INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

September 10, 2004



Service Request: 1-208694714

Customer Relationship Manager: Mary Christ

Dear Mr.

We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu, 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 1-866-932-4368 ext. 38846 on Monday through Friday during the hours of 8:00 a.m. and 4:30 p.m. Eastern Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

General Motors Corporation



To: Milan Suga	From:	Denise Hampton
Fax: 718-261-0167	Fax:	866-549-8879
Pages: 2	Phone:	800-231-1841 X58723

Mr. Suga,

I received your updated purchase order. Thank you. I have updated the dealer confirmation letter also to show the tax rate of 8.625% since this is what was used on the purchase order. Please sign and fax back to me so we can maintain the 5/28 closing date.

Thanks,
Denise Hampton
Repurchase Coordinator

ADDENDUM – Updated Tax Rate

Dealer Confirmation Letter- Collateral Exchange

Chevrolet Division

5701 East Hillsborough Ave, Suite 2300 Tampa F1 33610 Phone (800) 231-1841 Ext. #58723, Denise Hampton

Collateral Exchange Agreement between [GM Division Name] and its dealer partner [Dealership Name]

Customer's Name: Case Number:

Thank you for assisting Chevrolet in the collatera	exchange for our mutual customer.
collateral exchange form that has been signed by The customer, in order to make the transaction to	of \$21,764.62 made payable to H. B. Chevrolet after receiving a completed the customer, dealer representative, and financial institution representative like place, must supply any funds that might be required in cash, certified and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle.
When writing the sales agreement for this exchar	nge, please use the numbers below:
Replacement VIN: New Vehicle Sales Price: Used Vehicle Trade Value: Usage: Trade Difference: Taxes: Rebates: Miscellaneous State Fees: Document Fees: Dealer Processing Fee:	2CNDL73F056 \$23,524.62 \$21,704.62 \$n/a \$1,820.00 \$156.98 [Not Applicable] \$60.00 [Not paid by either party] [\$200 applied as warranty credit via W.I.N.S.]
replacement vehicle. With the exception of the	arrangements to complete the collateral exchange paperwork for the VIN, nothing in the financing contract changes because the lien holder at to the dealership signing at the time of the transaction. Using the figures
Sales Tax= \$156.98 Miscellaneous Fees = \$n/a Usage / depreciation = \$n/a	
	ey to enable GM to make the necessary arrangements with the above Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.
If you are in agreement with this offer, please fax #866-549-8879.	sign and date below and return a copy to my attention at the following
[Dealership Name BAC] Management Agent's S	Signature and Title.
[Dealership Name BAC] Management Agent's F	Printed Name and Title.
Authorized General Motors BRC Representative	e Signature
Authorized General Motors BRC Representative	e Printed Name
Again, thank you for assisting Chevrolet in this co	ollateral exchange transaction for our mutual customer!



