILE 120
	VIN Y R T 6 0 6 1 8 6			SALES PERSON MELBA GOR	PRODUCTION DATE
BLOOMFIELD TWP, MI	STATE	CITY	REG #	DATE 12/11/02	
					MELBA GOR

LABOR  
 JOB # 12CTZ GLASS & TRIM HOURS 0.90 TECH(S):422  
 CHECK WIPERS WIP AND WASHER CONTINUALLY SQUIRT AFTER KEY IS  
 TAKEN OUT OF IGNITION -  
 WIPER MOTOR FAILED, MODULE FILLED WITH WATER, REPLACED  
 WIPER MOTOR ASSEMBLY TO CORRECT.

WARRANTY

TOTAL - LABOR 0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	12487687	MODULE 18.064		
JOB # 1	1	22102195	CAP-REM A 10.107		
				TOTAL - PARTS	0.00

WARRANTY

WARRANTY 0.00

COMMENTS  
3RD TIME WIPER CONCERN

TECHNICIAN CERTIFICATION  
422 JAMES COOK

TOTALS					
-CERTIFICATION-				TOTAL LABOR	0.00
REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE				TOTAL PARTS	0.00
WITH MICHIGAN AUTO REPAIR ACT				TOTAL SALES	0.00
DEALER REPRESENTATIVE				TOTAL WASH & CARE	0.00
				TOTAL WASH & CARE	0.00
				TOTAL TAX	0.00
				TOTAL TAX	0.00
				TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

PRINTED AT THE REQUEST OF THE PURCHASER OF A G.M. GOODWRENCH SERVICE PLUS PAID REPAIR.

WORK ORDER NO. 182972	CUSTOMER NAME MIKE KUSS	VEHICLE NO. 733	QUANTITY 34	WORK DATE 12/18/02	WORK ORDER NO. CT82154976
	LABORER [REDACTED]	VEHICLE NO. 12187	VEHICLE MAKE GMX BLACK/	BOOK NO. T12332	
	VEHICLE MAKE/TYPE 02/CHEVROLET TRUCK/TRAILBLAZER/EXT	VEHICLE NO. 12187	VEHICLE YEAR 06/24/02	DELIVERY MILES 120	
	VEHICLE VIN 1GRT606156	VEHICLE NO. 12187	VEHICLE COLOR 12/11/02	PRODUCTION DATE	
BLOOMFIELD TWP, MI	VEHICLE NO. [REDACTED]	VEHICLE NO. [REDACTED]	VEHICLE NO. [REDACTED]	VEHICLE NO. [REDACTED]	VEHICLE NO. [REDACTED]

LABOR	TECH	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
JOB # 1 12CTZ						0.90	TECH(S)1422	62.42
	422	12/11/02	11:00	12:00	0.40	0:00	FINISHED	
	422	12/11/02	0:00	0:00	0:00	0:00	FLAT RATE TIME	
					0.40	0:00	TOTAL TECH TIME	

CHECK WIPERS WASH AND WASHER CONTINUALLY SQUIRT AFTER KEY IS TAKEN OUT OF IGNITION - WIPER MOTOR FAILED. HOUSING FILLED WITH WATER. REPLACED WIPER MOTOR ASSEMBLY TO CORRECT.

TOTAL - LABOR 62.42

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	12487687	WIPER 16.044	189.00	189.00	264.60	264.60
JOB # 1	1	22102195	CAP-USE 10.147	2.74	2.74	3.84	3.84
			JOB # 1 COST TOTAL				268.44

TOTAL - PARTS 268.44

MISC	CODE	DESCRIPTION	AMOUNT
JOB # 1	502	RENTAL CHARGES TO CHEVROLET	30.00
		TOTAL - MISC	30.00

TOTAL - MISC 30.00

WARRANTY CLAIM DETAIL TOTALS	CLAIMS	TOTAL
	182972	360.84
	CLAIM TOTALS	360.84

R/O TAX 0.00  
R/O TOTALS 360.84

APPROVED BY SIGNATURE

ORIGINAL PURCHASER OF VEHICLE (NAME) TO NEW ORIGINAL PURCHASER OF A D.M. Goodwrench Service Plus paid repair.

INVOICE NO. 156976	WIRE KUSS 733	MONTHS 54	MADE DATE 12/18/02	INVOICE NO. CT08156976
LABORATORY	LEASING NO.	QUANTITY 12167	COLOR ONTX BLACK/	PROVINCE T12832
02/CHEVROLET TRUCK/TRAILBLAZER/EXT			DELIVERY DATE 05/24/02	INVENTORY NO. 120
1 N T 6 0 4 1 5 6			SALES OFFICER	PRODUCTION
BLOOMFIELD TWP, MI		REG. NO.	REG. DATE 12/11/02	SALES OFFICER

DCS AUDIT SLIP

DCS DATA FILE: BNGHMF.360  
 12/18/2002 WARRANTY NEW CLAIM  
 1403

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODMETER	SERVICE	ADVISOR #
156976	12/11/2002	16NET168026112826	3	44082	12167	317-84-4886	

CUSTOMER NAME: FIRST: TRICIA MIDDLE:  
 LAST: ONG PHONE: WORK: 313-870-2322 HOME: 248-626-9896

LH	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	CHRG	NET-AMT.	LAB-TOT.
1	01		08	2	12487687	269.44	30	83320				82.42
LH-TOT: 330.86 TECH SGN: 367-82-1375 AUTH CODE: B AUTH. AUTHDR.: 0090												
MEMO PART NUMBER: 22102195												

LH	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	CHRG	NET-AMT.	LAB-TOT.
2	01		HJ				78	27901			30.00	
LH-TOT: 30.00 TECH SGN: 367-82-1375 AUTH CODE: B AUTH. AUTHDR.:												

R.O. TOTAL: 360.86



purchaser of a G.I. Toddmorech Service Plus paid repair.

ORDER NO. 28772	ADDRESS LENNY RUSS 759	QUANTITY 398	DATE 04/02/03	INVOICE NO. CTC#162247
	ORDER NO.	ORDER NO. 19247	CO. OR. NO. UNTX BLACK/	ORDER NO. T12532
	VEHICLE MAKE 02/CHEVROLET TRUCK/TRAILBLAZER/EXT		DELIVERY DATE 05/24/03	DELIVERY TIME 120
	VIN T R 7 6 0 6 1 5 4		REGISTRATION DATE 04/01/03	
BLOOMFIELD TWP, MI				

**LABOR**

JW 1 05CTZB MISC. DRIVEABILITY HOURS: 1.00 TECH(S):718  
 CHECK ENGINE LIGHT IS ON  
 SCANNED HISTORY CODE, P0440 EVAP FAILURE, NO LEAKS DETECTED.  
 REFLASHED PCM WITH UPDATED CALIBRATIONS. ROAD TESTED GOOD

JW 2 03CTZB MISC ELECTRICAL HOURS: 1.10 TECH(S):422  
 INSTALL SUP REVISED WIPER MODULE TO CORRECT REPEATED FAULT  
 WASHERS KEEP WORKING WITH KEY IN OFF POSITION. HISTORY  
 REPLACED WIPER MOTOR ASSEMBLY AND WIPER MOTOR CONNECTOR.

WARRANTY

WARRANTY

TOTAL - LABOR 0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1	15094705	MODULE 16.064		
JOB # 2	1	15304415	CONNECTOR 16.064		
JOB # 2	1	22102195	CAP-WSN 10.147		

WARRANTY

WARRANTY

WARRANTY 0.00

**COMMENTS**  
 1 DAY COURTESY CAR VEHICLE BOUNDRY HERE

**TECHNICIAN CERTIFICATION**  
 718 HERBERT NICHOLS 1144435  
 161094

<b>TOTALS</b>					
LABOR				0.00	
PARTS				0.00	
TOTAL				0.00	
TOTAL MISC CHG				0.00	
TOTAL MISC DISC				0.00	
TOTAL TAX				0.00	
<b>TOTAL INVOICE \$</b>				<b>0.00</b>	

DEALER REPRESENTATIVE:

CUSTOMER SIGNATURE

General notes: only Lauley Chevrolet to the original retail purchaser of a G.M. Goodwrench Service Plus paid repair.

COMMENTS NO. 772	ADVISOR LENNY RUBS	759	GENS NO. 398	WORK DATE 04/06/03	WORKSHEET NO. CTNS162367
	DISPATCH NO.	LOGSHEET NO.	VEHICLE ID 19249	DEALER ONYX BLACK/	WORK NO. T12392
	YEAR/MAKE/MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/EXT			DELIVERY DATE 08/24/02	DELIVERY MILE 120
	VIN 1GN1T400611576			SALE PRICE 120	REWORK DATE
BLOOMFIELD TWP, MI	ACT DATE 04/01/03				

LABOR

JOB #	05CTZB	MISC. DRIVEABILITY	HOURS: 1.00	TECH(S)	1718	70.95	
TECH	718	DATE	START	FINISH	ACT TIME	DESCRIPTION	
	718	04/01/03	14.00	17.10	1.30	0.00	FINISHED
		04/02/03	0.00	0.00	0.00	1.00	FLAT RATE TIME
TOTAL TECH TIME					1.80	1.00	

CHECK ENGINE LIGHT IS ON  
 SCANNED HISTORY CODE, P0440 EVAP FAILURE, NO LEAKS DETECTED.  
 REFRESHED PCM WITH UPDATED CALIBRATIONS. ROAD TESTED GOOD

JOB #	03CTZB	MISC ELECTRICAL	HOURS: 1.10	TECH(S)	1492	77.61	
TECH	422	DATE	START	FINISH	ACT TIME	DESCRIPTION	
	422	04/01/03	17.10	18.00	0.90	0.00	NON WORKING
	422	04/02/03	7.80	7.30	0.30	0.00	FINISHED
	422	04/03/03	7.80	8.80	0.50	0.00	FINISHED
	422	04/03/03	0.00	0.00	0.00	1.10	FLAT RATE TIME
TOTAL TECH TIME					1.60	1.10	

INSTALL SOP REVISED WIPER MODULE TO CORRECT REPEATED WIPER  
 WASH/WIPER WORKING WITH KEY IN OFF POSITION. HISTORY  
 REPLACED WIPER MOTOR ASSEMBLY AND WIPER MOTOR CONNECTOR

TOTAL - LABOR						148.16
PARTS	QTY	FR	DESCRIPTION	UNIT PRICE	PRICE	
JOB #	1		WIPER MOTOR ASSEMBLY	144.24	144.24	
JOB #	1		WIPER MOTOR CONNECTOR	61.40	61.40	
JOB #	1		WIPER MOTOR ASSEMBLY	3.98	3.98	
TOTAL PARTS						211.62

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB #	1	502C RENTAL CHARGED TO CHEVROLET		60.00
TOTAL - MISC				60.00

COMMENTS  
 1 DAY COURTESY CAR VEHICLE BOUGHT HERE  
 RENTAL RD1205 & 201

TECHNICIAN CERTIFICATION				
718	HERBERT NICHOLS	M146425		
422	JAMES COOK	M161094		
R/O TAX				0.00
R/O TOTALS				419.78

WARRANTY CLAIM DETAIL TOTALS		
CLAIMS	TOTAL	
12367	419.78	
CLAIM TOTALS	419.78	

APPROVED BY SIGNATURE

General Motors/Jack Caulry Chevrolet to the original retail purchaser of a G.M. Goodwrench Service Plus paid repair.

INVENTORY # 72	ADVISOR LENNY RUBE	759	EMPIRE # 398	INVENTORY DATE 04/06/03	INVENTORY # CTW8162367
	LABOR RATE		SALES TAX # 19249	COLOR ONYX BLACK/	WORKING # 712532
	YEAR/MAKE/MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/EXT 4			REPAIR DATE 05/24/02	PRODUCTION # 120
	VIN 1GN1T660612526			WARRANTY #	
BLOOMFIELD TWP, MI				DATE 04/01/03	

DCS AUDIT SLIP

DCS DATA FILE: BMSHF.234  
 04/06/2003 WARRANTY NEW CLAIM  
 1954  
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
 162367 04/01/2003 1GN1T660612526 3 44062 19249 366-46-8850

CUSTOMER NAME: FIRST: TRICIA MIDDLE:  
 LAST: DNG PHONE: WORK: 313-370-2322 HOME: 248-626-9896

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01						P0440	16336	1.0			70.55
LN-TOT: 70.55 TECH 88N: 376-54-2574 AUTH CODE: AUTH. AUTHOR.:												
2	02				15094705	211.82	AF	K3320				77.81
LN-TOT: 289.23 TECH 88N: 347-82-1375 AUTH CODE: E AUTH. AUTHOR.: 0090												
MEMO PART NUMBERS: 15306415 22102193												
3	03						9B	77902			60.00	
LN-TOT: 60.00 TECH 88N: 376-54-2574 AUTH CODE: AUTH. AUTHOR.:												
TOTAL:											419.78	





PURCHASER OF A B.N. Goodwrench Service Plus paid repair.

722	KATHY MORRIS	717	2587	04/30/03	122816881
	LAST NAME	PHONE	ADDRESS	DATE	VEHICLE
			21484	06/24/02	02/CHEVROLET TRUCK/TRAILBLAZER/EXT
					120
BLOOMFIELD TWP, NJ				04/30/03	

LABOR				WARRANTY	
JOB #	12CTZ	CLASS & TRIM	HOURS	0.30	TECH(S)
		LEFT BRAKE LIGHT INOP			1727
		REPLACED STOP LAMP BULB			
				TOTAL - LABOR	0.00
PARTS				WARRANTY	
JOB #	1	PP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
		12450108	BULB 2.679		
				TOTAL - PARTS	0.00
ESTIMATE					
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)					
TECHNICIAN CERTIFICATION					
722		JONATHAN L BAYLER		RZ2845H	

TOTALS					
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH NEW JERSEY AUTO REPAIR ACT (P.A. 300):					
CERTIFICATION					
CUSTOMER REPRESENTATIVE					
				TOTAL LABOR	0.00
				TOTAL PARTS	0.00
				TOTAL SUBLET	0.00
				TOTAL TAX	0.00
				TOTAL	0.00
				TOTAL INVOICE	0.00



CUSTOMER SIGNATURE

purchase of a D.N. Goodenrich Service Plus paid repair.

WORKER NO. 772	NAME KATHY MORRIS	717	GAUGE NO. 2087	ISSUE DATE 08/01/03	WORKER NO. CTMS163881
	LICENSE 21484			TYPE ONYX BLACK/	WORKER NO. T12592
	VEHICLE MAKE/MODEL 02/CHEVROLET TRUCK/TRAILBLAZER EXT			ISSUE DATE 08/24/02	DELIVERY DATE 120
	VIN 1NHT606156			ILLUSTRATION NO.	PRODUCTION DATE
BLOOMFIELD TWP, MI				ISSUE DATE 04/30/03	

LABOR

TECH	DATE	START	FINISH	HOURS	ACT TIME	DESCRIPTION	TECH(S)	LABOR
727	04/30/03	7.30	7.60	0.30	0.00	FINISHED	1727	21.17
727	04/30/03	0.00	0.00	0.00	0.30	FLAT RATE TIME		
TOTAL TECH TIME								0.20 0.30

LEFT BRAKE LIGHT INOP  
REPLACED STOP LAMP BULB

TOTAL - LABOR 21.17

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	PARTS
JOB # 1	1		12450108	BULB 2.679	1.91	1.91	1.83	1.83
JOB # 1 COST TOTAL								1.91
TOTAL - PARTS								1.83

TECHNICIAN CERTIFICATION  
727 JONATHAN L SAYLOR  
R.D. TOTALS 28.00

WARRANTY CLAIM DETAIL TOTALS



APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GWBMMF.877  
08/01/2003 WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
163881	04/30/2003	1NHT16026112526	8	44082	21484	966-48-2888

CUSTOMER NAME: FIRST: TRICIA MIDDLE: PHONE: WORK: 313-570-2922 HOME: 248-626-9896  
LAST: ONE

LK	JOB	CT	CC	PC	PART-NO.	TOY-PTS	FC	LABOR	LHRS	OHRS	NET-ANT.	LAB-TOT.
1	01	DJ	1		12450108	1.83	48	MOB28	.8			21.17
LN-TOTL											28.00	
TECH 8881 364-64-1331 AUTH CODE:												
R.O. TOTAL:											28.00	

ORIGINAL PURCHASE/LEASE AGREEMENT TO THE ORIGINAL RETAIL PURCHASER OF A G.M. Goodwrench Service Plus paid repair.

ORDER NO. 772	ADVISOR KATHY MORRIS 717	CRM NO. 2144	WORK DATE 05/15/03	WORKING TICS14474
	ORDER NO. 22848	DELIVERY DATE 05/24/02	DELIVERY MILE 120	
	VEHICLE MAKE/MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/EXT		DELIVERY DATE 05/24/02	DELIVERY MILE 120
	VIN 1HNT606154		DELIVERY DATE 05/15/03	
WORKING ADDRESS BLOOMFIELD TWP, MI	WORKING PHONE	WORKING FAX	WORKING DATE	WORKING CITY

LABOR  
 JH 1 OCCTZ ELECTRICAL HOURS: 0.30 TECH(S) 1450  
 CHECK LEFT REAR BRAKE LIGHT INOP  
 REPLACED DEFECTIVE BULB

TOTAL - LABOR 0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	12450108	BULB 2.679		
				TOTAL - PARTS 0.00	

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS  
 WAIT

TECHNICIAN CERTIFICATION  
 450 WALTER E BLONE 815722

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL BULB	0.00
TOTAL G.S.	0.00
TOTAL DISC CHG.	0.00
TOTAL DISC DISC	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CERTIFICATION  
 ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT  
 DEALER REPRESENTATIVE

CUSTOMER SIGNATURE

*[Signature]*

Repair order for this will Be sent when warranty clerk is done with it

<input type="checkbox"/> YES <input type="checkbox"/> NO BLOOD TEST <input type="checkbox"/> YES <input type="checkbox"/> NO STATE REGN FLO3394 2	02/CHEVROLET TRUCK/TRAILBLAZER/EXT 29772 UNYX BLACK/TK PWR 05/24/02 120 717 2507 21494 375	163881 04/30/08 717 2507 21494
--	--	--

ORIGINAL CUSTOMER ESTIMATE TOTAL 0.00

W-12C1Z 27 BLOSS & TRIN LEFT BRAMB LIGHT INOP

*Applied to stop lamp bill*

**CALLEY**  
America's Corvette Dealer

*[Large handwritten signature]*

*[Handwritten initials]*

08/17/03

08/21/2003 WED 09:47 FAX





020/023

<input type="checkbox"/> 08 <input type="checkbox"/> 09 <input type="checkbox"/> 10 <input type="checkbox"/> 11 <input type="checkbox"/> 12 <input type="checkbox"/> 13 <input type="checkbox"/> 14 <input type="checkbox"/> 15 <input type="checkbox"/> 16 <input type="checkbox"/> 17 <input type="checkbox"/> 18 <input type="checkbox"/> 19 <input type="checkbox"/> 20 <input type="checkbox"/> 21 <input type="checkbox"/> 22 <input type="checkbox"/> 23 <input type="checkbox"/> 24 <input type="checkbox"/> 25 <input type="checkbox"/> 26 <input type="checkbox"/> 27 <input type="checkbox"/> 28 <input type="checkbox"/> 29 <input type="checkbox"/> 30 <input type="checkbox"/> 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 00 02/CHEVROLET TRUCK/TRAILBLAZER/EXT 29772 TRUCK, BLACK/BLK PNM 00722702 112302 120 739 54 12147 336	156976 11/11/02 739 54 12147 336
BLOOMFIELD TWP, MI 1172500 12/11/02 400pa STATE REGN F10394	FACILITY REGISTRATION NUMBER F-10394	156976 11/11/02 739 54 12147 336

ORIGINAL CUSTOMER ESTIMATE TOTAL 0.00

*400* WAREN OUT OF JURISDICTION -  
 213520 6 Fuse was pulled at home to stop

*Kept under motor ASM*

*American's Corvette Dealer*

**COURTESY CAR**

08/21/2003 WED 09:51 FAX

156976  
 FR. Bnd.  FR. Front.  FR. Door(s)  FR. Q.  Rear End  L. Door  L. Front.  Roof  Interior  Glass  Other





0022/023

02/CHEVROLET TRUCK/TRAILBLAZER/EXT		12/31/02	100370
TRAILBLAZER	BLACK/BLK BENT	06/24/02	10/07/02
47%			730
BLOOMFIELD TWP, MI			FACILITY REGISTRATION NUMBER 7-10004
240	12/07/02	09:00pm	959
STATE REGN F10394			9621

*x Paid from customer Home*

*325*

ORIGINAL CUSTOMER ESTIMATE TOTAL 0.00

*100370 6*

*Up to pump Run continuously - will not. Pump Subvent*

*Dry Air Serv Manual - found copper water + make/pe*

05/21/2003 WED 08:54 FAX



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Anawalt , WV [REDACTED]  
HOME PHONE: [REDACTED]

CASE NUMBER: 1-99907804 VIN: 1GNFT16S326130812  
MODEL YEAR: 2002  
DATE OPENED: 2003-05-15 SERIES: TrailBlazer  
DATE CLOSED: 2003-06-26 MILEAGE: 11378.0000000  
SOURCE: White Mail DELIVERY DATE:  
BRC TYPE: LegalNo DEALER NAME: Ramey Motors, Inc.  
BRC PARENT: DEALER ADDRESS: Route 19 & 460, Princeton, WV, 24740,

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

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

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

cust is at dlr shp; ; 2003-05-15  
2003-05-15  
cust called from dlr shp spoke to svc mgr; ; 2003-05-15  
2003-05-22  
call for update on veh; ; 2003-05-21  
2003-05-21  
crm call for update; ; 2003-05-21  
2003-05-26  
update; ; 2003-05-23  
2003-05-23  
crm called cust received busy signal; ; 2003-05-23  
2003-05-23  
unable to contact letter; ; 2003-05-23  
2003-05-23  
Created: CAC\_RS0006. SR#1-99907804; ; 2003-05-23  
2003-05-23  
not able to contact cust; ; 2003-05-26  
2003-05-26  
letter approved; ; 2003-05-26  
2003-05-28  
Service Request has been Closed Satisfied.; ; 2003-05-28  
2003-05-30  
SR in Status of Closed has been Re-Opened by MLLIS; ; 2003-05-30  
2003-06-01

WISM ER; ; 2003-06-02  
2003-06-30

BRC LEGAL Scanned: 2003-05-28-16.55.55.000000, MSXDocNum: 0314800153; ; 2003-06-02  
2003-06-02

Service Request Ownership has changed FROM: ABRAHAM TO: DOBBINS; ; 2003-06-02  
2003-06-02

Ownership Escalated to BRC; ; 2003-06-02  
2003-06-02

Ramey Motors 304-425-2134 SM: Tom Carpenter; ; 2003-06-02  
2003-06-02

PC contact William O. Huffman 304-487-2827; ; 2003-06-02  
2003-06-02

AVM Virginia Gillert; ; 2003-06-02  
2003-06-02

AVM; ; 2003-06-02  
2003-06-02

BRC LEGAL Scanned: 2003-06-02-09.07.36.000000, MSXDocNum: DOB3EDB101; ; 2003-06-02  
2003-06-02

Assessment; ; 2003-06-02  
2003-06-03

BRC LEGAL Scanned: 2003-06-02-17.12.42.000000, MSXDocNum: DOB3EDB6BA; ; 2003-06-03  
2003-06-04

Ramey Motors 304-425-2134 SM: Tom Carpenter; ; 2003-06-04  
2003-06-04

Ramey Motors 304-425-2134 SM: Tom Carpenter; ; 2003-06-04  
2003-06-04

Ramey Motors 304-425-2134 SM: Tom Carpenter; ; 2003-06-04  
2003-06-04

GMAC; ; 2003-06-04  
2003-06-06

Offer faxed; ; 2003-06-06  
2003-06-06

15 day; ; 2003-06-06  
2003-06-06

BRC LEGAL Scanned: 2003-06-06-13.09.38.000000, MSXDocNum: DOB3EDP623; ; 2003-06-06  
2003-06-06

BRC LEGAL Scanned: 2003-06-06-15.08.23.000000, MSXDocNum: DOB3EE09D8; ; 2003-06-06  
2003-06-09

PC contact William O. Huffman 304-487-2827; ; 2003-06-09  
2003-06-10

PC contact William O. Huffman 304-487-2827; ; 2003-06-10  
2003-06-13

PC; ; 2003-06-13  
2003-06-13

BRC LEGAL Scanned: 2003-06-13-09.14.30.000000, MSXDocNum: DOB3E89A93; ; 2003-06-13  
2003-06-13

BRC LEGAL Scanned: 2003-06-13-09.11.02.000000, MSXDocNum: DOB3E89820; ; 2003-06-13  
2003-06-19

Accept/release; ; 2003-06-19  
2003-06-19

Prep check package; ; 2003-06-19  
2003-06-19

Left Message; ; 2003-06-19  
2003-06-19

Resolved; ; 2003-06-19  
2003-06-19

Closed; ; 2003-06-19  
2003-06-19

BRC LEGAL Scanned: 2003-06-19-15.15.58.000000, MSXDocNum: DOB3E8F1C3D; ; 2003-06-23  
2003-06-20

Legal Cash Settlement; ; 2003-06-20  
2003-06-20

Created: BRCLEG\_LG0062. BR#1-99907804; ; 2003-06-20  
2003-06-20

Legal Cash Settlement; ; 2003-06-20  
2003-06-20

cash settlement; ; 2003-06-20  
2003-06-20

Goodwill Status has been changed from: Not Initiated to Pend GM1 - BRC; ; 2003-06-20  
2003-06-20

Goodwill Status has been changed from: Pend GM1 - BRC to Pending GM2; ; 2003-06-20  
2003-06-20

FINAL APPROVE CHECK TO CUSTOMER AND ATTORNEY B.HALL/TAMPA GM MGR.; ; 2003-06-23  
2003-06-20

Goodwill Status has been changed from: Pending GM2 to Approved; ; 2003-06-20  
2003-06-20

Approval; ; 2003-06-20  
2003-06-23

Service Request has been Closed Satisfied.; ; 2003-06-23  
2003-06-23

SR in Status of Closed has been Re-Opened by RUFLENDKE; ; 2003-06-23  
2003-06-23

Audit Complete; ; 2003-06-23  
2003-06-26

Service Request has been Closed Satisfied. ; 2003-06-26

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

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

PHONE NUMBER: FAX NUMBER:  
PRODUCT CODE: BODY TYPE:  
TRIM:  
ENGINE TYPE: TRANSMISSION:  
VEHICLE DRIVEABLE:  
MILEAGE @ BUY-BACK: 0 ERC WARRANTY DATE:  
MSRP: NADA: 0

SALES TAX:

DEPRECIATION:  
REGRADE:  
RESERVED MARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

William Huffman, Esq.  
Law Office of William O Huffman  
210 S Walker St  
Princeton, WV 24740-2747

RE: Donal R. Hastings v. General Motors Corporation  
Service Request: S1-99907804  
2002 Chevrolet TrailBlazer  
Vehicle Identification Number: 1GNET16S326130812

Dear Mr. Huffman:

Enclosed please find a check in the amount of \$12,000.00 made payable to Donal R. Hastings and William O. Huffman, Esq. to settle the above-referenced case.

Thank you for your time and attention to this matter.

Sincerely,

Betty Kennedy  
BRC Legal Case Manager  
Ph # 800-231-1841, prompt 9, prompt 5, extension 58179  
FAX# 1-866-255-3796

LG0062-T



11/05/03

**Privileged and Confidential Information**

**CASE ASSESSMENT BY: DOBBINS**

Customer Name: [REDACTED]

CARS Request No.: 1-99907804

GM Legal File No.:

Vehicle ID No.: 1GNET16S326130812  
Year, Make & Model: 2002 TRAILBLAZER

In Service Date: 8-15-02

Vehicle is:  
NEW

DLR's BAC Code:  
117245

**VEHICLE REPAIR HISTORY**

**CUSTOMERS PRIMARY SYMPTOM/COMPLAINT: POWER STEERING TIGHT**

23APR03	9325	1	CUSTOMER STATES NO POWER STEERING IN IDLE, BUT WILL RETURN WHEN GIVING GAS. REPLACED POWER STEERING PUMP.
13FEB03	6863	1	CUSTOMER STATES STEERING STIFF. NORMAL OPERATION.
03FEB03	6121	1	CUSTOMER STATES STEERING STIFF, HARD TO TURN. OPERATING TO DESIGN.

**OTHER SYMPTOM/COMPLAINT: WIPERS INOP**

28APR03	9465	1	CUSTOMER STATES WIPERS NOT WORKING ON LOW SPEEDS. REPLACED WIPER MULTIFUNCTION SWITCH.
03FEB03	6121	*	CUSTOMER STATES REAR WASHERS INOP. REATTACHED HOSE.
03SEP02	525	1	CUSTOMER STATES WIPERS NOT WORKING. REPLACED WIPER MOTOR.

**OTHER SYMPTOM/COMPLAINT: ROTORS HAVE GROOVES**

10APR03	9114	1	CUSTOMER STATES CHECK FRONT ROTORS FOR GROOVES. TURNED BOTH ROTORS.
---------	------	---	---

**OTHER SYMPTOM/COMPLAINT: PASSENGER DOOR DRAGS**

24MAR03	7985	1	CUSTOMER STATES PASSENGER DOOR DRAGS. ADJUSTED DOOR STRIKER.
18DEC02	5286	1	CUSTOMER STATES DRIVES SIDE DOOR "DRAGS". RESCHEDULED.

**OTHER SYMPTOM/COMPLAINT: SIGNAL SWITCH INOP**

03SEP02	525	*	NO COMPLAINT: INSPECTION FOUND SIGNAL SWITCH INOP. REPLACED.
---------	-----	---	--

**OTHER SYMPTOM/COMPLAINT: WASHER PUMP INOP**

03SEP02	525	*	NO COMPLAINT: INSPECTION FOUND WASHER PUMP INOP. REPLACED WASHER PUMP.
---------	-----	---	--

**OTHER / MISCELLANEOUS:**

9500 MILES IN 8 MONTHS. CONCERNS MAY NOT BE SUBSTANTIAL.

**Total Days Out of Service: 8**

**VEHICLE MEET'S PRESUMPTION:**

**YES: XXX**

**NO:**

11/05/03

CRM FINAL OFFER: {CASH / REP / TRADE} OFFER TO CUST: \${Amount} ATTORNEY FEE: \${Amount}

**RECOMMENDATION:**

**DUE TO INCONVENIENCE, CASH SETTLEMENT PROPOSED.**

TEAM MANAGER APPROVING: {name}

YES:

NO:

BRC Legal Case Manager: DOBBINS

Ph# 800-231-1841, prompt 9,  
prompt 5, 58471

FAX# 1-866-234-3027

## Reason for Removal

---

**THIS SECTION IS FOR LOCAL COUNSEL USE ONLY**

**THIS FORM MUST ACCOMPANY ALL CHECK REQUESTS FOR CASH  
SETTLEMENTS AND REPURCHASES**

LC FINAL OFFER:      {CASH / REP / TRADE}:      OFFER TO CUST: \$      ATTORNEY FEES: \$

**SETTLEMENT RATIONALE:** Please provide feedback to GM on how you were able to reach a settlement when the BRC could not (what new or additional facts were developed?). We will be using this information as a learning tool for future settlement attempts. You may use a separate page for your input, but you must include a copy of our case assessment with your input so that we can evaluate the differences. **PLEASE LIMIT THIS TO ONE PARAGRAPH IF POSSIBLE AND RETURN A COPY OF BOTH PAGES OF THIS ASSESSMENT FORM.**

November 5, 2003

[REDACTED]  
Anawalt, WV [REDACTED]

Service Request: S1-99907804  
[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,

Donata Abraham  
Customer Relationship Manager

RS0006-T/tc

File Number  
1-8807904

DRC REPURCHASE WORKSHEET

Customer Name  
[REDACTED]

Worksheet Filled Out By:  
DOBBER

Old Vehicle VIN:  
1088T198329138812

New Vehicle VIN:  
1088T198329575

Date:  
05-Jan-03

Old Vehicle		New Vehicle		Lease Terms MD __ MI __ Lease Usage Mo __ MI __	
1 Replacement Vehicle Costs	\$34,370.75	1 Base Price	\$41,170.00	1 Down Payment / Cap Cost Reduction	\$0.00
2 Equipment Transfer	\$0.00	2 Conversion Price	\$0.00	2 Additional Payments	\$0.00
3 Sales Tax	\$0.00	3 Sales Tax	\$671.90	3 Reg./Lic./Title (opt)	\$0.00
4 Reg./Lic./Title (opt)	\$73.50	4 Reg./Lic./Title (opt)	\$73.50	4 Alternmarket Items	\$0.00
5 Alternmarket Items	\$0.00	5 Finance Charge	\$0.00	5 Collateral Costs	\$0.00
6 Collateral Costs	\$0.00	6 Alternmarket Items	\$0.00	6 Pre-Judgment Interest	\$0.00
7 Pre-Judgment Interest	\$0.00	7 Collateral Costs	\$0.00	7 Annoyance / Inconvenience	\$0.00
8 Annoyance / Inconvenience	\$0.00	8 Pre-Judgment Interest	\$0.00	8 Other	
9 Dealer Admin / Vehicle Transfer	\$0.00	9 Annoyance / Inconvenience	\$0.00	9 Total Additions	\$0.00
10 Other		10 Other		10	
11 Total Replacement Price	\$34,450.25	11 Total Purchase Price	\$41,918.40	11 Usage/Depreciation	\$0.00
12 Usage/Depreciation	\$0.00	12 Usage/Depreciation	\$0.00	12 Damage	\$0.00
13 Tax/Title/Registration Contribution	\$0.00	13 Damage	\$0.00	13 Over-Allowance	\$0.00
14 MSRP Upgrade	\$1,250.00	14 Over-Allowance	\$2,950.00	14 Negative Equity	\$0.00
15 Damage	\$0.00	15 Negative Equity	\$0.00	15 Incentives	\$0.00
16 MSRP Downgrade	\$0.00	16 Incentives (deduct)	\$0.00	16 Over Mileage Penalty	
17 Customer Cost (review L.L.)	\$1,250.00	17 Total Deductions	\$2,950.00	17 Total Deductions	\$0.00
18		18		18	
19 Repurchase Subtotal	\$33,200.25	19 Repurchase Subtotal	\$38,968.40	19 Total Refund to Customer	\$0.00
20 Loan Payoff	\$0.00	20 Loan Payoff	\$18,803.00	20 Attorney's Fees	\$0.00
21 Total to Dealer & Customer	\$33,200.25	21 Total Refund to Customer	\$38,862.40	21 Dealer Buy Out / Payoff Amount	\$0.00
22 Attorney's Fees	\$1,800.00	22 Attorney's Fees	\$1,500.00	22	
23 Total Repurchase	\$34,700.25	23 Total Repurchase	\$40,468.40	23 Total Repurchase Amount	\$0.00
24 NADA		24 NADA	\$25,075.00	24 NADA	
25 Estimated Auction Price	\$19,295.00	25 Estimated Auction Price	\$19,295.00	25 Estimated Auction Price	\$0.00
26 Projected Loss	\$15,405.25	26 Projected Loss	\$21,169.00	26 Projected Loss	\$0.00

OVER ALLOWANCE CALCULATION

PURCHASE PRICE (before VAT)	\$ 41,170.00	TRADE ALLOWANCE	\$ 30,000.00	PURCHASE PRICE	
MSRP ( FROM BARS INVOICE)	\$ 38,220.00	PAYOFF OF TRADE	\$ 9,894.91	INCENTIVE* (from BARS)	
DIFFERENCE	\$ 2,950.00	DIFFERENCE	\$ 20,175.99	OVERALLOWANCE	
If positive look for over allowance		If negative-negative equity		ACTUAL PRICE	\$ -
		TRADE ALLOWANCE			
		ACV OF TRADE			
		DIFFERENCE	\$ -	do not include fuel file credit	
		acv-actual cash value		include GM card points	

File Number  
1-101301244

BRC REPURCHASE WORKSHEET

Customer Name  
[REDACTED]