RVDC Case# 84841

RC Case Number	1209236714		going to: ction	Is Vehicle D N	rivabler	Issue 10	J J J I
Customer Nam			n Fee Applies?		sue Relea	se	
riginal VIN	1G1ZU54874F		V	1	N		
BAC	111258	This	vehicle was rep	urchased as	a result of	a:	
Dealership Nan	ne H. B. CHEVROLET	Volunta	ry mediated cu	tomer satisfa	iction repu	irchase	
Dealer Contact/I	itle Milan Suga, Principal	Retrieve S	ales Tax? N	Ţ	itle Br <u>ano</u>	?	_
Dealer Phone	7182637700		Reason for not	Retrieving Sa	les Tax:		
Dealer Fax	7182610167	_1	NOT AVAILA	BLE IN THIS :	STATE		_
Delivery Date	2003-11-26	Original Sal	es Tax Paid in	Repurch	ased Unde	er Laws (DŤ
Buyback Milea		Stat	re: NY	<u> </u>	State: N	<u>Y</u>	
Transmission	Α	Veh	icie Meets Presu	mption of LEN	ION LAW	· N	
UCC Code(s)	M4105		Schedule:		tablished 2004-05-		
MSRP	24520.00	200	4-05-27		2004-05-	21	
Est. Auction Va	lue 20016.16		**	here: BAC is	٥		
Case Numbe	r 84841		11 no, w	n Site Name:	<u> </u>		
TAC Case Num	ber			act Name:			
Type of Transac	tion CL			dress 1:		_	
Replacement \	/IN 2CNDL73F056012953	<u> </u>		dress 2:			
Repurchase Ty	pe AVM Voluntary			State		Zip	:
Repurchase Sol	irce PRA AVM Pat Dubay		ity:	none #:			
Reason for Repu	chase: Steering column failu	re		Fax #:			
			Dr., Rocky Hill, Acct.#				_
		*****	GM Lega	l Case Numbe	er:		
			GM Cou	nsel Name: I	V/A		
			Gm Counsel	Contact Nam	<u>e: N/A_</u>		
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			A	idress2:			
			ity:	State	₽:	Zip):
			F	hone #:			
		'					
				Fax #:			
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Lien Payo	f Amount: 21764.62	Lien Payof	off f Expires on: 20	04-06-10	Pe ue GM: 0.		
Lien Pay <u>o</u> i	f Amount: 21764.62 Customer Due to GM; 0.	Lien Payof .00	f Expires on: 20	04-06-10	ue GM: 0.	.00	0.00
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Check Amt: Payee1: Payee2: Address1: Address2: City: State: Zip Phone #:	Customer Due to GM; 0. Customer 0.00 H. B. Chevrolet 144-45 71st Road Flushing NY 11367 7185445529	Payee1: Payee2: Address1: Address2: City: State: Zip Phone #:	R.A.B. Moto 105-20 Quee Forest F NY 1137 7182637	Dealer D Dealer D rs, Inc. ns Blvd.	Plaintiff Check A Payee Payee Addres Addres City State	000 Fs Attor Amt: 1: 22: 551: 652: :	0.00 ney
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Check Amt: Payee1: Payee2: Address1: Address2: City: State: Zip Phone #:	Customer Due to GM; 0. Customer 0.00 H. B. Chevrolet 144-45 71st Road Flushing NY 11367 7185445529	Payee1: Payee2: Address1: Address2: City: State: Zip Phone #:	### REALES ON: 200 ### A.B. Moto 105-20 Quee ### Forest F NY 1137 7182637	Dealer D Dealer D rs, Inc. ns Blvd, nills 700	Plaintiff Check A Payee Payee Addres Addres City State Zip Phone Fax:	7s Attor Ts Attor 1: 1: 22: 551: 652: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1	0.00 ney