Worksheet Filed Out By  
DOBBSNS

Old Vehicle VIN:  
1GNDJ03E27D382833

New Vehicle VIN:  
LEASE

Date:  
03-Jun-03

				Lease Term MO __ MI __	Lease Usage Mo __ MI __
1 Replacement Vehicle Costs	\$0.00	1 Base Price	\$0.00	1 Down Payment / Cap Cost Reductor	\$317.50
2 Equipment Transfer	\$0.00	2 Conversion Price	\$0.00	2 Additional Payments	\$12,387.00
3 Sales Tax	\$0.00	3 Sales Tax	\$0.00	3 Reg./Lic./Title (opt)	\$143.00
4 Reg./Lic./Title (opt)	\$0.00	4 Reg./Lic./Title (opt)	\$0.00	4 Aftermarket Items	\$0.00
5 Aftermarket Items	\$0.00	5 Finance Charges	\$0.00	5 Collateral Costs	\$0.00
6 Collateral Costs	\$0.00	6 Aftermarket Items	\$0.00	6 Pre-Judgment Interest	\$0.00
7 Pre-Judgment Interest	\$0.00	7 Collateral Costs	\$0.00	7 Attorneys / Inconvenience	\$0.00
8 Attorneys / Inconvenience	\$0.00	8 Pre-Judgment Interest	\$0.00	8 Other	
9 Dealer Admin / Vehicle Transfer	\$0.00	9 Attorneys / Inconvenience	\$0.00	9 Total Additions	\$12,868.40
10 Other		10 Other		10	
11 Total Replacement Price	\$0.00	11 Total Purchase Price	\$0.00	11 Usage/Depreciation	\$2,584.00
12 Usage/Depreciation	\$0.00	12 Usage/Depreciation	\$0.00	12 Damage	\$0.00
13 Tax/Title/Registration Contribution	\$0.00	13 Damage	\$0.00	13 Over-Allowance	\$0.00
14 MSRP Upgrade	\$0.00	14 Over-Allowance	\$0.00	14 Negative Equity	\$0.00
15 Damage	\$0.00	15 Negative Equity	\$0.00	15 Incentives	\$0.00
16 MSRP Downgrade	\$0.00	16 Incentives (deduct)	\$0.00	16 Over Mileage Penalty	
17 Customer Cost (revised L.L.)	\$0.00	17 Total Deductions	\$0.00	17 Total Deductions	\$2,584.00
18		18		18	
19 Repurchase Subtotal	\$0.00	19 Repurchase Subtotal	\$0.00	19 Total Refund to Customer	\$10,274.40
20 Loan Payoff	\$0.00	20 Loan Payoff	\$0.00	20 Attorney's Fees	\$1,500.00
21 Total to Dealer & Customer	\$0.00	21 Total Refund to Customer	\$0.00	21 Dealer Buy Out / Payoff Amount	\$19,400.00
22 Attorney's Fees	\$0.00	22 Attorney's Fees	\$0.00	22	
23 Total Repurchase	\$0.00	23 Total Repurchase	\$0.00	23 Total Repurchase Amount	\$31,175.36
24 NADA		24 NADA	\$0.00	24 NADA	
25 Estimated Auction Price	\$0.00	25 Estimated Auction Price	\$0.00	25 Estimated Auction Price	\$15,850.00
26 Projected Loss	\$0.00	26 Projected Loss	\$0.00	26 Projected Loss	\$15,825.36

OVER ALLOWANCE CALCULATION

PURCHASE PRICE (before 9%)	\$ 28,252.00	TRADE ALLOWANCE		PURCHASE PRICE	\$ 28,252.00
MSRP ( FROM BARS INVOICE)	\$ 30,115.00	PAYOFF OF TRADE		INCENTIVE* (from BARS)	
DIFFERENCE	\$ (1,863.00)	DIFFERENCE	\$ -	OVERALLOWANCE	
If positive look for over allowance		If negative-negative equity		ACTUAL PRICE	\$ 28,252.00
		TRADE ALLOWANCE			
		ACTY OF TRADE			
		DIFFERENCE	\$ -		
		act-actual cash value		do not include fuel file credit	
				include GM card points	

North American Operations  
 General Motors Corporation  
 Disbursements (2613)  
 PO Box 42330  
 Phoenix, AZ 85082-2630



check No. 900536109

DATE  
06/24/03

NEW YORK  
TWENTY TWO THOUSAND DOLLARS

AMOUNT  
TWENTY TWO THOUSAND DOLLARS

PAY TO THE ORDER OF



North American Operations  
 General Motors Corporation  
 Disbursements (2613)

*Handwritten signature*

The Chase Manhattan Bank, N.A.  
 Syracuse, New York

JUN 24 2003

⑆900536109⑆ ⑆021309379⑆ 601⑆2⑆62520⑆

YTD  
 000000000

North American Operations  
 General Motors Corporation  
 Disbursements (2613)  
 PO Box 42330  
 Phoenix, AZ 85082-2630

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900536109

PAYMENT DATE 06/24/03

REGISTER NO. DESCRIPTION	ISSUE DATE	DOC. REFERENCE NUMBER	% DISC.	GROSS AMOUNT	DISC. AMOUNT	NET AMOUNT
100MT16532610901	06/23/03	VH 1-100CKM	00.0000	12,000.00	.00	12,000.00
	06/23/03	VH 1-100CKM				
<b>TOTAL</b>				<b>12,000.00</b>	<b>.00</b>	<b>12,000.00</b>

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL ACCEPTANCE FOR  
 RETIREMENT OF QUESTIONS CALL 800-408-8782

US

**WILLIAM O. (BILL) HUFFMAN**

ATTORNEY AT LAW

216 SOUTH WALDEN STREET

PRINCETON, WEST VIRGINIA 24740

PHONE (304) 487-2827

FAX (304) 487-2843

June 12, 2003

VIA FACSIMILE (866) 234-3027 and US MAIL

Michael Dobbins  
General Motors  
5701 East Hillsborough Ave., Suite 2300  
Tampa, FL 33610

Re: [REDACTED] v. General Motors Corporation  
2002 Chevrolet Trailblazer VIN: 1GNET16S326130812

Dear Mr. Dobbins:

My client has authorized me to accept General Motors gross settlement offer of Twelve Thousand Dollars (\$12,000.00). It is understood that this would inclusive of all attorney fees and costs.

It is further understood that this settlement would result in the full retention of the remainder of the manufacturer's express warranty and the extended service contract (GMPP) purchased by Mr. Hastings on or about August 15, 2002.

Please forward to my attention GM's release and settlement draft in the amount of Twelve Thousand Dollars (\$12,000.00) made payable to "Donal Hastings and his attorney, William O. Huffman" at your earliest convenience.

I very much appreciate your cooperation in this matter and remain,

Very truly yours,



William O. Huffman

WOH/nhm  
cc. Donal Hastings



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

June 6, 2009

William O. Hoffman, Esq.  
 Attorney at Law  
 210 South Walker Street  
 Pinpoint, WV 24740

Re: [REDACTED], General Motors Corporation  
 2002 Chevrolet Trailblazer VIN: 1GNET148326130812

Dear Mr. Hoffman:

We regret that your client(s) is dissatisfied with his 2002 Chevrolet Trailblazer and that several attempts by the dealer to resolve his concerns have not met his expectations. General Motors Corporation takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration he has experienced.

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary cash settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

♦ \$8,000.00 (inclusive)

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

Your client(s) would retain the vehicle. If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to me at the fax number shown below. Once I receive the signed acceptance and returned release, your client(s) will receive a check by mail within 15 business days.

Sincerely,

Michael Dobbinz  
 BMC Legal Case Manager  
 Ph# 800-231-1841, prompt 9, prompt 5, extension 98471  
 FAX# 866-234-3027

cc: FILE

Attach.

\_\_\_\_\_  
Client's Signature\_\_\_\_\_  
Client's Signature\_\_\_\_\_  
Date\_\_\_\_\_  
Date

General Motors Corp. - CARS - Legal, c/o MEX International, MC 336-105-000  
 1426 Pacific Drive, Auburn Hills, MI 48326

**RELEASE OF CLAIMS**

I, [redacted] (hereinafter referred to as "Releasee(s)"), on behalf of myself and my assigns, heirs and executors, in consideration of \$8,000.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasee's/Releasees' 2002 Chevrolet TrailBlazer bearing Vehicle Identification Number 1HNET168326130612 ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasee(s) has initiated any court, arbitration or other proceeding against General Motors Corporation, Releasee(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is \_\_\_\_\_ on the date of signing this release.

Releasee(s) has carefully read and understand(s) this release. Releasee(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasee(s) and General Motors Corporation, and Releasee(s) is not relying on any representations, promises or inducements other than those stated in this Release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

I/We agree to the terms of this Release of All Claims.

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's signature

\_\_\_\_\_  
Claimant's signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
Social Security Number

\_\_\_\_\_  
Social Security Number

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by Donald R. Hastings.

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced Identification \_\_\_\_\_

Type of Identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

**WILLIAM O. (BILL) HUFFMAN**

ATTORNEY AT LAW

800 SOUTH WALLEN STREET

PRINCETON, WEST VIRGINIA 24740

PHONE 304 487-2827

FAX 304 487-2848

June 19, 2003

VIA FACSIMILE (866) 234-3027 and US MAIL

Michael Dobbins  
General Motors  
5701 East Hillsborough Ave., Suite 2300  
Tampa, FL 33610

Re: [REDACTED] v. General Motors Corporation  
2002 Chevrolet Trailblazer VIN: 1GNET16S326130812

Dear Mr. Dobbins:

Enclosed please find the fully executed "Release of Claim" in this matter. Please forward the settlement draft made payable to "Donal Hastings and his attorney, William O. Huffman" to my office.

It was a pleasure working with you in this matter and I remain,

Very truly yours,



William O. Huffman

WOH/nhm  
Enc.

**RELEASE OF CLAIMS**

I, [REDACTED], (hereinafter referred to as "Releasee(s)"), on behalf of myself and my heirs, heirs and assigns, in consideration of \$12,000.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasee's/Releasees' 2003 Chevrolet TrailBlazer bearing Vehicle Identification Number (VIN) 1GNE116324130812 ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasee(s) has initiated any court, arbitration or other proceeding against General Motors Corporation, Releasee(s) immediately will discontinue the proceeding with prejudice.

The subject vehicle's mileage is 11,378 on the date of signing this release.

Releasee(s) has carefully read and understood(s) this release. Releasee(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasee(s) and General Motors Corporation, and Releasee(s) is not relying on any representations, promises or inducements other than those stated in this Release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

I/We agree to the terms of this Release of All Claims.

DATE SIGNED: 6-19-03

✓ [REDACTED]

Claimant's signature

✓ Box 502

Address

Address

✓ Arkwaite W.Va. 24908

City, State, Zip Code

City, State, Zip Code

✓ 232-80-0444-6

Social Security Number

Social Security Number

STATE OF W.Va.

COUNTY OF Lincoln



19 day of June 2003 by David R. Hastings.

Nancy J. Neel

Signature of Notary Public

8-26-12  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced Identification \_\_\_\_\_

Type of Identification E024269-WV

My commission expires 8-26-12

**RELEASE OF CLAIMS**

(hereinafter referred to as "Releasor(s)"), on behalf of myself and my assigns, heirs and executors, in consideration of \$12,000.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor's/Releasors' 2002 Chevrolet Trailblazer bearing Vehicle Identification Number 1GNET168326130812 ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is \_\_\_\_\_ on the date of signing this release.

Releasor(s) has carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is not relying on any representations, promises or inducements other than those stated in this Release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

I/We agree to the terms of this Release of All Claims.

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's signature

\_\_\_\_\_  
Claimant's signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
Social Security Number

\_\_\_\_\_  
Social Security Number

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by Donal R. Hastings.

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced Identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

**WILLIAM O. (BILL) HUFFMAN**  
ATTORNEY AT LAW  
20 SOUTH WALKER STREET  
PRINCETON, WEST VIRGINIA 24740  
PHONE 800-487-2843  
FAX 800-487-2843

June 5, 2003

VIA FACSIMILE (866) 234-3027 and US MAIL

Michael Dobbins  
General Motors  
5701 East Hillsborough Ave., Suite 2300  
Tampa, FL 33610

**Re: [REDACTED] v. General Motors Corporation**  
**2002 Chevrolet Trailblazer VIN: 1GNET16S326190812**

Dear Mr. Dobbins:

Enclosed please find the documents requested per your fax letter of June 2, 2003:

1. Copy of the registration
2. Copy of the Installment Sale Contract & Security Agreement with
3. Copy of the Buyer's Order from Ramey Motors.
4. Lienholder Information

I understand that your review will take approximately two weeks. Please contact me should you have any further questions.

Very truly yours,



William O. Huffman

WOH/nhm

Enc.

cc. Donal Hastings

**MOTORICATED/PHYSICALLY DISABLED**

EXPIRES DATE			CLASS	MOTORICATED/PHYSICALLY DISABLED REGISTRATION	STATE OF
MONTH	DAY	YEAR			
11	01	03	A	W	RENEWED

The date, month, day or year number assigned to the subject is to be used for the license/registration as the year.

**NAP496**

VEHICLE IDENTIFICATION NUMBER **1GNET165326130812**

MAKE	YEAR	WEIGHT	TITLE NUMBER
CHEV	2002	6400	AN85201
TK			09/09/02

**NCDD**

**HASTINGS, DONAL R**  
**BX 502**  
**ANNAPOLIS, MD 21408**

**ANNAPOLIS, MD 21408**

**Section 1: Personal Information**

Name: WILLIAM O HUFFMAN  
 Address: 1000 W. ...  
 City: ... State: ... Zip: ...

Employer: ...  
 Social Security Number: ...

**Section 2: Financial Information**

Annual Income: ...  
 Total Assets: ...  
 Total Liabilities: ...

**Section 3: Insurance and Investments**

Life Insurance: ...  
 Health Insurance: ...  
 Investment Accounts: ...

**Section 4: Other Information**

Other Income Sources: ...  
 Dependents: ...

**Section 5: Summary and Declaration**

Total Estimated Tax: ...  
 Total Estimated Refund: ...

I hereby declare that the information furnished on this return is true and correct to the best of my knowledge and belief.

**Section 6: Signatures and Dates**

Taxpayer Signature: ... Date: ...  
 Preparer Signature: ... Date: ...

**Section 7: Additional Information**

Comments: ...

**Section 8: Footer**

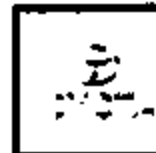
Form 1040-ES (2002) Instructions





P.O. Box 1755 Rt. 400  
PRINCETON, W. VA. 24740

Phone (304) 425-2134 • Phone (304) 487-2151  
Phone (304) 927-2418 • Phone (304) 925-0005



82837

SUBMIT

MICHAEL J. ROBINETTE  
SALESMAN

**BUYER'S ORDER**

08/16/02  
DATE

<input checked="" type="checkbox"/> NEW <input type="checkbox"/> CARS <input type="checkbox"/> STOCK # <input type="checkbox"/> USED <input type="checkbox"/> TRUCK 2A2416 <input type="checkbox"/> DEMO <input type="checkbox"/> OTHER		
YEAR 2002	MAKE CHEVROLET	MODEL TRAILBLAZER EXT
COLOR CHRYSLER BLACK	TRAILBLAZER EXT	MPG 17
VIN: 1G1E116S326139812		
INSURANCE	AGE 52	CO-INSURANCE

232-80-4446  
PURCHASER'S TITLE NO  
PURCHASER'S TRUCK NO  
STREET ADDRESS  
ANAMALT WV  
CITY STATE ZIP

REFER TO THE USED CAR BUYERS GUIDE.  
SEE LISTED LIST OF DEALERS

SUGGESTED RETAIL PRICE	\$ 41170.00
ACCESSORIES	N/A
EXTENDED SERVICE CONTRACT	1890.00
	N/A

YEAR 2002	MAKE CHEVROLET	MODEL TRAILBLAZER
COLOR BLACK	TRAILBLAZER	MPG 17
VIN: 1G1E116S326139812		

Tax	\$ 671.90
Title Fee	\$ 10.00
Transfer	\$ 5.00
Lien Fee	\$ 5.00
Add. VC Fee	N/A
Tag	N/A
Ins. Fee	\$ 0.50
Doc. Fee	\$ 53.00 (80.00 - 3.00 TAX)
TOTAL	\$ 745.40

BALANCE OWED TO GMAC	
ADDRESS P.O. BOX 8135 LOCKEYSVILLE MD 21030	
USED TRADE-IN ALLOWANCE	\$ 3000.00
BALANCE OWED ON TRADE-IN	\$ 9828.60
NET ALLOWANCE ON USED TRADE-IN	\$ 20176.00
DEPOSIT OR CREDIT BALANCE	\$ 1.00
CASH ON DELIVERY	\$ 1398.00
TOTAL CREDIT (TRANSFER TO FIRST COLLING)	21568.00
FINANCE SOURCE GMAC	INSURANCE
50 MO. 65 PAY. DAYS	PAID 370.00

Cash Price of Vehicle & Accessories	\$ 43067.00
STATE AND LOCAL TAXES	578.30
Licenses, License Transfer, Title, Registration Fee	78.50
TOTAL PRICE OF UNIT	43805.40
TOTAL CREDIT	21568.00
UNPAID CASH BALANCE DUE ON DELIVERY or AMOUNT FINANCED	\$ 22236.00

THE FRONT AND BACK OF THIS ORDER CONSTITUTE THE ENTIRE AGREEMENT PERTAINING TO THE PURCHASE, IF THIS AGREEMENT IS FOR A USED VEHICLE, THE OPERATION YOU SEE ON THE FEDERAL TRADE COMMISSION'S WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. By executing this Order, Purchaser acknowledges he has read and agrees to be bound by all of its terms and has received a fully completed copy. Purchaser certifies vehicle is 18 years of age or older. If this transaction is to be a retail sale, this order and all other documents pertaining to it are to be retained by the dealer.