https://www.gmrvdchq.com/rvdc/Dienlay.jos/2st-DVDCDI

5/24/04

GENERAL MOTORS BUSINESS RESOURCE CENTER <u>TRADE</u> REPURCHASE CHECKLIST

PP .		SIGNED BILL OF SALE ON ORIGINAL VEH
CHECK REQUEST FORM (CIF)		SIGNED SETTLEMENT OFFER LETTER
RVDC CALCULATION WORKS	HEET	_
SIGNED BILL OF SALE ON NE	W VEHICLE	SIGNED RELEASE AGREEMENT
- INVOICE ON REPLACEMENT V	EHICLE	SIGNED DEALER CONFIRMATION LETTE
PRA FORM		RVDC SPECIAL INSTRUCTIONS FORM
INCENTIVE SHUT-OFF REQUE	ST	DEALER PROFIT OTHER THAN ADMIN F
		INVOICE FOR ATTORNEY FEES (If Applica
COPY OF TITLE OR REGISTRA		REPAIR ORDERS FOR REASON FOR REPU
WARRANTY HISTORY		(FLORIDA ONLY)
INVOICE ON ORIGINAL VEHIC	CLE	(**************************************
		New Retail/Lease Contract
Substitution of Collateral		
REPURCE CUSTOMER INFORMATIO		<i>I</i> r
CUSTOMER INFORMATIO		<i>I</i> r
CUSTOMER INFORMATIO)N . 1-205587020 - / -	<i>I</i> r
CUSTOMER INFORMATION Name VIN#	1G1ZU54874F 2004 Chevrolet Malibu	<i>I</i> r
CUSTOMER INFORMATION Name VIN# Year-Make and Model: LIENHOLDER INFORMAT	1G1ZU54874F 2004 Chevrolet Malibu FION: GMAC Amanda/5-18-04	<i>I</i> r
CUSTOMER INFORMATION Name VIN# Year-Make and Model: LIENHOLDER INFORMAT	1G1ZU54874F 2004 Chevrolet Malibu FION: GMAC Amanda/5-18-04 500 Enterprise Dr.	<i>I</i> r
CUSTOMER INFORMATION Name VIN# Year-Make and Model: LIENHOLDER INFORMAT Lienholder Name: Lender Contact Person and Date:	1G1ZU54874F 2004 Chevrolet Malibu TION: GMAC Amanda/5-18-04 500 Enterprise Dr. Rocky Hill, CT 06067	<i>I</i> r
CUSTOMER INFORMATION Name VIN# Year-Make and Model: LIENHOLDER INFORMAT Lienholder Name: Lender Contact Person and Date: Physical Address:	1G1ZU54874F 2004 Chevrolet Malibu FION: GMAC Amanda/5-18-04 500 Enterprise Dr. Rocky Hill, CT 06067 800 200 4622	<i>I</i> r
CUSTOMER INFORMATION Name VIN# Year-Make and Model: LIENHOLDER INFORMAT Lichholder Name: Lender Contact Person and Date: Physical Address: City/State/Zip	1G1ZU54874F 2004 Chevrolet Malibu TION: GMAC Amanda/5-18-04 500 Enterprise Dr. Rocky Hill, CT 06067	<i>I</i> r
CUSTOMER INFORMATION Name VIN# Year-Make and Model: LIENHOLDER INFORMAT Lienholder Name: Lender Contact Person and Date: Physical Address: City/State/Zip Phone:	IGIZU54874F 2004 Chevrolet Malibu FION: GMAC Amanda/5-18-04 500 Enterprise Dr. Rocky Hill, CT 06067 800 200 4622 800 865 4327	<i>I</i> r
CUSTOMER INFORMATION Name VIN# Year-Make and Model: LIENHOLDER INFORMAT Lienholder Name: Lender Contact Person and Date: Physical Address: City/State/Zip Phone: Fax Number:	1G1ZU54874F 2004 Chevrolet Malibu FION: GMAC Amanda/5-18-04 500 Enterprise Dr. Rocky Hill, CT 06067 800 200 4622 800 865 4327 \$20,051.09	<i>I</i> r
CUSTOMER INFORMATION Name VIN# Year-Make and Model: LIENHOLDER INFORMAT Lienholder Name: Lender Contact Person and Date: Physical Address: City/State/Zip Phone: Fax Number: Account Number:	IGIZU54874F 2004 Chevrolet Malibu FION: GMAC Amanda/5-18-04 500 Enterprise Dr. Rocky Hill, CT 06067 800 200 4622 800 865 4327	<i>I</i> r

	BRC REPURCH	SE W	ORKSHEET	
File Number	Customer N		Worksheet filled out by:	
1-209236714			Denise Hampton	
Old Vehicle VIN:	New Vehicle		<u>Date:</u>	
1G1ZU54874F	2CNDL73F050	5	5/20/04	
			DEALER'S SAMPLE PURCHASE ORDER	
milen itarak, ye tarah berminin itarah bilan	gradient der		MOCK BILL OF SALE	20 504 62
Acct. Vehicle Costs	23,524.62	G	Purchase Price (New Unit)	23,524.62
Adjustment to line 1	0.00	M		156.98
Conversion Cost	0.00	Ш	State Sales Tax	130.90
Гах	0.00	R		0.00
uxury Tax	0.00	[E]	Luxury Tax	
Reg./Lic./Title Fees (opt)	60.00	s	The Title Food (apt)	60.00
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	
Other	0.00	0	A 4 distant Affine month of Home	0.00
State Fees	0.00	N	Additional Aftermarket Items	0.00
		s		0.00
Cost to transfer Aftermarket Items	0.00	<u> </u>	State Fees	
Service Contracts/GMPP	0.00	В		0.00
Miscellaneous	0.00	<u> </u>	Miscellaneous	
Transportation Fees	0.00	T_		0.00
		Y	Other	0.00
Total Replacement Price	23,584.62			0.00
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	156.98	E		23,741.60
Luxury Tax	0.00	<u> s </u>	Subtotal	23,741.00
Reg./Lic./Title Fees (opt)	0.00	P		04 704 60
Additional Aftermarket Items	0.00	0	Trade In	21,704.62
		N		0.00
Usage/Depreciation	0.00	S	Payoff	0.00
Damage	0.00			04.704.60
Upgrade	1,820.00	В	Net Allowance	21,704.62
Downgrade (deducted)	0.00	14		50.00
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	60.00
Other	0.00	Y		4 075 09
Dealer Contribution (deducted)	0.00		Total Balance Due	1,976.98
Total Customer Cost	1,976.98			ļ
			Amount to Dealer for additional Fees	0.00
			1/ 1/04	
Trade Repurchase Amount	21,764.62		18/27	
	<u></u>		1046	11
			Mal-	5/21/04
Total Payoff Amount	0.00		GM/Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/		1		
<u> </u>				
Dealer Due to GM	NA			
GM Due to Dealer	21,764.62			
		=		
				