BUYER'S SIGNATURE: [Signature]  
ACCEPTED BY: RANEY MOTORS, INC. [Signature]

THANK YOU - WE APPRECIATE YOUR BUSINESS



FROM: ALUMN HILLS MAILING CENTER  
501 S HILBURN AVE  
ALUMN HILLS, IL 60028



FedEx

To: MEX INTERNATIONAL (949)475-7382  
SCANNING DEPT-SRC LEGAL  
1429 PACIFIC DRIVE

SHIP DATE: 08/16/03  
08/16/03

ALUMN HILLS, IL 60028

AUG 16 2003



TRK # 7914 1835 0878

FedEx STANDARD OVERNIGHT

TUE  
AA  
08/16/03

48328-18-118

DTW  
XH MTCA



# BRC LEGAL

Siebel

#

1-99907804

**PLEASE  
AUTOLINK BY  
ATTACHING TO  
SIEBEL REQUEST**

## MANAGEMENT APPROVAL CHECK LIST

REQUIRED ITEMS, IN EXACT ORDER, FOR GM APPROVAL:

CRM CHECK REQUEST 1-99907804

- 1) Goodwill Request Form
- 2) For Breaches, a copy of the letter to GM's local counsel advising that we have settled the case
- 3) Complete release of claim with signatures for niams or signed offer letter for breach cases
- 4) Offer letter to plaintiffs counsel
- 5) Aftermarket item receipts (if being reimbursed)
- 6) Case assessment that explains reason (rationale), for why we extended the offer.
- 7) Valid registration or title showing proof of vehicle ownership.
- 8) Complaint and if started as demand, copy of demand letter
- 9) Repurchase/Trade repurchase worksheet.
- 10) Confirmation that case will be dismissed. (Small Claims only)

# Goodwill Request Form

CRM NAME: MICHAEL DOBBINS Ext. 58471 Date: 6-19-03

## A SIEBEL FILE MUST BE CREATED FOR EACH GOODWILL REQUEST

File Number: 1-99907804 XCash Settlement  Miscellaneous Check  
File Number: S{Siebel file number}  GMPP  OLC  Component Letter

Customer Name: DONAL R HASTINGS  
AND INOPERATIVE WIPERS

Settlement Reason: TIGHT POWER STEERING

VIN: IGNET16S326130812 Year 2002 Make/Model CHEVROLET BLAZER

Type of Case: X NISM  Lawsuit - include GM Legal No. \_\_\_\_\_  Small Claim

X Cash Settlement  Miscellaneous Check Amount: \$12,000.00

Payable to: AND WILLIAM O HUFFMAN, ESQ.

Address: 210 SOUTH WALKER STREET  
PRINCETON, WV 24740

TIN/SS: 31-1506412

Contact: William O Huffman Phone #: 304-487-2827

GMPP Type:  Smartcare  Basic Guard  Value Guard  Major Guard  
GMPP Term: \_\_\_\_\_ Months or \_\_\_\_\_ Miles  Commercial Use  
Current Mileage for GMPP: \_\_\_\_\_  2 Wheel /  4 Wheel Drive

Component Letter: \_\_\_\_\_  
Components Coverage Term: \_\_\_\_\_ Months or \_\_\_\_\_ Miles

Miscellaneous Check Request. Reason: \_\_\_\_\_

Form revised 04/30/2003

**RELEASE OF CLAIM**

I, [redacted] (hereinafter referred to as "Releasee(s)"), on behalf of myself and my assigns, heirs and executors, in consideration of \$12,000.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasee's/Releasees' 2003 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNEE71403J06130812 ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasee(s) has initiated any court, arbitration or other proceeding against General Motors Corporation, Releasee(s) immediately will discontinue the proceeding with prejudice.

The subject vehicle's mileage is 211,378 on the date of signing this release.

Releasee(s) has carefully read and understands(s) this release. Releasee(s) agrees(s) and acknowledges(s) that this Release constitutes the entire agreement between Releasee(s) and General Motors Corporation, and Releasee(s) is not relying on any representations, promises or inducements other than those stated in this Release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

I/We agree to the terms of this Release of All Claims.

DATE SIGNED: 6-19-03

[redacted signature]

\_\_\_\_\_  
Claimant's signature

✓ Box 502  
Address

\_\_\_\_\_  
Address

✓ AMWALT W.Va. 24908  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

✓ 232-90-8444-6  
Social Security Number

\_\_\_\_\_  
Social Security Number

STATE OF W.Va.

COUNTY OF JACKSON



19 day of June 2003, by Donal R. Hastings.

Nancy J. Neal  
Signature of Notary Public

8-26-12  
First, type or stamp Commissioned Name of Notary Public

Previously Known \_\_\_\_\_ OR Produced Identification \_\_\_\_\_

Type of Identification EO 24269-WV

My commission expires 8-26-12

**WILLIAM O. (BILL) HUFFMAN**

ATTORNEY AT LAW

20 SOUTH WALKER STREET

PRINCETON, WEST VIRGINIA 24740

PHONE (804) 487-2647

FAX (804) 487-2643

June 12, 2003

VIA FACSIMILE (866) 234-3027 and US MAIL

Michael Dobbins  
General Motors  
5701 East Hillsborough Ave., Suite 2300  
Tampa, FL 33610

Re: [REDACTED] v. General Motors Corporation  
2002 Chevrolet Trailblazer VIN: 1GNET16S326130812

Dear Mr. Dobbins:

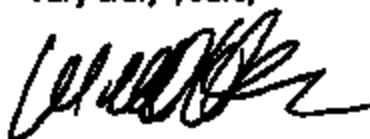
My client has authorized me to accept General Motors gross settlement offer of Twelve Thousand Dollars (\$12,000.00). It is understood that this would inclusive of all attorney fees and costs.

It is further understood that this settlement would result in the full retention of the remainder of the manufacturer's express warranty and the extended service contract (GMPP) purchased by Mr. Hastings on or about August 15, 2002.

Please forward to my attention GM's release and settlement draft in the amount of Twelve Thousand Dollars (\$12,000.00) made payable to "Donal Hastings and his attorney, William O. Huffman" at your earliest convenience.

I very much appreciate your cooperation in this matter and remain,

Very truly yours,



William O. Huffman

WOH/nhm  
cc. Donal Hastings



04/02/03

Privileged and Confidential Information

## CASE ASSESSMENT BY: DOBBINS

Customer Name: [REDACTED]

CARB Request No.: I-99907884

GM Legal File No.:

Vehicle ID No.: 1GNET165326130812

In Service Date: 8-15-02

Vehicle Is:

DLR's BAC Code:

Year, Make &amp; Model: 2002 TRAILBLAZER

NEW

117245

## VEHICLE REPAIR HISTORY

CUSTOMERS PRIMARY SYMPTOM/COMPLAINT: POWER STEERING TIGHT

Date	Mileage	Days Out	Description of Repair
23APR03	9325	1	CUSTOMER STATES NO POWER STEERING IN IDLE, BUT WILL RETURN WHEN GIVING GAS. REPLACED POWER STEERING PUMP.
13FEB03	8863	1	CUSTOMER STATES STEERING STIFF. NORMAL OPERATION.
03FEB03	6121	1	CUSTOMER STATES STEERING STIFF, HARD TO TURN. OPERATING TO DESIGN.

OTHER SYMPTOM/COMPLAINT: WIPERS INOP

Date	Mileage	Days Out	Description of Repair
28APR03	9465	1	CUSTOMER STATES WIPERS NOT WORKING ON LOW SPEEDS. REPLACED WIPER MULTIFUNCTION SWITCH.
03FEB03	6121	*	CUSTOMER STATES REAR WASHERS INOP. REATTACHED HOSE.
03SEP02	525	1	CUSTOMER STATES WIPERS NOT WORKING. REPLACED WIPER MOTOR.

OTHER SYMPTOM/COMPLAINT: ROTORS HAVE GROOVES

Date	Mileage	Days Out	Description of Repair
10APR03	9114	1	CUSTOMER STATES CHECK FRONT ROTORS FOR GROOVES. TURNED BOTH ROTORS.

OTHER SYMPTOM/COMPLAINT: PASSENGER DOOR DRAGS

Date	Mileage	Days Out	Description of Repair
29MAR03	7985	1	CUSTOMER STATES PASSENGER DOOR DRAGS. ADJUSTED DOOR STRIKER.
18DEC02	5286	1	CUSTOMER STATES DRIVES SIDE DOOR "DRAGS". RESCHEDULED.

OTHER SYMPTOM/COMPLAINT: SIGNAL SWITCH INOP

Date	Mileage	Days Out	Description of Repair
03SEP02	525	*	NO COMPLAINT: INSPECTION FOUND SIGNAL SWITCH INOP. REPLACED.

OTHER SYMPTOM/COMPLAINT: WASHER PUMP INOP

Date	Mileage	Days Out	Description of Repair
03SEP02	525	*	NO COMPLAINT: INSPECTION FOUND WASHER PUMP INOP. REPLACED WASHER PUMP.

OTHER / MISCELLANEOUS:

9500 MILES DR IS MONTHS. CONCERNS MAY NOT BE SUBSTANTIAL.

Total Days Out of Service: 8

VEHICLE MEETS PRESUMPTION:

YES: XXX

NO:

06/02/03

CRM FINAL OFFER: {CASH / REP/ TRADE}: OFFER TO CUST: \${Amount} ATTORNEY FEE: \${Amount }

**RECOMMENDATION:**

**DUE TO INCONVENIENCE, CASH SETTLEMENT PROPOSED.**

TEAM MANAGER APPROVING: {name}

YES:

NO:

BRC Legal Case Manager DOBBINS

Ph# 800-231-1841, prompt 9,  
prompt 9, 58471

FAX# 1-855-234-3027

**MOTORVEHICLE PHYSICALLY DISABLED**

EXPIRATION DATE			CLASS	N	STATE OF WEST VIRGINIA
MONTH	DAY	YEAR			
11	01	03	A		RENEWED

The accompanying DMV or DMV number assigned to the vehicle is to be used for the transactions described on this card.

**NAP496**

---

**VEHICLE IDENTIFICATION NUMBER** **IGNET16S326130812**

MAKE	YEAR	LENGTH	TRAILER
BODY	MODEL	INCHES	NUMBER
CHEV	2002	6400	ANB5201
TK			09/09/02
			MC00

**OR** **DL**

**ANAWALT** **HV**

**OWNER'S SIGNATURE**

2

**WILLIAM O. (BILL) RUFFMAN**

ATTORNEY AT LAW

200 SOUTH WALKER STREET

PRINCETON, WEST VIRGINIA 24340

PHONE 800 487-8837

FAX 800 487-8843

May 23, 2003

General Motors Corporation  
Chevrolet Motor Division  
Consumer Assistance Center  
PO Box 7047  
Troy, Michigan 48007-7047

**CERTIFIED MAIL, RETURN RECEIPT REQUESTED**

RE: [REDACTED]

**2002 Chevrolet Trail Blazer**

VIN: 1GNH16S326130812

To Whom It May Concern:

Please be advised that I represent Donal Hastings, with regard to the purchase and performance of the above referenced vehicle.

On or about August 15, 2002, Mr. Hastings purchased a new 2002 Chevrolet Blazer at Ramey Motors, Inc., (hereinafter "dealer"), in Princeton, West Virginia.

Soon after said purchase the subject vehicle began to experience problems with the power steering. The vehicle has been returned to the dealer for reason of repair three (3) or more times, beginning on or about February 3, 2003 each time for the same nonconformity; to wit, the power steering. Notwithstanding the dealer's repeated efforts to remedy the defect, the nonconformity continues to exist.

In addition, this defect poses a substantial safety hazard. Mr. Hastings alleges that on more than one occasion, the failure of the power steering has caused "close calls" on the highway.

General Motors  
May 23, 2003  
Page 2

Pursuant to the W. Va. Code §46-2-602, Donal Hastings rejects the vehicle as delivered to him by Ramey Motors, Inc.; and hereby invokes a security interest in the vehicle to the extent of his interest in the same which presently includes, but may not be limited to the following:

1) Payments made 9 @ \$370.60	\$3,335.40
2) Down Payment	\$1,394.01
3) Trade in allowance	\$20,179.35
4) Unmade payments 49 @ \$370.60	\$18,159.40
5) Loss of use, annoyance and inconvenience	\$ 2,500.00
6) Reasonable attorney fees	\$ 3,000.00

For a total demand of: \$ 48,568.16

This demand, if met within ten (10) days of the receipt of this correspondence, will settle this matter with Donal Hastings. A transfer of the vehicle will be arranged once GM has submitted payment to Donal Hastings, by counsel. If the demand is not met within the ten (10) day deadline, it will be irrevocably withdrawn and litigation will ensue. Notwithstanding the dealer's multiple failed repair attempts, the Plaintiffs hereby extend one final opportunity to cure all defects alleged, the same subject to the same ten (10) day deadline.

If, in subsequent proceedings, it is determined that no rightful rejection may be effected at this date, the buyer hereby revokes acceptance of the vehicle pursuant to W. Va. Code 46-2-608, citing the defects set forth herein as being substantial non-conformities seriously impairing the value of the vehicle to the buyer.

Please direct all communications with regard to this matter to my office exclusively. I look forward to hearing from you in the very near future.

Very truly yours,



William O. Huffman

WOH/cdh

File Number  
1-0007004

GMV REPURCHASE WORKSHEET

Customer Name  
XXXXXXXXXX

Make/Model/Year/Color  
000000

GM Vehicle VIN:  
XXXXXXXXXXXX

New Vehicle VIN:  
XXXXXXXXXXXX

Date:  
05-00-00

REPLACEMENT PURCHASE		REPLACEMENT PURCHASE		REPLACEMENT PURCHASE	
1 Replacement Vehicle Costs	\$34,576.70	1 Base Price	\$41,700.00	1 Down Payment / Cap Cost Reduction	\$0.00
2 Equipment Transfer	\$0.00	2 Conversion Price	\$0.00	2 Additional Payments	\$0.00
3 Sales Tax	\$0.00	3 Sales Tax	\$071.00	3 Reg./Lic./Title (opt)	\$0.00
4 Reg./Lic./Title (opt)	\$73.00	4 Reg./Lic./Title (opt)	\$73.00	4 Alternative Rate	\$0.00
5 Alternative Rate	\$0.00	5 Finance Charge	\$0.00	5 Collateral Costs	\$0.00
6 Collateral Costs	\$0.00	6 Alternative Rate	\$0.00	6 Pre-Judgment Interest	\$0.00
7 Pre-Judgment Interest	\$0.00	7 Collateral Costs	\$0.00	7 Arroyos / Insurance	\$0.00
8 Arroyos / Insurance	\$0.00	8 Pre-Judgment Interest	\$0.00	8 Other	\$0.00
9 Dealer Admin / Vehicle Transfer	\$0.00	9 Arroyos / Insurance	\$0.00	9 Total Additions	\$0.00
10 Other		10 Other		10	
11 Total Replacement Price	\$34,576.70	11 Total Purchase Price	\$41,771.00	11 Usage/Depreciation	\$0.00
12 Usage/Depreciation	\$0.00	12 Usage/Depreciation	\$0.00	12 Damage	\$0.00
13 Title/Registration Contribution	\$0.00	13 Damage	\$0.00	13 Over-Allowance	\$0.00
14 MSRP Upgrade	\$1,300.00	14 Over-Allowance	\$2,000.00	14 Negative Equity	\$0.00
15 Damage	\$0.00	15 Negative Equity	\$0.00	15 Incentive	\$0.00
16 MSRP Downgrade	\$0.00	16 Incentive (check)	\$0.00	16 Over Allowance Penalty	
17 Customer Cost (perfor L.L.)	\$1,300.00	17 Total Deductions	\$2,000.00	17 Total Deductions	\$0.00
18		18		18	
19 Repurchase Subtotal	\$33,800.00	19 Repurchase Subtotal	\$30,000.00	19 Total Refund to Customer	\$4.00
20 Loan Payoff	\$0.00	20 Loan Payoff	\$10,000.00	20 Attorney's Fees	\$0.00
21 Total to Dealer & Customer	\$33,800.00	21 Total Refund to Customer	\$20,000.00	21 Dealer Buy Out / Payoff Amount	\$0.00
22 Attorney's Fees	\$1,000.00	22 Attorney's Fees	\$1,000.00	22 Total Repurchase Amount	\$0.00
23 Total Repurchase	\$34,700.00	23 Total Repurchase	\$40,000.00	23 NADA	\$20,000.00
24 NADA		24 NADA		24 Estimated Auction Price	\$0.00
25 Estimated Auction Price	\$10,000.00	25 Estimated Auction Price	\$10,000.00	25 Projected Loss	\$0.00
26 Projected Loss	\$10,000.00	26 Projected Loss	\$10,000.00		

OVER ALLOWANCE CALCULATION

PURCHASE PRICE (before MSRP)	\$ 41,700.00	TRADE ALLOWANCE	\$ 30,000.00	PURCHASE PRICE	
MSRP (FROM SALES INVOICE)	\$ 38,300.00	PAYOFF OF TRADE	\$ 9,000.01	INCENTIVE (from MSRP)	
DIFFERENCE	\$ 3,399.00	DIFFERENCE	\$ 20,175.99	OVERALLOWANCE	
If positive look for over allowance		If negative-negative equity		ACTUAL PRICE	
		TRADE ALLOWANCE			
		ACTY OF TRADE			
		DIFFERENCE			
		DIFFERENCE			
		corrected cash value			

do not include fuel tax credit  
include GM eqpt points

# SHOOTING YOU A FAX



## RAMEY MOTORS, INC.

P.O. BOX 1755  
Princeton, WV 24740

Phone: (304) 425-2134

Fax: (304) 487-8860

### COVER LETTER

PLEASE DELIVER THE FOLLOWING PAGES TO:

NAME Mike Doffins

LOCATION \_\_\_\_\_

FROM Tom Carpenter

DATE 6/2/03 TIME 3:09

TOTAL NUMBER OF PAGES INCLUDING COVER LETTER 20



# RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 485-2134 or C.D. (304) 487-2161

SHARLI

20130812



WALK-IN-NEEDED SERVICES

--	--	--	--	--	--	--	--	--	--

### SALES HISTORY

02 12 01	38881	6961	750	39		81CVZ	STERRING SYSTEM
02 09 01		6121	308	42		81CVZ01	WHEEL ALIGNMENT
				43		81CVZ	WAX - WASH -
2 18 02	85517	3266	809	43		81CVZ10	LUBE OIL & FLTD.
				43		81CVZ12	STATE TAX

SALESPERSON NO. 161 MICHAEL I. BONNETTE

### SERVICE

STATE REG. 1000

IGNET188320130812

03/CHRYSLER TRUCK / RAM / TRAILER

REGISTRATION DATE

EXPIRES

DATE

PLATE NO.

ANAWALT, WV

05785 CMP

08/15/02

17

25,000

7085 309

02:43pm 03/24/03 05:00pm

I hereby authorize the repair work described herein to be done by you together with the servicing of the vehicle by use of the necessary parts and labor within the limits specified, and agree that you are not responsible for any damage to the vehicle caused by the use of the parts and labor furnished by you, or for any damage to the vehicle caused by the use of the parts and labor furnished by you, or for any damage to the vehicle caused by the use of the parts and labor furnished by you, or for any damage to the vehicle caused by the use of the parts and labor furnished by you.