Estimated Auction Price	20,016.16		**This is a "work in process" until sig	ned
Projected (Loss)	(1,748.46)		by a GM Authorized Representative**	
- Tojected (2009)	(1,7,10,10)	 -		Rev 5/5/04

Mav-21	0-2004 09:30pm From-)	I B CHEVROLET	•		82610167	τ-	732	P.001	F=065	ļ·~
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	718-26	3-7700	i	REPORT			C	403		<u> </u>
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10 TO				CAMARO			Ç	405		:
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DITEMS	FLUSHING NY			COHVETTE			C	407		
WUSED	YEAR MARE	MODEL	BODY STYLE	C PRIM			C			
NEW	2005 CHEVROLET	EQUINOX	SUBN	RTOMM			C	409		
ICM	VIN CITETAGEET			O MILTINO			<u> </u>	410		
2C V	DL73F056			PLENT	1		C	419		 -
2UN	BRENDAN P BRETT 3	155 U1502 /	H1582	TRUCK			<u> </u>			
EEMAN	BRENDAN P BREIT	TANK UTJOK 1	11,102	EOUIN	nx .		C		23524_6	52
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				CAR DEA	L NO.	33848	1			
				BALES TAX				324	156.5	98.
	Waste Tire i	Zanagement	Fee	PROCES REGISTE	S OPTIONAL F BING APPLICAT ATION AND/OR TITLE, *\$20.00	ION FOR CERTIFI-	FEE			
		_		LICENSE A TE	LE PERO.			243		
	(NY Law/ECL 27-1913)	\$2.50 X 166;	5 = \$	N.Y. STATE IN	SPECTION PEE			243	-	ᇹ
						TOTA	L CAS	H PRICE	23681	ᇤ
	•			PINANCING			•"	 		
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				N PAYS	BOLLARS PERMO	INTH		301		60
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YEAR			√w)	PAY-OFF RAL. O	DOLLARS DOLLARS PER MO	INTH		205:	23681 1976 21704	.98_

THE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE. UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY AVOID THIS FEE BY SUBMITTING YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE.

"ALL WARRANTIES ON THIS VEHICLE ARE THE MANUFACTURER'S. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER 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 THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY."

Reputation and Mayerial MO4886 (10/00)

N.Y.S. LIC # 7056788 N.Y.C. CA # 886160 N.Y.C. CA # 888161 "IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, H.B. CHEVROLET, THE DEALER NAMED ABOVE CERTIFIES THAT THE ENTIRE VEHICLE IS IN CONDITION AND REPAIR TO RENDER UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE PUBLIC HIGHWAY AT THE TIME OF DELIVERY."

P.05/19

CHEVROLET MOTOR DIVISION 2005 EQUINOX AWD LT GENERAL MOTORS CORPORATION /V6G 100 RENAISSANCE CENTER 19U BLACK 14C LIGHT GRAY CLOTH DETROIT MI 48243-1114 STOCK NO. ORDER NO. GXCS3P/TRE VEHICLE INVOICE 1AD38653639 INV AMT RETAIL - STOCK MSRP MODEL & FACTORY OPTIONS 24335.00 22436.87 INVOICE 04/13/04 1LP26 EQUINOX AWD LT 535.50 SHIPPED 04/13/04 595.00 CF5 SUNROOF, TILT & SLIDING N/C EXP I/T 05/04/04 N/C C4Q GVW RATING - 5070 LBS N/C INT COM 05/04/04 N/CF67 2.70 AXLE RATIO 0.00 PRC EFF 04/13/04 0.00 KEYS H1582 H1582 0.00 LNJ 3.4L SFI V6 0.00 MXO 5-SPEED AUTO TRANS N/C WFP-F QTR OPT-1 N/C NE1 50-STATE EMISSIONS 265.50 BANK: GMAC - 103 295.00 550.00 N75 WHEELS, 17" ALUMINUM 495.00 CHG-TO 02-199 1SD 1SD PACKAGE INCLUDES: LEATHER WRAPPED STEERING WHEEL SHIP WT: 3733 INSIDE MIRROR, AUTO-DIMMING 31.6 HP: W/TEMPERATURE AND COMPASS 5070 GVW: DRIVER, 6 WAY POWER SEAT 2535 GVWF: 2535 GVWR: 23599.62 GMS: SUPPLR: 24661.60 26340.00 MRM: 1213.75 MEMO