### COMMENTS: WAITING - BLFD

1. W 81CVZ *G.M.* BODY HARDWARES.  
CHECK FOR THE REAR REAR DOOR DRAGS

*Adjust RT Rear Door Striker*

*(P14)*  
*(G)*

CASH  CHECK  MAINT CARD

NEW  DISCOUNT

PARTS	LABOR	TOTAL

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 10000 MILES WHICHEVER COMES FIRST.

ALL PARTS INSTALLED ARE NEW OR FACTORY RESULT UNLESS SPECIFIED OTHERWISE.

REPLACE BATTERY BY 12 MONTHS FOR REGISTRATION  YES  NO

### SERVICE AGREEMENT

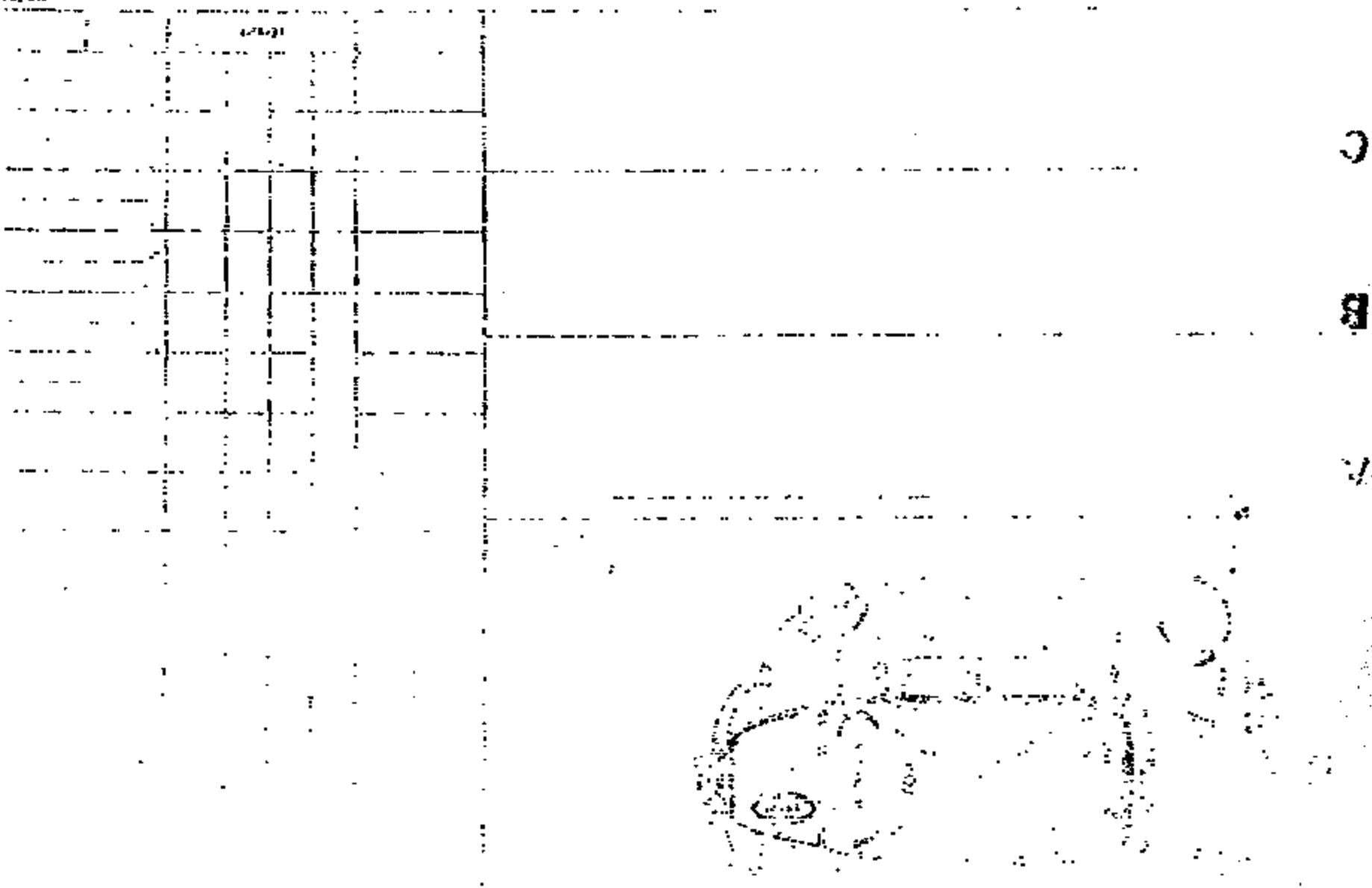
Warranty Co. \_\_\_\_\_  
 Adjuster \_\_\_\_\_ Policy # \_\_\_\_\_  
 Claim # \_\_\_\_\_  
 Auth. # \_\_\_\_\_  
 Amount \_\_\_\_\_  
 Deductible \_\_\_\_\_  
 Date Authorized \_\_\_\_\_



JUN-02-2005 03:11 PM RAMEYS

15044870000

P.02



0

1

2

1 8 H E T 1 6 8 9 2 4 1 3 0 8 1 2

02/CHEVROLET TRUCK/BLAZER/TRAILBLAZ

2A2416

HP496

NO 58711



95785

ONYX BLACK/

08/15/02

17

07/11/02

04:30pm

09/09/02

05:00pm

STATE REB# 5866



TOYOTA  
SUNFILLER

DAVID L. KIMBLE, INC.  
P.O. Box 1755 - Route 480  
PRINCETON, WEST VIRGINIA 26708  
Phone: (800) 425-2134  
or  
C.P.D. (800) 487-2151



309

STATE REB#  
 YES  
 NO

P.04  
1304487888

JUN-02-2003 03:12 PM RAMEYS

COMMENTS : WAF - DIFT

W #46CV3

#50

WIPERS - WASHERS *CL for Wiper cap missing*  
OK VEHICLE FOR WIPERS NOT WORKING  
Wiper *WIPER* CAP MISSING  
Replace CR. 15M  
Reference RO 58067



<input type="checkbox"/> OIL	<input type="checkbox"/> CHECK	<input type="checkbox"/> WAX	<input type="checkbox"/> DISCOVER
<input type="checkbox"/> WASH	<input type="checkbox"/> BRUSH	<input type="checkbox"/> CLEAN	<input type="checkbox"/> POLISH
GENERAL REPAIRS	ADDITIONAL REPAIRS	ADDITIONAL REPAIRS	
PAINTS	PAINTS	PAINTS	
LABOR	LABOR	LABOR	
TOTAL	TOTAL	TOTAL	

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12000 MILES WHICHEVER COMES FIRST.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

REPLACED PARTS TO BE RETAINED FOR REPAIRS  YES  NO

SERVICE AGREEMENT

Warranty Co. \_\_\_\_\_  
Adjuster \_\_\_\_\_ Policy # \_\_\_\_\_  
Claim # \_\_\_\_\_  
Amt. # \_\_\_\_\_  
Amount \_\_\_\_\_  
Deductible \_\_\_\_\_  
Date Authorized \_\_\_\_\_

I hereby authorize the repair work to be performed on the vehicle with the warranty and I agree to be responsible for the damage to the vehicle if the work is not done properly. I agree to pay for the parts and labor for the repair work. I agree to pay for the parts and labor for the repair work. I agree to pay for the parts and labor for the repair work.

*[Signature]*









19NET168226130812 | 02/CHEVROLET TRUCK BLAZER/TRAILBLAZER  
 202414  
 28446  
 09/09/02  
 73009

MINNLT, MN  
 02:07pm 09/09/02 05:00pm  
 STATE REGN 5846

**RAMEY MOTORS, INC.**  
 P.O. Box 1785 - Route 408  
 PRINCETON, WEST VIRGINIA 26749  
 Phone: (304) 425-2134  
 or  
 C.P.D. (304) 427-2151

**TOYOTA**  
 SUNDAFILE 52

41835  
 4842  
 4849

309  
 7010

COMMENTS : WAIT- 3:FB

I 63CVZ PAINT REPAIR  
 CR PAINT CHIP ON DR SIDE NEXT TO WINDSHIELD

*Rental*  
 4842  
 4849  
 827-2615

PO  
 41835

Cash  Check  Money Order  Visa  Discover

ORIGINAL SERVICE	APPROVED ADDRESS	AMT. PAID AND AUTHORIZED BY:
DATE	DATE	DATE
TOTAL \$	TOTAL \$	TIME

★ PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12000 MILES WHICHEVER COMES FIRST.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

REPLACED PARTS TO BE RETAINED FOR INSPECTION  YES  NO

**SERVICE AGREEMENT**

Company Co. \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_  
 State \_\_\_\_\_  
 Zip \_\_\_\_\_  
 Date Authorized \_\_\_\_\_

*[Signature]*

I hereby authorize the repair work described on this order slip, and the necessary parts and materials to be used in the repair of the vehicle described on this order slip. I understand that the repair work described on this order slip is subject to the availability of parts and materials. I agree that you, under your company's policies, may use parts and materials that are not described on this order slip for the purpose of making minor repairs. An expert mechanic is readily knowledgeable on the status of parts and materials.

JUN-09-2002 05:14 PM RAMEY'S 12844870060 P.09





VIN: 1BNET16837		YEAR: MAKE/MODEL: 02/CHEVROLET TRUCK/BLAZER/TPAIL BLA		PRODUCTION CODE: 202414	QUANTITY: 17	DATE: 08/15/02	PRICE: 73000	UNIT NO: 30067	
DESCRIPTION: 95/785		COLOR: ONYX BLACK/		DATE: 08/15/07	MILEAGE: 73000		DATE: 09/09/02		
ANNULI, DU		STATE REGS 5866		TOYOTA SUBARU		RAMEY MOTORS, INC.		P.O. Box 1766 - Route 488 PRINCETON, WEST VIRGINIA 26740 Phone: (304) 425-2154 or C.P.D. (304) 487-2181	

P. 11

1284-4870866

JUN-02-2002 05:16 PM RAMEY

COMMENTS & WAITING--MLFB

1 M 46CVZ01

**#150** INSPECT WIPERS  
CHECK THE VEHICLE FOR WIPER NOT WORKING AT ALL  
Wiper motor shorter due to water  
Replace wiper motor then re-seal  
wiring harness due to water

**#150** 2nd Signal Switch  
Left Turn Signal does work  
Replace Turn Signal Switch RR. Column to replace  
switch

**#150** Install front Lic. Bracket  
Install GC Bracket  
New Car Dept.

**#150** Wash Pump Inop  
Washer does work  
RR Air Filter Cover  
Replace washer pump  
Washer open

**#150** **#150** **#150** **#150** **#150**

**IN PARTS**

**Close with my caps**

WARRANTY

ALL PARTS INSTALLED ARE NEW OR FACTORY  
RESULT UNLESS SPECIFIED OTHERWISE.

WARRANTY PERIOD:  YEAR  MILE

WARRANTY AGREEMENT

Warranty Co. \_\_\_\_\_  
Adjuster \_\_\_\_\_  
Claim # \_\_\_\_\_  
Auth. # \_\_\_\_\_  
Amount \_\_\_\_\_  
Deductible \_\_\_\_\_  
Date Authorized \_\_\_\_\_

I hereby authorize the repair work described and listed on this invoice to be performed on my vehicle and agree to pay for the repair work as described on this invoice or until I receive a written estimate of the total cost of the repair work. I hereby agree to pay for any amount of the repair work not covered by the warranty or otherwise. I hereby agree to pay for any amount of the repair work not covered by the warranty or otherwise. An express warranty has been made on the vehicle to the extent of the repair work.





# RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (804) 488-2184 or C.D.: (804) 487-2151

SUBARU

20130812



## RECOMMENDED SERVICES

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## SERVICE HISTORY

DATE	MI	OD	TR	TY	VEH	W	DESCRIPTION
02/03/03	88003	0121	300	42	42	42	INSPECT STEERING MISCELLANEOUS
12/18/02	88417	0288	300	42	42	42	WIPERS - WASHERS LUBE, OIL & FILTER BOYATS TIRES BODY HANDS

SALESPERSON NO. 181 MICHAEL J. ROINETTE SERVICE STATE REG. 8806

VEHICLE NO. 1GNET168328130812 02/CHEVROLET TRUCK/PICKUP/BLAZER/TRAILEAZ

DELIVERY DATE 08/15/02 DELIVERY MILE 17

EXPIRES 08/15/07

PRICE 75,000

FINANCE 6.86% 750

SALES TAX 750

SALES AGENT DAVID WORKMAN

01:30pm 02/13/03 05:00pm

*David Workman*

1 W/P 080VZ STEERING SYSTEM

POWER STEERING STYP

Hand Drive #55 NORMAL OPERATION

CASH  CHECK  MASTER CARD

VISA  DISCOVER

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

LABOR: \_\_\_\_\_ DATE: \_\_\_\_\_

TOTAL: \_\_\_\_\_

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 10000 MILES WHICHEVER COMES FIRST.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

REPLASD PARTS TO BE RETURNED FOR INSPECTION  YES  NO

SERVICE AGREEMENT

Warranty Co. \_\_\_\_\_

Adjuster \_\_\_\_\_ Policy # \_\_\_\_\_

Claim # \_\_\_\_\_

Auth. # \_\_\_\_\_

Amount \_\_\_\_\_

Deductible \_\_\_\_\_

Date Authorized \_\_\_\_\_

*W.A. [Signature]*





# RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (804) 485-2184 or G.D. (304) 487-2161



RECOMMENDED SERVICES

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### SERVICE HISTORY

04/28/03	73376	9328	909	81	W	05CV201	INSPECT STEERING
04/19/03	73308	9114	309	81	W	05CV201	ROAD SERVICE
03/24/03	71176	7982	309	81	W	05CV201	INSPECT BRAKES
03/13/03	66508	6483	310	81	W	05CV201	BODY HARDWARE
02/07/03	6509	6121	309	81	W	05CV201	STEERING SYSTEM

SALESPERSON NO. 151 MICHAEL I. ROBINETTE SERVICE STATE REG. 8000

1GNET108226130812 02/CHEVROLET/BLAZER/BLAZER/BLAZER

05785 08/15/02

ANAWALT, WV

03:37pm 04/28/03 05:00

X

I hereby authorize the repair work described on this bill to be done by the shop named on this bill, and I understand that the shop named on this bill is not responsible for any damage caused by unauthorized or illegal use of parts or equipment for any vehicle that you either own or operate or that you permit to be operated on any public or private road or highway. I understand that you are not responsible for any damage to the vehicle or to any other vehicle or to any person or property that may be caused by the use of the vehicle or by any other person's use of the vehicle. I understand that you are not responsible for any damage to the vehicle or to any other vehicle or to any person or property that may be caused by the use of the vehicle or by any other person's use of the vehicle.

COMMENTS: WAITING - BLFD

1. W. 48CV201 INSPECT WIPERS  
 CHECK THE VEHICLE FOR THE WIPERS NOT WORKING ON LOW SPEED  
 AND ONLY HAS HIGH SPEEDS

*(30) Circuit tested wiper system  
 made required check + diagnosis  
 wiper replaced wiper switch multifunction  
 wiper assembly*

*Clock time on back*

**PARTS RETURNED**

YES  NO

DATE	QUANTITY	REMARKS

PARTS AND LABOR GUARANTEED FOR 3 MONTHS  
 OR 18000 MILES WHICHEVER COMES FIRST.

ALL PARTS GUARANTEED AS NEW OR FACTORY  
 REBUILD UNLESS SPECIFIED OTHERWISE.

REPLACES TO BE BRINGS FOR SERVICE  YES  NO

GEORGE ADI SERVICE

Wiley Co. \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_  
 State \_\_\_\_\_  
 Zip \_\_\_\_\_  
 Phone \_\_\_\_\_











# RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D.(SJM) 487-2131

BL 54PL1 20

28130812

TOYOTA

RECOMMENDED SERVICES

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### SERVICE HISTORY

01/10/06	72500	6114	300	810	DECY201	INSPECT BRAKES BODY HARDWARE STEERING SYSTEM INSPECT STEERING SHOCKS - BALL JOINTS
01/24/06	71125	7888	295	814	DECY201	
02/13/06	69400	6859	730	55	DECY201	
02/01/06	68000	6121	900	43	DECY201	
				42	DECY201	

SALESPERSON NO. 161 MICHAEL I ROBINETTE SERVICE STATE REG. 1888

10NET108338430812	80/CHRYSLER/BUICK/WALDORF/BLAZ	REGISTRATION	MODEL	05785 CHPT	DATE	08/18/02	REPORTED MILE	17	STREET ADDRESS	75 000
			COLOR	GRAY/BLACK	YEAR	2000	REGISTRATION	0.325	SALES TAX	100
			SALES TAX							
			SALES TAX							
			SALES TAX							

ANAWALT, WV

480

304-283-4888 304-365-4840

04:34PM 04/22/03 05:00

I hereby warrant the spot work shown set forth to be done by me, together with the necessary parts and other materials for such work, and agree that you are not responsible for any damage caused by incorrectly or improperly installed or omitted parts or materials for any reason and you warrant against or authorize any other person to perform for your any liability or otherwise with such repair that you shall not be responsible for loss or damage to the original vehicle, or person full thereof in case of fire, theft or other, except beyond your control and on express condition that it is hereby acknowledged on the above vehicle to support the amount of original value and your agreement may require the above vehicle or vehicle, equipment or accessories for the purpose of having such repairing and repairs.

*Tom R. Hartman*

### COMMENTS | WAITING - BLFD

1. WT. CROZEM. INSPECT STEERING. CHECK THE STEERING WHEN AT IDLE HAS NO POWER STEERING OR OR WHEN PARKING IN SPOT - STILL WILL COME BACK WHEN DRIVING

Power steering Pump not working 2 times  
Replace Power steering Pump  
Rental

### PARTS RETURNED

CASH  CHECK  MASTER CARD  VISA  DISCO/AM

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

REPLACEMENT PARTS RETURNED FOR DEFECTS  YES  NO

SERVICE AGREEMENT

Warranty  \_\_\_\_\_

Address  \_\_\_\_\_

City  \_\_\_\_\_

State  \_\_\_\_\_

Zip  \_\_\_\_\_

Phone  \_\_\_\_\_

Dealer Address  \_\_\_\_\_





**GMC**

**GENERAL MOTORS BUSINESS RESOURCE CENTER**

June 2, 2003

William O. Huffman, Esq.  
Attorney at Law  
210 South Walker Street  
Princeton, WV 24740

Re: [REDACTED] v. General Motors Corporation  
2002 Chevrolet Trailblazer VIN: 1GNET16S326130812

This is to advise you that we are in receipt of the above referenced case dated May 23, 2003. This case file has been assigned to me, and I will be contacting you in the next 10-15 business days for review.