23732.87 ACT 25775 - 00 TOTAL MODEL & OPTIONS 773.25 565.00 H/B 261 565.00 DESTINATION CHARGE 257.75 ADV 261 257.75 LAM DEALER CONTRIBUTION 128.88 EXP 65A 128.88 LAM GROUP CONTRIBUTION

26340.00 24684.50 PAY 310 24684.50 TOTAL

MEMO: TOTAL LESS HOLDBACK AND

23619.23 APPROX WHOLESALE FINANCE CREDIT

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

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

REMIT TO GMAC NO. 103 VIN 2CNDL73F056 \$ 24684.50 INV 1AD38653639 DUE 05/04/04 DEALER 02-199

H. B. CHEVROLET

Ver.4-9/25/2002

electronic Preliminary	Repurchase	Authorization	(ePRA)
electronic Preliminary	Repurchase	Authorization	(ePKA

electronic Flemming y Keparanaaa y
(**To go from field to field, use the TAB KEY)
1.Date (mm/dd/yyyy): 05/13/2004
3.Customer Address:
2.Customer Name: 3.Customer Address: 4.Customer City, State, and Zip: Flushing, NV 5.Primary Customer Phone #: 6.Additional Customer Phone # 7.Customer fax #:
5.Primary Customer Phone #:
6.Additional Customer Phone #
7. Customer fax #:
8. Cust Drivers Licenses #
9. State tax % rate
Customer Vehicle Information
42 Current Mileage: 4277
11.VIN (17 Digits). 1512034074
13,Purchased: NEW
Customer on the following items:
Detail your agreement with the Dealer and Customer on the following items:
Dealership that will handle entire transaction:
14.Dealership Name: H.B. Chevrolet
15. Dealership Phone #: 718-263-7700
16.Dealership Contact Name and TITLE: Milan Suga-Dealer
17.Dealership Contact Phone # (if different than Dealership #).
18.Dealership Contact Fax # 718-261-0167
19.Dealership BAC: 111258 Region: Northeast
20.What GOODWILL TOOLS were offered? Miscellaneous Reimbursement
Controller Coverage Ector
Maintenance Letter American Express Check
Owner Loyalty Certificate Other
GM SmartCare NOTHING OFFERED
GMPP
21.Was a TRADE Repurchase offered? YES
22.If this will not be a Trade Repurchase, Please explain Why?
·
TAC case number is required and if not available, Please explain why not?
22 CAC Case Number: 1-209236714 24, LAC Case Number:
and the second s
column fall causing owner to drive car with no power assist. Check engine light also came on wice. Owner 1995
steering has an inherent product problem and refuses to drive vehicle.
27.This case was resolved by: Field Voluntary Decision
4: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4: 4:
28.Does this vehicle meet the presumption of Lemon Law in approved (If Rebill, please include 26 digit 29.Recommended Disposition of Repurchased Vehicle: <u>AUCTION (ready for sale)</u> (If Rebill, please include 26 digit
account # or 10 authorization code).
20 Type of TRANSACTION? I FASE TRADE (COLLATERAL SWAPS ONLY)
31. Vehicle Damage (explain what damage is present and who is responsible):
32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE
PROCESSED WITHOUT THIS INFORMATION: 2CNDL73F056
THE STATE OF THE S
33.New Vehicle Year/Make/Model: 2005 Chevrolet Equinox 34Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 1,820
54opgrade Z Bonnigrado Z Emilione (
35.Usage/Depreciation Amount:
(Standard Usage Formula = Current mileage/100,000 multiplied by purchase price, "NOTE. This may vally by
-Please show how you arrived at this usage amount: Amount waived due to NY lemon law does not allow a
mileage charge below 12k miles. Munua DOC 44
mileage charge below 12k miles. Minus DOC 45 The, Though, Plates
10,5 The Trand, places
<u>-45</u>

P.07/19

36.Aftermarket Items: Click here for pull-down:

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

37.Lease Termination Terms:

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

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

Explain:

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

*NO Rebates are to be applied to the replacement vehicle

*GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle
Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40 General Comments/Special Instructions: Owner will pay for the difference in MSRP on the two vehicles and dealer will complete lease equity swap on vehicles. Owner responsible for sales tax difference for upgrade. GM to cover costs of title and tag fees.