In order to do a thorough review and assessment of this case, I may need additional information and documentation from you. Therefore, if any of the items below are marked, please fax or mail the information requested to the address on the bottom of this page.

If you have any questions, please call me at the number below.

Thank you.

Sincerely,

Michael Dobbins  
BRC Legal Case Manager  
PH# 800-231-1841, prompt 9, prompt 5, extension 58471  
FAX# 866-234-3027

- X Copy of owner's current title and/or registration
- X Finance agreement
- Buyer's agreement
- X Lien Holder Information

# Lienholder Information Request Form

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

Social Security No: \_\_\_\_\_ / \_\_\_\_\_

VIN: \_\_\_\_\_ YR/MAKE \_\_\_\_\_

## Lending Institution Information:

Account #: \_\_\_\_\_

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

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

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

Contact Person: \_\_\_\_\_

Telephone #: \_\_\_\_\_

Payoff: \$ \_\_\_\_\_

Good Until: \_\_\_\_\_ NEXT DATE DUE \_\_\_\_\_

Per Diem: \$ \_\_\_\_\_ (OR) % \_\_\_\_\_

LATE CHARGES PAID: \$ \_\_\_\_\_ LATE CHARGES DUE: \$ \_\_\_\_\_

No. Payments Made: \_\_\_\_\_ at \$ \_\_\_\_\_ /month

Total payments made: \$ \_\_\_\_\_

Total Interest Paid to Date: \$ \_\_\_\_\_ as of \_\_\_\_\_

2000 \$ \_\_\_\_\_ 2001 \$ \_\_\_\_\_ 2002 \$ \_\_\_\_\_ 2003 \$ \_\_\_\_\_

CURRENT MILEAGE OF VEHICLE: \_\_\_\_\_

DATE MILEAGE READ: \_\_\_\_\_

I, \_\_\_\_\_, hereby authorize  
\_\_\_\_\_ to release any and all information regarding the  
above referenced account to General Motors Corporation, including but not limited  
to a complete payment history of my account. Dated this \_\_\_\_\_ day of  
\_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
SIGNATURE

**WILLIAM G. (BILL) HUFFMAN**  
ATTORNEY AT LAW  
280 SOUTH WALKER STREET  
PRINCETON, WEST VIRGINIA 24740



7003 0360 0000 0422 1475

★ ★ ★  
138  
5710 #04.00<sup>0</sup> MAY 23 03  
8839 MAILED FROM ZIP CODE 33331

**RECEIVED**  
MAY 28 2003  
MSXI

General Motors Corporation  
Chevrolet Motor Division  
Consumer Assistance Center  
PO Box 7047  
Troy, Michigan 48007-70147

**WILLIAM O. (BILL) HUFFMAN**

ATTORNEY AT LAW

20 SOUTH WALLER STREET

PRINCETON, WEST VIRGINIA 24740

PHONE (800) 487-8887

FAX (800) 487-8843

May 23, 2003

General Motors Corporation  
Chevrolet Motor Division  
Consumer Assistance Center  
PO Box 7047  
Troy, Michigan 48007-70147

**CERTIFIED MAIL. RETURN RECEIPT REQUESTED**

**RE:** [REDACTED]

**2002 Chevrolet Trail Blazer**

**VIN: 1GNB716S326130812**

To Whom It May Concern:

Please be advised that I represent Donal Hastings, with regard to the purchase and performance of the above referenced vehicle.

On or about August 15, 2002, Mr. Hastings purchased a new 2002 Chevrolet Blazer at Ramey Motors, Inc.. (hereinafter "dealer"), in Princeton, West Virginia.

Soon after said purchase the subject vehicle began to experience problems with the power steering. The vehicle has been returned to the dealer for reason of repair three (3) or more times, beginning on or about February 3, 2003 each time for the same nonconformity; to wit, the power steering. Notwithstanding the dealer's repeated efforts to remedy the defect, the nonconformity continues to exist.

In addition, this defect poses a substantial safety hazard. Mr. Hastings alleges that on more than one occasion, the failure of the power steering has caused "close calls" on the highway.

General Motors  
May 23, 2003  
Page 2

Pursuant to the W. Va. Code §46-2-602, Donal Hastings rejects the vehicle as delivered to him by Ramey Motors, Inc.; and hereby invokes a security interest in the vehicle to the extent of his interest in the same which presently includes, but may not be limited to the following:

1)	Payments made 9 @ \$370.60	\$3,335.40
2)	Down Payment	\$1,394.01
3)	Trade in allowance	\$20,179.35
4)	Unmade payments 49 @ \$370.60	\$18,159.40
5)	Loss of use, annoyance and inconvenience	\$ 2,500.00
6)	Reasonable attorney fees	\$ 3,000.00

For a total demand of: \$ 48,568.16

This demand, if met within ten (10) days of the receipt of this correspondence, will settle this matter with Donal Hastings. A transfer of the vehicle will be arranged once GM has submitted payment to Donal Hastings, by counsel. If the demand is not met within the ten (10) day deadline, it will be irrevocably withdrawn and litigation will ensue. Notwithstanding the dealer's multiple failed repair attempts, the Plaintiffs hereby extend one final opportunity to cure all defects alleged, the same subject to the same ten (10) day deadline.

If, in subsequent proceedings, it is determined that no rightful rejection may be effected at this date, the buyer hereby revokes acceptance of the vehicle pursuant to W. Va. Code 46-2-608, citing the defects set forth herein as being substantial non-conformities seriously impairing the value of the vehicle to the buyer.

Please direct all communications with regard to this matter to my office exclusively. I look forward to hearing from you in the very near future.

Very truly yours,



William O. Huffman

WOH/cdh

**Siebel Reports:**

CaseId: 1-52779309

Name: [REDACTED]

Address: [REDACTED]

City: Whitewood

State: VA

zip: [REDACTED]

Country: USA

Owner\_phone:

Vin: 1GKET15942B127155

Open\_date:

Make: GMC

Closed\_date:

Model: Envoy

Source: White Mail

Odometer: 4000

BRC\_type: RepurchaseYes

UCC: N51

UCCtext: Power Windshield Wiper - Motor / Blades / Arms

Call\_notes: Inoperative

Work\_Desc: Windshield Wiper

Remarks

1-52779309 Called dir to adv of cust request

Windshield Wiper

L/M

1-52779309 Called dir to adv

RFI

Customer made contact

PGM0265022 12/11/2002 13:15:42:583

Ownership Escalated to BRC

Research

Service Request Ownership has changed FROM: RODRGLAD TO: ARIABD

received initial CCF

contact cust

customer contact

contact Svc Mgr.

heads up AVM

customer contact

BRC ADR Scanned: 2002-12-12-13.12.41.000000, MSXDocNum: AR3DF87B6



7838  
 1061.82

**ROBERT D ADKINS JR**

**BUYER'S ORDER**

07/27/2002

**VEHICLE BEING PURCHASED**

PLEASE ENTER MY ORDER FOR THE FOLLOWING

NEW  GARE  STOCK #

USED  TRUCK  029975

DEMO  OTHER

2002 GMC MAKE MODEL YEAR

ENVOY BODY TYPE

SANDALWOOD NET TRIM

VEHICLE NO. 1GKET16S426127186

PURCHASER'S TITLE TO

PURCHASER'S TITLE TO

STREET ADDRESS

WHITEMOOD VA CITY STATE

FOR "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED (SEE #12 ON REVERSE SIDE)

DATE SIGNATURE

SUGGESTED RETAIL PRICE	\$ 33763.53
ACCESSORIES	N/A
	N/A
	N/A

**USED VEHICLE TRADED IN AND/OR OTHER CREDITS**

YEAR MAKE OF TRADE-IN

MODEL OR SERIES BODY TYPE

COLOR TRIM

VEHICLE NO.

Tax	\$ 1023.32
Title Fee	\$ 10.00
Taxider	\$ 28.50
Lien Fee	\$ N/A
Add. Wt. Fee	\$ N/A
Tag	\$ N/A
Transfer Fee	\$ 173.50
TOTAL	\$ 1235.32

LIFE / A&H INS. 2130.78

**NO LIABILITY INSURANCE INCLUDED**

**BALANCE OWED TO**

ADDRESS

USED TRADE-IN ALLOWANCE	\$	N/A
BALANCE OWED ON TRADE-IN	- \$	N/A
NET ALLOWANCE ON USED TRADE-IN	\$	N/A
DEPOSIT OR CREDIT BALANCE	+ \$	N/A
CASH ON DELIVERY	+ \$	469.99
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)		469.99
FINANCE SOURCE	INSURANCE	2130.78
60 MO. 45	PMT. DAYS	0.01 % AMT. 511.15

Cash Price of Vehicle & Accessories	\$ 35894.41
STATE AND LOCAL TAXES	1023.32
License, License Transfer, Title, Registration Fee	212.00
TOTAL PRICE OF UNIT	\$ 37129.73
TOTAL CREDIT	469.99
UNPAID CASH BALANCE DUE ON DELIVERY or AMOUNT FINANCED	\$ 36659.74

THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE. IF THIS AGREEMENT IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

By executing this Order, Purchaser agrees to be bound by all of its terms and has received a fully completed copy. Purchaser certifies he/she is 18 years of age or older, if this transaction involves financing, it is effective unless financing is obtained on terms satisfactory to the parties.

PURCHASER'S SIGNATURE: *Robert D Adkins Jr*

ACCEPTED BY: *Bonnie Dini* (DEALER)

**"FOR SALES INVOLVING DEALER ARRANGED FINANCING ONLY:**

sale is conditioned upon approval of your proposed retail installment sale contract as submitted to or through the dealer. If your proposed retail installment sale contract is not approved under the terms agreed to with the dealer, you may cancel this sale and any down payment and/or trade-in you submitted will be returned to you, provided that any vehicle delivered to you by the dealer pursuant to this agreement is returned to the dealer in the same condition as delivered to you, normal wear and tear excepted, within twenty-four hours of written or oral notice to you of the credit denial."

**"THANK YOU - WE APPRECIATE YOUR BUSINESS"**

**RETAIL ORDER FOR A MOTOR VEHICLE**

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS FORM.

GM

# CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]

VIN: X G K E T 1 6 S 4 2 6 1 2 7 1 8 6 (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 by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
<u>SALE Support</u>	<u>\$ .0191</u>	<u>KMC</u>
<u>Employee Purchase</u>	<u>\$ 1,908.36</u>	<u>GMS</u>
<u>GM Card</u>	<u>\$ 469.99</u>	<u>UDC</u>
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ _____	

## 2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, [REDACTED])

- a. I elect to receive 0% [REDACTED]  
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 07/27/02 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: [REDACTED]

Date: 07 27 02

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item \_\_\_ 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: Bonnie DennisDate: 07/27/02Dealership Name: RANEY AUTOMOTIVE INC.Dealer Code: 09391

**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  
Copy #1 - Dealer Copy #2 - Customer

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC

GM2705 1/01

Hyundai and Hyundai  
CREDIT TOLL FREE 1-800-344-2289  
FAX 1-800-371-4028

ADR FILE SUMMARY

Customer Name [REDACTED]

Request Number 1-52779309

Team Manager: New

BBB/State Arb#PGM0265022

CRM: D. Arias

State VA

Complete VIN1GKET16S426127186

File Received from BBB Date/Time 12/11 1:15

Status in which case was closed:

Initial

ACKNOWLEDGEMENT CALL

Ineligible

CRM-Date 12/12 Time 10:30 Initials DA

Settlement

Workflow-Date \_\_\_\_\_ Time \_\_\_\_\_ Initials \_\_\_\_\_

BBB Closed Lack of Response

Withdrew

Active Claim

FIRST CALL

Ineligible

CRM-Date \_\_\_\_\_ Time \_\_\_\_\_ Initials \_\_\_\_\_

Settlement

Workflow-Date \_\_\_\_\_ Time \_\_\_\_\_ Initials \_\_\_\_\_

BBB Closed Lack of Response

Withdrew

Pre-Arbitration

ARBITRATION NOTIFICATIONS

Settlement

Arbitration Date \_\_\_\_\_ Arbitrator Name \_\_\_\_\_

Reset - Date \_\_\_\_\_ Cancelled Date \_\_\_\_\_

Arbitration

Workflow-Date \_\_\_\_\_ Initials \_\_\_\_\_

Settlement

Denial

Withdrew

Settlement:

Voluntary

GMPP

Component Letter

OLC

CASE REOPEN NOTIFICATION

Misc. Reimbursement

Case Reopen Date \_\_\_\_\_ Initials \_\_\_\_\_

Warranty Repairs

Workflow-Date \_\_\_\_\_ Initials \_\_\_\_\_

Repurchase

Payment Reimbursement

AMEX Check

Mandated decision:

GMP

Component Letter

OLC

Misc. Reimbursement

Warranty Repairs

Repurchase/Replacement

Payment Reimbursement

CASE REASSIGNMENTS

Team Manager \_\_\_\_\_

From \_\_\_\_\_

To \_\_\_\_\_

Workflow-Date \_\_\_\_\_ Initials \_\_\_\_\_

Close Date: \_\_\_\_\_ TM \_\_\_\_\_ Workflow-Date \_\_\_\_\_ Initials \_\_\_\_\_

12/12/02

**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 THE CURRENT REGISTRATION**

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

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

Trade Repurchase Agreement between GMC and its dealer partner Ramey Automotive Inc..

Customer's Name: [REDACTED]  
Case Number: 281-22778300

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

General Motors will issue a check in the amount of \$1,668.64 to Sheila Robinson and Ramey Automotive, 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 \$33,804.74 made payable to GMAC and will be sent directly to [lien holder] after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Recaptured Vehicle Disposition Center (RVDC) for further processing.

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

Replacement VIN:	10KET168136170451
New Vehicle Sales Price:	\$38,203.48
Used Vehicle Trade Value:	\$33,833.48
Trade Difference:	\$ 2,670.00
Taxes:	\$ 1,088.10
Reg, Lic & Title Fees:	\$ 30.00
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 02/23/03:	\$33,804.74
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.

Ramey Automotive, 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 (866) 213-4649.

\_\_\_\_\_  
[Dealership Name BAC] Management Agents Signature and Title.

\_\_\_\_\_  
[Dealership Name BAC] Management Agents Printed Name and Title.

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

Jodi L. Masters

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

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

12/12/82 11:40am P. 0001

2788042413

RAYEY AUTO INC

<input type="checkbox"/> DEFER <input type="checkbox"/> OPEN CARD <input type="checkbox"/> CHECK <input type="checkbox"/> OVERSIGHTING <input type="checkbox"/> ORDER <input type="checkbox"/> DELIVERY <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> CP <input type="checkbox"/> WORK <input type="checkbox"/> INT. <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	67/82/ENDY/ENDY 7/23 UNSTEADY, WA 03:15pm 09/04/82 07:00pm STATE HIGH 3 25, 00	PRODUCTION DATE DELIVERY DATE CONTRACT NO. CONTRACT NO. CONTRACT NO. CONTRACT NO.	BOOK NO. DELIVERY DATE EXP. MONTH/DATE EXP. MONTH/DATE EXP. MONTH/DATE EXP. MONTH/DATE	LICENSE NO. DELIVERY DATE EXP. MONTH/DATE EXP. MONTH/DATE EXP. MONTH/DATE EXP. MONTH/DATE	RAZ. NO. 1677 RAZ. NO. 09/04/82 RAZ. NO. 24 RAZ. NO. 204 RAZ. NO. 21 RAZ. NO. 21
---	---	--	---	--	---

1 U 4804281  
 IMPROVE WIPERS  
 WIPERS DON'T WORK AND THE WIPERS STAY ON ALL THE TIME.  
 THIS HAS BEEN A RE-OCURRING PROBLEM.

S/S - # 12489689 - 5/12/82 - 0709/180

12489689 - 5/12/82 - 0709/180

REPAIR

CUSTOMER

CAUSE R/R could wipers to 170" R/R wiper motor R/R lower IP in panel where wiper to gain access to C202 multifunction switch to check wiring followed diagnostic ph should wiper motor to be defective	TECH CORR CONNECTION
CAUSE	TECH CORR CONNECTION
CAUSE	TECH CORR CONNECTION
CAUSE	TECH CORR CONNECTION

**RAMEY AUTOMOTIVE, INC.**

18296

2850 Clinch St.

RICHLANDS, VA 24641

Phone: (276) 984-2511

**RECOMMENDED SERVICES**

--	--	--	--	--	--	--	--

**SERVICE HISTORY**

Date	Mileage	Oil	Filter	Washers	Wipers	Inspection
10/15/02	17501	4066	172	170	48CVZ	WIPERS - WASHERS
				170	08CVZ	AIR CONDITIONING
				170	01CVZ06	LUBE OIL & FILTER
09/04/02	16770	2000	121	170	01CVZ12	ROTATE TIRES
06/17/02	15000	3	121	103	48CVZ01	INSPECT WIPERS
					08CVZ	P.D.I. INSPECTIONS

SALESPERSON NO. 165

ROBERT D ADKINS JR

**S E R V I C E**

STATE REG# 3

[The main body of the document is extremely faded and illegible. It appears to contain a large block of text, possibly a contract or detailed service record, but the content cannot be discerned.]

**RAMEY AUTOMOTIVE, INC.**

17501

2850 Clinch St.

RICHLANDS, VA 24841

Phone: (278) 964-2511

**RECOMMENDED SERVICES**

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**SERVICE HISTORY**

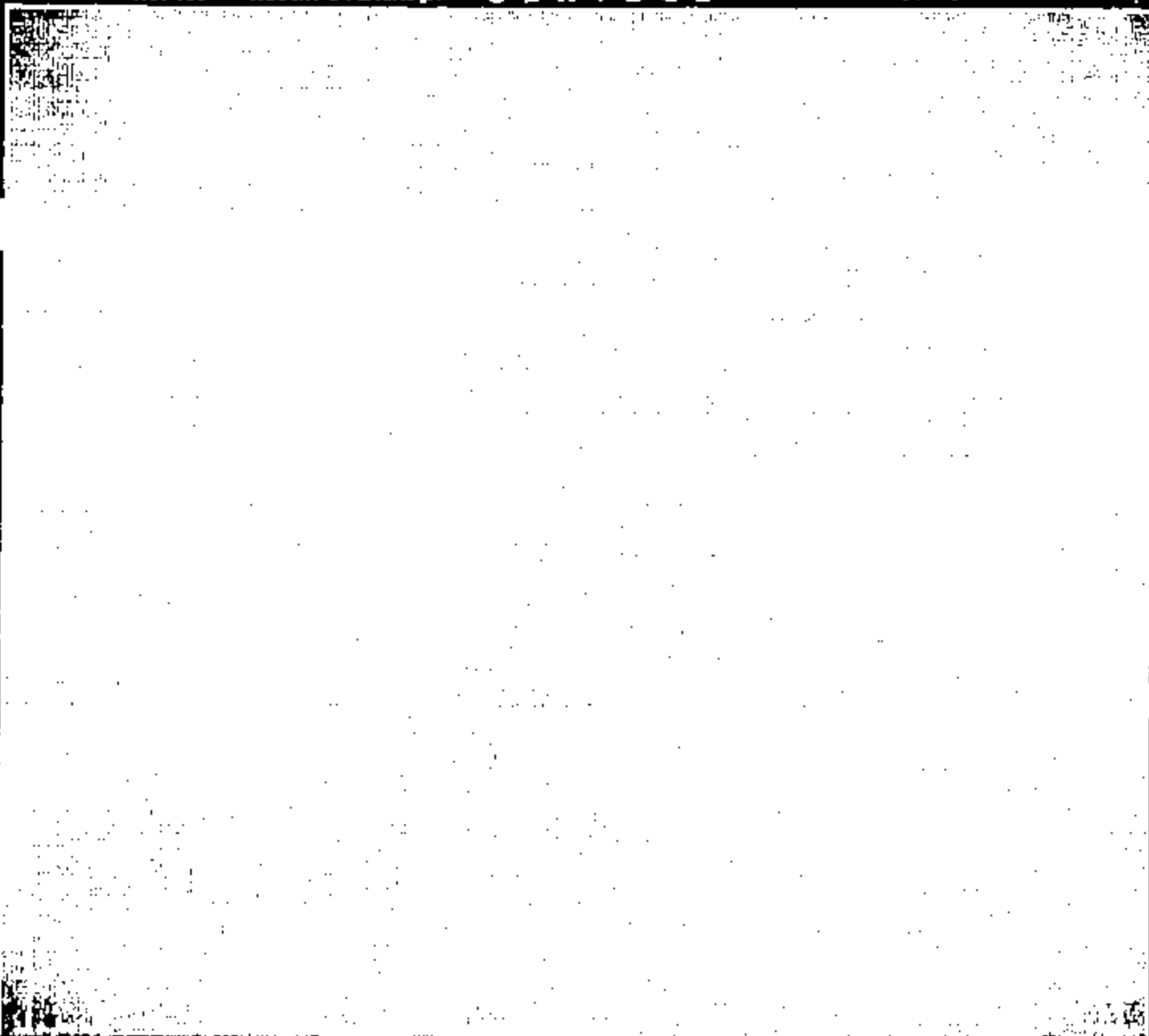
08/04/82 08/17/82	16770 18398	2000 5	121 121	170 105 105	W W I	46CVZD1 96CVZ 01CVZD1	INSPECT MILES P.D.I. INSPECTIONS VA STATE INSPECTION
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SALESPERSON NO. 165

ROBERT D ADKINS JR.

**S E R V I C E**

STATE REG 9





ARTICLE 6.3  
PAGE 4

15306415

1-877-446-8227

## Technical Assistance Request



Dealer Name: Ramey Automotive City: Richland State: IA Date: 12-7-82  
 Dealer Code: 52400 Caller Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 Dealer Phone: 319-3827511 Fax Phone: 319-2222 TechLine Terminal Phone: \_\_\_\_\_  
 VIN: 1GK5T1E5926127196 Mileage: 6067 RO Number: 18296  
 Owner Name: \_\_\_\_\_ Consumer Relation Case No. \_\_\_\_\_  
 TAC Case No: 267444 TAC Consultant Name: Jeff

Customer Concern:

Diagnostic Information: (All diagnostic information that will help in diagnosing the condition)

Vehicle History: (Work Performed, Part Name and Number Replaced)

TAC Suggested Action: See dealer to replace upper control arm with new design. Dealer needs make with correct design. Advise customer there is a new design to be advised and that they would be contacted later.

TAC Case Closing Information: (this vehicle was repaired by) be specific, include circuit and terminal numbers, locations, part names and numbers:

Page 02

TAC

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

APP		APP	
_____	INCENTIVE SHUT-OFF REQUEST	_____	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
_____	COPY OF TITLE OR REGISTRATION	_____	SIGNED BILL OF SALE ON NEW VEHICLE
_____ <input checked="" type="checkbox"/>	WARRANTY HISTORY	_____ <input checked="" type="checkbox"/>	INVOICE ON REPLACEMENT VEHICLE
_____	CHECK REQUEST FORM	_____	SIGNED SETTLEMENT OFFER LETTER
_____	KVOC SPECIAL INSTRUCTIONS FORM	_____	SIGNED RELEASE AGREEMENT
_____ <input checked="" type="checkbox"/>	KVOC CALCULATION WORKSHEET	_____	SIGNED DEALER CONFIRMATION LETTER
_____ <input checked="" type="checkbox"/>	PIA FORM	_____	DEALER PROFIT OTHER THAN ADMIN FEE
_____ <input checked="" type="checkbox"/>	INVOICE ON ORIGINAL VEHICLE	_____	INVOICE FOR ATTORNEY FEES (If Applicable)
		_____	REPAIR ORDERS FOR REASON FOR REPURCHASE

(FLORIDA ONLY)

Substitution of Collateral

New Retail/Lease Contract

**REPURCHASE LIENHOLDER INFORMATION**

**CUSTOMER INFORMATION:**

Name	[REDACTED]
VIN	1GKDT18422718
Year-Make and Model	2002 GMC ENVY

**LIENHOLDER INFORMATION:**

Lienholder Name	GMAC
Lender Contact Person and Title	RECOVER
Physical Address	100 CALLELIA NEWBY STE 200
City/State/Zip	ATLANTA, GA 30309
Phone	800 300 4688
Fax Number	
Account Number	43 941 5874
Dealer Buyout/Payout Amount	15,841.74
Buyout/Payout Expiration Date	2/28/03
Pay Date	06

*Kate*  
*# 3300474*  
*3/1*

Additional Information



RVDC Case# 54200

BAC Case Number	1-51778309	Vehicle is going to Auction	Is Vehicle Drivable?	Issue 1004?
Customer Name	[REDACTED]	Center Admin Fee Applied?	Y	Issue Release
Original VIN	1G8ZT166426127184	Y	N	N
BAC	107102	This vehicle was repurchased as a result of a Voluntary settlement of a GM alternative dispute resolution program		
Company Name	RANBY AUTOMOTIVE, INC.	Original Sales Tax?	Y	Trade In?
Center	LORISO BLANKENSHIP	Reason for not Retrieving Sales Tax	TRADE IN PURCHASE	
Contact/Title	SALESMAN	Original Sales Tax Paid in State VA	Repurchased Under Laws of State VA	
Center Phone	278249811	Vehicle Home Jurisdiction of LICENSE LAW?	Y	
Center Fax	278249813	Closing Schedule:	Established on:	
Delivery Date	2002-07-27	2002-02-26	2002-02-20	
Product Name	6200	If so, where BAC is 0		
Transmission	A	Location: See Form		
UCR Code(s)	MS1	Contact Name:		
MSRP	28785.00	Address 1:		
NADA	13780.00	Address 2:		
Case Number	54200	City: State: Zip:		
TAC Case Number	8078441	Phone #1:		
Type of Transaction	TR	Fax #1:		
Replacement VIN	30N0T10N198170481	Comments:		
Structure Type	4DR Hardtop - 8SP or 8SPR	GM Legal Case Number:		
Repurchase Source	RAA ADX AVH VIRGINIA L. CREDIT	GM Counsel Street: N/A		
Reason for Repurchase:	WIPER MOTOR(S) BROKED	GM Counsel Contact Name: N/A		
		Address 1:		
		Address 2:		
		City: State: Zip:		
		Phone #1:		
		Fax #1:		
Min Paym't Amount: 1886.74	Min Paym't Expires on: 2002-08-07	Pay Term: 9.00		
Customer Due to GM: 0.00	Center Due to GM: 0.00			
Check Information				
Check Amt:	2021.74	Company:	Company:	Check Amt:
Paym't 1:	[REDACTED]	Paym't 1:	GMAC	0.00
Paym't 2:	RANBY AUTOMOTIVE, INC.	Paym't 2:	023 8818 2074	
Address 1:	HC 60 BOX 92	Address 1:	100 BULLOCKA PKWY	
Address 2:		Address 2:	SUITE 100	
City:	WINTHROP	City:	ATLANTA	
State:	VA	State:	GA	
Zip:	24067-0400	Zip:	30139	
Phone #1:	278249811	Phone #1:	8002013022	
Fax #1:	278249813	Fax #1:		
		Address 1:	PSYCH DEPARTMENT	
		Address 2:	023 8818 2074	
		Pay Term:		
		Form Name:		

Case ID: 4380 Indicator: master

*Sheldon B...*

FEB 20 2003





**INCENTIVE SHUT-OFF NOTICE**

SPECIALIST NAME: JODI L. MASTERS

DEPARTMENT: Business Resource Center

CUSTOMER: XXXXXXXXXX

FILE NUMBER: SR1-52779309

OLD VEHICLE VIN: 1GKET168426127186

REASON: TRADE REPURCHASE**THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"**

DEALER CODE: 53430

BRAND	(10)	(11)	(12)	(13)	(14)	(15)	(16)
	Oldsmobile	Cadillac	Chevrolet	Buick	GMC	Pontiac	
	(17)	(18)	(19)	(20)	(21)	(22)	(23)
						XXXXX	

NEW VEHICLE VIN: 1GKET168136170451

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

02/07/2003

FORM 1041-101 (Rev. 10-1-79)

USE PREVIOUS EDITIONS FOR THIS FORM

ISSUE DATE 07/21/82

STANDARD ELECTRONIC FILE  
FORM 1041-101 (Rev. 10-1-79)

REVENUE SERVICE  
WASHINGTON DC 20537-0000

ISSUE DATE 07/21/82

STANDARD ELECTRONIC FILE  
FORM 1041-101 (Rev. 10-1-79)

ISSUE DATE 07/21/82

STANDARD ELECTRONIC FILE  
FORM 1041-101 (Rev. 10-1-79)

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STANDARD ELECTRONIC FILE  
FORM 1041-101 (Rev. 10-1-79)

REVENUE SERVICE  
WASHINGTON DC 20537-0000

ISSUE DATE 07/21/82

STANDARD ELECTRONIC FILE  
FORM 1041-101 (Rev. 10-1-79)

**COMMONWEALTH OF VIRGINIA**  
DEPARTMENT OF MOTOR VEHICLES

## CERTIFICATE OF TITLE FOR A VEHICLE

**KEEP IN SAFE PLACE - ANY ALTERATION OR ERASURE VOIDS THIS TITLE**

THE DEPARTMENT OF MOTOR VEHICLES IS A DIVISION OF THE DEPARTMENT OF REVENUE. THE DEPARTMENT OF REVENUE IS A DIVISION OF THE COMMONWEALTH OF VIRGINIA. THE DEPARTMENT OF MOTOR VEHICLES IS NOT RESPONSIBLE FOR THE ACCURACY OF THE INFORMATION PROVIDED BY THE APPLICANT. THE APPLICANT IS RESPONSIBLE FOR THE ACCURACY OF THE INFORMATION PROVIDED. THE DEPARTMENT OF MOTOR VEHICLES IS NOT RESPONSIBLE FOR THE ACCURACY OF THE INFORMATION PROVIDED BY THE APPLICANT. THE APPLICANT IS RESPONSIBLE FOR THE ACCURACY OF THE INFORMATION PROVIDED.

**637 063787 ORIGINAL**

VEHICLE IDENTIFICATION NO. <b>1K9ML1E8436129186</b>	YEAR <b>2000</b>	MAKE <b>FORD</b>	MODEL <b>TRUCK</b>	VEHICLE BODY <b>TRUCK</b>	VIN <b>1K9ML1E8436129186</b>
EMPTY WGT. <b>3920</b>	GRADE WGT. <b>10000</b>	GVWR <b>13920</b>	SEMI <b>2</b>	AXLES <b>GM</b>	FUEL <b>1016.12</b>
SALES TAX PAID <b>1016.12</b>				DATE PAID <b>08/05/03</b>	DATE ISSUED <b>08/05/03</b>

**OTHER PAYMENT DATA** **UNREGISTERED FROM TITLE NO. 200001**

Licensee should use address: **PO BOX 8155 COCKEYSVILLE MD 21030**

**THE STATE TREASURER**  
P.O. BOX 10000

APPLICANT'S SIGNATURE

DATE

**WINTERWOOD VA**

---

**A** I hereby certify that the information provided on this certificate is true and correct to the best of my knowledge and belief. I understand that any false information provided on this certificate is a violation of the law and may result in a fine and/or imprisonment. I understand that any false information provided on this certificate is a violation of the law and may result in a fine and/or imprisonment.

Signature of Applicant \_\_\_\_\_ Date of Sale \_\_\_\_\_

Signature of Seller \_\_\_\_\_ Printed Name of Seller \_\_\_\_\_

Signature of Buyer \_\_\_\_\_ Printed Name of Buyer \_\_\_\_\_

I am aware of the above information and hereby certify that the information provided is true and correct to the best of my knowledge and belief.

Signature of Buyer \_\_\_\_\_ Date of Sale \_\_\_\_\_



### electronic Preliminary Repurchase Authorization (ePRA)

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

- 1.Date (mm/dd/yyyy): 01/22/2003
- 2.Customer Name: [REDACTED]
- 3.Customer Address: [REDACTED]
- 4.Customer City, State, and Zip: Whitehall, Va
- 5.Primary Customer Phone #: [REDACTED]
- 6.Additional Customer Phone #: [REDACTED]
- 7.Customer fax #: [REDACTED]
- 8. Cust Drivers License #: [REDACTED]
- 9. State tax % rate: [REDACTED]

*call before  
Fax # 498-7046  
for info also*

*Masters  
8:45  
1-30-03*

#### Customer Vehicle Information

- 10.Year/Make/Model: 02/Gmc/Envoy
- 11.VIN (17 Digits): 1GKET169422127158 12.Current Mileage: 8,200
- 13.Purchased: NEW

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

Dealership that will handle entire transaction:

- 14.Dealership Name: Ramsey Automotive, Inc
- 15.Dealership Phone #: 275 884-2812
- 16.Dealership Contact Name and TITLE: Randy Moss/General Manager
- 17.Dealership Contact Phone # (if different than Dealership #): [REDACTED]
- 18.Dealership Contact Fax # 275 884-2413
- 19.Dealership BAC: 183582 Region: Southeast

*All diag  
LAWSON  
Diane Whip  
Shuman*

20.What GOODWILL TOOLS were offered?

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

*gmac*

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: 1-82778308 24.TAC Case Number: 8078441

25.If no TAC number, Explain:

26.Reason for Repurchase (include specific mechanical failure): Three wiper motors have shorted out on this vehicle. Dealer has ordered a water proof wiper motor and in the mean time we have align the motor hoping that it won't short out again. There is no date of arrival yet for the new wiper motor and customer is scared to drive vehicle. Wiper could stop.

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 Rebil, please include 28 digit account # or 10 authorization code).

30.Type of TRANSACTION? TRADE REPURCHASE

31.Vehicle Damage (explain what damage is present and who is responsible): none

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (8 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1GKET1694221270451

33.New Vehicle Year/Make/Model: 02/Gmc/Envoy

34.Upgrade  Downgrade  Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 2,670

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: 0

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: NA

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

-if GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.) *GM to cover per amt*

Explain:

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

\*NO Rebates are to be applied to the replacement vehicle

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

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

40. General Comments/Special Instructions: **THE DEALERSHIP HAD TO BUY THIS VEHICLE FROM ANOTHER DEALERSHIP. WHAT DO YOU NEED FROM THEM TO GET THE \$10 ACCT.? THIS IS A VERY GOOD GM CUSTOMER**

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 01/14/2003

42. Authorizer Name: VIRGINIA L GILBERT

43. GM Position: AREA SERVICE MANAGER *4101082*

44. VoiceMail Node: 800 248-0178 Mailbox Number: 8082

45. Email Address: virginia.gilbert@gm.com

Save this document using the customers last name plus the last 8 of the VIN as the Filename.

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

Forward any supporting documentation to FAX- 800-837-1129

**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.**

*Beard Cooper  
Sales Dept.  
3% on full amt  
1000 title  
200 transfer*



Jan 28 09 01:58P  
HANEY AUTOMOTIVE, INC.

RAHEY AUTOMOTIVE

2780 CLINCH STREET  
P.O. BOX 780  
ROCKLANDS, VA 24841  
(540) 864-2511

278 864 2228

P.1

7838  
1061.92

ROBERT D ADKINS JR

BUYER'S  
ORDER

07/27/2002

<b>VEHICLE BEING PURCHASED</b>		PURCHASER'S NAME TO	
<input type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> TRUCK <input type="checkbox"/> OTHER	<input type="checkbox"/> NEW <input type="checkbox"/> USED <input checked="" type="checkbox"/> TRUCK <input type="checkbox"/> OTHER	STOCK #	028975
2002 GMC		PLATE #	817
MAKE OR EQUIV	SEE EQUIV	CITY	WHITEWOOD VA
COLOR	SANDALWOOD MET	STATE	
VIN	1GKET155426127100	SUGGESTED RETAIL PRICE	
FOR "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED (SEE #12 ON REVERSE SIDE)		\$ 39763.83	
DATE	SIGNATURE	ACCESSORIES	
USED VEHICLE TRADED IN AND/OR OTHER CREDITS		N/A	
YEAR	MAKE	N/A	
MODEL	TRUCK	N/A	
COLOR	TRUCK	LIFE / AWH INS.	
NO LIABILITY INSURANCE INCLUDED		2130.78	
BALANCE OWED TO		Net	1023.32
ADDRESS		Tire Fee	10.00
USED TRADE-IN ALLOWANCE		Transfer	28.50
BALANCE OWED ON TRADE-IN	\$ N/A	License Fee	N/A
NET ALLOWANCE ON USED TRADE-IN	\$ N/A	Adm. Fee	N/A
DEPOSIT OR CREDIT BALANCE	\$ N/A	Ant. Val. Fee	N/A
CASH ON DELIVERY	\$ 469.89	Tag	N/A
TOTAL CREDIT (TRANSFER TO NEXT COLUMN)	469.89	Transfer On Title Fee	175.50
FINANCE SOURCE	RELEVANCE	TOTAL	1235.82
60 MO. 45 DAY 0.01 % AMT. 611.15	2130.78	Cash Price of Vehicle & Accessories	
THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE. IF THE ADVERTISER IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE PC, DEAL, TRADE, CREDIT, AND/OR FORM IS PART OF THE AGREEMENT. INFORMATION ON THE FRONT PANEL OVERLAP ANY CURRENT PROVISIONS IN THE CONTRACT.		35894.81	
I have read and have received a fully completed copy. Purchaser certifies herein to be not subject to any lien or other claim against the vehicle.		STATE AND LOCAL TAXES	
PURCHASER'S SIGNATURE		1023.32	
ACCEPTED BY RAHEY AL		License, License Transfer, Title, Registration Fee	
		212.00	
		TOTAL PRICE OF UNIT	
		37129.73	
		TOTAL CREDIT	
		469.89	
		UNPAID CASH BALANCE DUE ON DELIVERY or AMOUNT FINANCED	
		36659.74	

THANK YOU - WE APPRECIATE YOUR BUSINESS  
RETAIL ORDER FOR A MOTOR VEHICLE  
IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS FORM.

Jan 28 03 01:40p

RAHEY AUTOMOTIVE

278 884 2222

P.2



## CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: SHEILA L ROBINSON  
 VIN: 1G8KETV9S426127186 (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 by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
<u>Rate Support</u>	<u>\$ 817</u>	<u>TRC</u>
<u>Employee Purchase</u>	<u>\$ 1908.30</u>	<u>GMS</u>
<u>G.M. Cash</u>	<u>\$ 469.99</u>	<u>UDC</u>
_____	\$ _____	_____
_____	\$ _____	_____
<b>Total Incentive Amount Received</b>	<b>\$ _____</b>	

**2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing)**

- a. I elect to receive 0% in lieu of \_\_\_\_\_ and/or \_\_\_\_\_
- b. I elect to receive \_\_\_\_\_

**— CUSTOMER AND DEALER ACKNOWLEDGMENT —**

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was addressed to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 07/27/02 acknowledge receipt of incentive(s) as described in item \_\_\_\_\_ and release the GM Division from any future claim or obligation.

Purchaser/Lessee Signature: \_\_\_\_\_ Date: 07/27/02

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

Authorized Dealer Signature: [Signature] Date: 07/27/02  
 Dealership Name: RAHEY AUTOMOTIVE INC. Dealer Code: 09391

List must include VIN, Delivery Date and Program Reference





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

February 11, 2003

[REDACTED]  
Whitwood, VA [REDACTED]**SETTLEMENT OFFER**

Subject: Repurchase of 1GKKT168426127184, SR1-5277909

Dear [REDACTED]

We regret that you are dissatisfied with your 1GKKT168426127184, 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 1GKKT168136170451, 2003 GMC Envoy. 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 02/23/03	\$33,604.74
Plus Usage	\$ 00.00
Plus Taxes	\$ 00.00
Plus registration, tag, title fees	\$ 00.00
Plus damage	\$ 00.00
Plus upgrade	\$ 2,870.00
Plus add-ons	\$ 00.00
Less downgrade	\$ 00.00

**TOTAL RESPONSIBILITY OF CUSTOMER \$36,274.74**

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

General Motors will repurchase VIN 1GKKT168426127184, 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 02/13/03. 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 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/leasing institution
- ⇒ no cash back rebates or incentives of any kind are applicable towards this transaction
- ⇒ the enclosed release agreement is signed and returned with this offer letter

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will



FEB-18-2003 11:58 AM THIN VALLEY RLEM

276 498 7844

P.02



If this trade-in/lease 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 Buick Automotive, Inc. Allow up to 7 business days for check processing. This offer will contact you to set up a signing date. You will be required to complete the transaction on the signing date or the transaction will be voided. I can be reached at (800) 231-1041 86464 if you have any questions or concerns.

Sincerely,

Joel L. Masten  
 Buick Automotive Center

[Redacted Signature]

Signature

02-18-03

Date

FEB-18-2003 11:07 AM THIN VALLEY ELEM

276 498 7846

P.01

**RELEASE AGREEMENT**

The undersigned, (owner) [REDACTED] and General Motors Corporation wish to resolve a dispute involving a 2001, GMC, Chevy, VIN 1GKUY346227104, owned by the releasor(s). Therefore, in sole consideration of trade made by Buick Automotive Inc. to releasor(s), for himself, his/her predecessor, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharge General Motors Corporation, their subsidiaries, divisions, divisions, offices, 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, sanctions, damages, liabilities, costs of expenses, including reasonable attorney 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 connected 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 hereby fully understands the terms used 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 contracted and not merely a receipt.

This Release Agreement is executed on 18 Day of February, 2003

Releasor  
[REDACTED]

RM-17-000 10:00AM FROM:GMEY AUTOMOTIVE

NO 004 001

T-00 P.001/01 F-00

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

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

Trade Repurchase Agreement between GMC and its dealer partner/Finney Automotive Inc.

Customer's Name: [REDACTED]  
GMC Invoice # [REDACTED]

Thank you for sending GMC in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of \$1,000.00 to Finney Automotive and Finney Automotive, Inc. If applicable. Remember that all trade parties need to endorse the back of the check. General Motors will issue a check in the amount of \$20,000.00 as the payment to GMC and will be sent directly to the holder of all of final repurchase payments, with the exception of 1 or final repair order, has been sent back to the Recycled Vehicle Donation Center (RVDC) for further processing.

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

Replacement VIN	1G0ET100130110401
New Vehicle MSRP	\$20,000.00
Used Vehicle Trade Value	\$20,000.00
Trade Allowance for Taxes	\$ 2,000.00
Reg. Lic & TR Fees	\$ 00.00
Financing	[GMC Application] -
Cash on the lot, good only until 02/28/03	\$21,000.00
Manufacturer's Title Fees	to applicable
Documents for it	Not paid by other party
Dealer Process Fee Fee	None applied as warranty work at W.I.N.O.

As shown, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not have the responsibility for transportation, license fees, taxes, or other fees, etc. on the original vehicle.

Finney Automotive, Inc. agrees to sign a Power Of Attorney in name of to make the necessary arrangements with the above vehicle of customer's lending institution on the Dealer's behalf to facilitate making a loan 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 (813) 213-0000.

[Signature] [Signature]

BOBBI AUTOMOTIVE INC. 110002 CR MOSS GROUND BANGOR  
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Accepted by [REDACTED] [REDACTED] [REDACTED]

Jodi L. Masters  
Accepted by [REDACTED] [REDACTED] [REDACTED]

Thank you for sending GMC in this trade repurchase transaction customer!

**PLEASE RETURN FOLLOWING:**

**-SIGNED DEALER CONFIRMATION**

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

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

**-COPY OF THE CURRENT REGISTRATION**

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

**GMC**

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

**Phone (800) 231-1841 x 58656 Jodi L. Masters**

Trade Repurchase Agreement between GMC and its dealer partner Ramey Automotive Inc.,

Customer's Name: [REDACTED]

Case Number: BRT-42776309

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

General Motors will issue a check in the amount of \$1,585.84 to Sheila Robinson and Ramey Automotive, 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 \$33,604.74 made payable to GMAC and will be sent directly to lien holder after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Recaptured Vehicle Disposition Center (RVDC) for further processing.

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

Replacement VIN:	10KET16S136170481
New Vehicle Sales Price:	\$36,203.48
Used Vehicle Trade Value:	\$33,633.48
Trade Difference:	\$ 2,670.00
Taxes:	\$ 00.00
Reg, Lic & Title Fees:	\$ 00.00
Rabates:	[Not Applicable]
Lien on old vehicle, good only until 02/23/03:	\$33,604.74
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 sales, rebates, negative equity, etc. on the original vehicle.

Ramey Automotive, 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) 213-4649.

\_\_\_\_\_  
[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 GMC in this trade repurchase for our mutual customer!

## RELEASE AGREEMENT

The undersigned, (owner) [REDACTED] and General Motors Corporation wish to resolve a dispute involving a 2002, GMC Envoy, VIN 1GKET16S426127186, owned by the releasor(s). Therefore, in sole consideration of trade made by Harnay Automotive Inc. to 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 receipt of the above mentioned settlement funds.

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

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

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

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

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

Releasor \_\_\_\_\_

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

February 11, 2003

[Redacted]  
Whitewood, VA [Redacted]**SETTLEMENT OFFER**

Subject: Repurchase of 1GKET168426127186, SR1-82779309

We regret that you are dissatisfied with your 1GKET168426127186, 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 1GKET168136170451, 2003 GMC Envoy. 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 02/23/03	\$33,604.74
Plus Usage	\$ 00.00
Plus Taxes	\$ 00.00
Plus registration, tag, title fees	\$ 00.00
Plus damage	\$ 00.00
Plus upgrade	\$ 2,670.00
Plus add-ons	\$ 00.00
Less downpads	\$ 00.00
<b>TOTAL RESPONSIBILITY OF CUSTOMER</b>	<b>\$36,274.74</b>

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

General Motors will repurchase VIN 1GKET168426127186, 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 02/13/03. 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/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 Ramsey Automotive, Inc. 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. Marten  
Business Resource Center

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

\_\_\_\_\_  
Date





**BMC**

**GENERAL MOTORS BUSINESS RESOURCE CENTER**

February 20, 2003

Lonzo Blankenship  
Kumon Automotive, Inc  
2750 Cinch St  
Richlands, VA 24641-2114

RE: 1GKET16S426127186

**CLOSING CONFIRMATION LETTER**

Dear Mr. Blankenship:

The following parties, Sheila Robinson and Lonzo Blankenship, 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 **February 16, 2003**.

Thank you for your cooperation.

Sincerely,

Jodi L. Mariotti  
Repurchase Specialist  
1-800-231-1841 ext. 58656

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

11/27/01

Privileged and Confidential Information

CASE ASSESSMENT BY: D. Adair

Customer Name: [REDACTED] CARB Request No: 1-82779309

Year of Vehicle: 2002 Make: GMC Model: Envoy Current Mileage: 6,067

Vehicle ID No.: 1GKET18S426127186 In Service Date: 7/27/02

What is customer seeking: Replacement What is customer eligible for: Replacement

**VEHICLE REPAIR HISTORY**

**CUSTOMER'S PRIMARY SYMPTOM/COMPLAINT:** windshield wipers stop working

[REDACTED]

8/4	wipers quit working
10/11	wipers quit working
11/28	wipers malfunctioning

**OTHER SYMPTOM/COMPLAINT:** None

[REDACTED]

Total Days Out of Service: 21

VEHICLE MEETS PRESUMPTION: YES: X NO:

Arbitrate case: Settle case: X

**RECOMMENDATION (CSM explanation which may support AvM and/or Dealer recommendation):**  
If CSM is not available trade out to another Envoy

**AVM and/or Dealer RECOMMENDATION (IF NECESSARY)**  
(waiting to hear from AVM)

Manager:

Date:

**GM REPORTS CORRESPONDING  
TO NHTSA REPORTS**

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER:  
 ADDRESS:

Lawrenceville  
 GA

HOME PHONE:

CASE NUMBER: 1-141709545 VIN: 1GNES168526112671  
 MODEL YEAR: 2002  
 DATE OPENED: 2003-09-17 SERIES: TrailBlazer  
 DATE CLOSED: 2003-09-30 MILEAGE:  
 SOURCE: White Mail-SUV Letter  
 DELIVERY DATE:  
 HRC TYPE: N/AYes DEALER NAME: Nash Chevrolet Company  
 HRC PARENT: DEALER ADDRESS: PO Box 608, Lawrenceville, GA, 30046-0608, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S)

Inoperative

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

LETTER addressed to Mr. John Smith, VP VSSM - SUV ltr; ; 2003-09-17  
 2003-09-17

1st contact; ; 2003-09-17  
 2003-09-18

1-141709545 - Schindler - awaiting response/make 2nd contact; ; 2003-09-18  
 2003-09-17

REQUEST FOR ASSISTANCE Scanned: 2004-09-05-17.18.26.000000, MSXDocNum: 0424902149; ; 2003-09-18  
 2003-09-18

cust returned call; ; 2003-09-18  
 2003-09-18

return call to customer; ; 2003-09-18  
 2003-09-19

1-141709545 - Schindler - try cust again; ; 2003-09-19  
 2003-09-19

try again; ; 2003-09-19  
 2003-09-26

1-141709545 - Schindler - awaiting response/send utc ltr; ; 2003-09-26  
 2003-09-26

Created: CAC\_RS0006. SR#1-141709545; ; 2003-09-26  
 2003-09-26

Customer Unavailable/Unable to Contact. Call CAC letter submitted for approval; ; 2003-09-30  
 2003-09-30

approved; ; 2003-09-30  
2003-09-30

Service Request has been Closed Satisfied.; ; 2003-09-30

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER SAC: FAX NUMBER:  
DEALER NAME: BODY TYPE:  
DEALER ADDRESS: TRIN:  
CONTACT: TRANSMISSION:  
PHONE NUMBER:  
PRODUCT CODE:  
ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

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 SOURCE:

DATE:

\* BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

November 5, 2003

[REDACTED]  
Lawrenceville, GA [REDACTED]

Service Request: S1-141709545  
[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/lag

Stephen Schindler  
1106 Norwalk Trace  
Lawrenceville, GA 30043



SEP 05 2003

John Smith, Group Vice President  
Vehicle Sales, Service and Marketing  
General Motors  
North America Operations  
100 Renaissance Center  
Detroit, MI 48226

48243+1114





August 18, 2003



In regards to: VIN 1GNES189928112671

John Smith, Group Vice President  
Vehicle Sales, Service and Marketing  
General Motors  
North America Operations  
100 Renaissance Center  
Detroit, MI 48265

Dear John Smith, Group Vice President,

I recently read your letter praising General Motors SUV's with great interest. However, while you mention great strides in fuel efficiency, reduced ozone-forming emissions, and your comparison to passenger cars for overall safety, I feel I need to bring to your attention a matter of utmost urgency, and a critical safety concern.

On May 30, 2002, I purchased a 2002 Chevrolet Trailblazer EXT from Nash Chevrolet in Lawrenceville, GA. I had first been exposed to this vehicle at the 2001 Auto Show in Atlanta, and had decided this would be my next purchase. I absolutely loved every aspect of this vehicle. That is until November, 2002. While driving home from work in a driving rainstorm, the windshield wipers failed. I took the SUV to Nash Chevrolet Service to correct the problem. They found that the shaft where the wiper assembly connects to the motor had snapped. They replaced the wiper assembly and motor, and I was on my way. That is until February 2003. The windshield wipers failed again. This time, and each subsequent time, the wiper motor was full of water. This happened again in May 2003, and again in July 2003. Additionally, on one of the repair attempts, the wrong wiper motor was installed. All told, in 15 months, including the original wiper motor, my Trailblazer was on its sixth wiper motor.

In May 2003 after the third failure, I contacted General Motors Customer Assistance. After about a week, they offered a 100,000 mile warranty on the wipers. Great, so the next time the wipers failed in a driving rainstorm, if I was able to see to guide the car, General Motors would take care of it.

I discussed with the Customer Assistance Center the option of GM buying the car back, not because I wanted a different make, but because this vehicle was unsafe. I was told by them this was not an option. I then approached Nash Chevrolet about working with me to trade my vehicle in for a 2003 like vehicle. After being insulted by the trade in allowance offered by Nash, I took my car and left.

When the wipers failed in July 2003 I decided enough was enough. General Motors had no interest in retaining a loyal customer (my 4 previous vehicles being GM, and countless others over the past 38 years), so I took my business elsewhere. I have subsequently traded by Trailblazer in on a Mercedes-Benz, for the figures that I requested from Nash back in May.

While there is nothing you can do now to get my business back, I felt I owed you a letter, just like you felt you owed me one discussing the great safety record of the General Motors SUV's.

Sincerely,

Stephen Schindler  
cc: The Nash, Nash Chevrolet

1186 NORWALK TRACE  
LAWRENCEVILLE, GA 30043

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Lawrenceville GA [REDACTED]  
HOME PHONE: [REDACTED]  
CASH NUMBER: 1-96237103 VIN: 1GNH6168526112671  
DATE OPENED: 2003-05-05 MODEL YEAR: 2002  
DATE CLOSED: 2003-05-14 SERIES: TrailBlazer  
SOURCE: Phone MILEAGE: 21109.0000000  
ERC TYPE: N/Yes DELIVERY DATE:  
ERC PARENT: DEALER NAME: Nash Chevrolet Company  
DEALER ADDRESS: PO Box 608, Lawrenceville, GA, 30046-0608, USA

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

M51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

per concerns; ; 2003-05-05  
2003-05-07

after diag and avm 1-96237103; ; 2003-05-07  
2003-05-08

info; ; 2003-05-05  
2003-05-05

dir consult; ; 2003-05-05  
2003-05-05

FYI; ; 2003-05-05  
2003-05-06

AVM notified; ; 2003-05-06  
2003-05-06

AVM notified; ; 2003-05-06  
2003-05-06

Created: CAC\_RS0025. SR#1-96237103; ; 2003-05-06  
2003-05-07

dir consult; ; 2003-05-07  
2003-05-12

per diag and avm 1-96237103; ; 2003-05-12  
2003-05-13

bus case for wiper motor comp letter; ; 2003-05-13  
2003-05-13

Created: CAC\_RS0025. SR#1-96237103; ; 2003-05-13

2003-05-13

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-05-13  
2003-05-13

Siebel vin scan done, no addtl cases found; ; 2003-05-13  
2003-05-13

comp letter for sub and app; ; 2003-05-14  
2003-05-14

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2003-05-14  
2003-05-14

Service Request has been Closed Satisfied.; ; 2003-05-14

\*\*\*\*\*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:  
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 DRIVABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

PLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

ADDRESS :



November 5, 2003

[REDACTED]  
Lawrenceville, GA [REDACTED]

Service Request: S1-96237103  
[REDACTED]

Chevrolet is pleased to provide service coverage for the window wiper motor assembly on your 2002 Chevrolet TrailBlazer, Vehicle Identification Number 1GNES16S526112671. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until May 30, 2008, or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item is covered:

**Wiper motor assembly**

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,

Brian Hamby  
Customer Relationship Manager

RS0025-A/tjc

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**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.