41.1 personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 05/10/2004

42. Authorizer Name:

Pat Dubay

43.GM Position: 44.VoiceMail Node:

<u>AVM</u>

914-055

Mailbox Number: 8134

45.Email Address:

patrick.r.dubay@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@GMExpert.com Forward any supporting documentation to FAX- 866-827-1129

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

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME:

DENISE HAMPTON

DEPARTMENT:

BUSINESS RESOURCE CENTER

ALL

CUSTOMER:

FILE NUMBER:

1-209236714

OLD VEHICLE VIN:

1G1ZU54874F

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

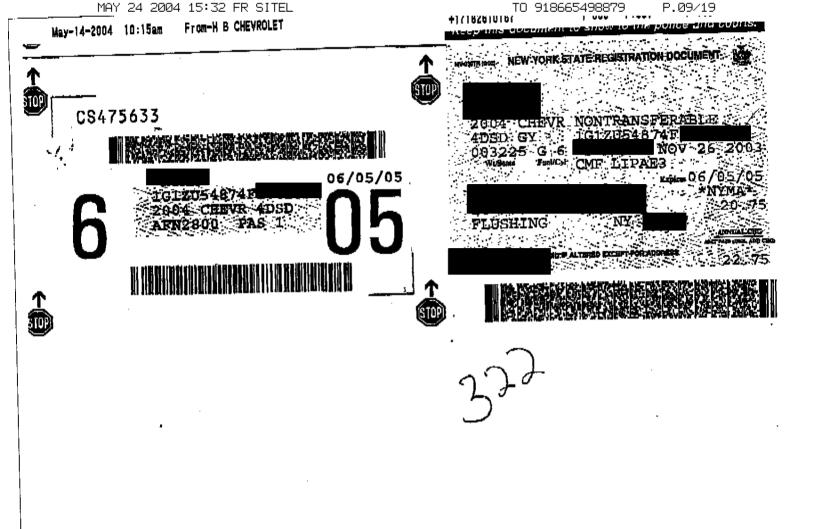
DEALER CODE: 02-199

BRAND: Chevrolet

NEW VEHICLE VIN: 2CNDL73F056

SPECIFY INCENTIVES TO BE SHUT-OFF:

05/18/2004



P.10/19

CHEVROLET MOTOR DIVISION 2004 MALIBU LT SEDAN GENERAL MOTORS CORPORATION 12U GALAXY SILVER METALLIC /V6G 100 RENAISSANCE CENTER 142 GRAY MI 48243-1114 DETROIT STOCK NO. ORDER NO. GHSJH3/TRE VEHICLE INVOICE 1AD22362338 VIN 1G1 ZU54 87 4F **************************** ***** MSRP INV AMT RETAIL - STOCK MODEL & FACTORY OPTIONS 20926.05 INVOICE 08/25/03 22870.00 1ZU69 MALIBU LT SEDAN 652.50 SHIPPED 08/23/03 725.00 CF5 POWER SUNROOF 0.00 EXP I/T 09/04/03 0.00 LX9 3.5L V6 ENGINE 0.00 INT COM 09/04/03 0.00 0.00 0.00 INT COM 09/04/03 N/C N/C PRC EFF 08/21/03 300.00 270.00 KEYS G2834 G2834 MXO 4-SPEED AUTO TRANSMISSION NE1 50-STATE EMISSIONS UC6 AM/FM 6 DISC CD PLAYER WFP-F QTR OPT-1 (REPLACES STD/OPT RADIO) VK3 FRONT LICENSE PLATE BRACKET 0.00 0.00 BANK: GMAC - 103 02-199 CHG-TO

> SHIP WT: 3225 32.9 HP: 21781.70 GMS: SUPPLR: 22652.97 MRM: 24520.00 1169.75 MEMO

23895.00 21848.55 ACT 231 21756.70 TOTAL MODEL & OPTIONS 625.00 H/B 261 716.85 625.00 DESTINATION CHARGE 238.95 ADV 261 238.95 LAM DEALER CONTRIBUTION 119.48 EXP 65A 119.48 LAM GROUP CONTRIBUTION

24520.00 22831.98 PAY 310 22831.98 TOTAL

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 21772.08 *****************

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

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

REMIT TO GMAC NO. 103 VIN 1G1ZU54874F S 22831.98 INV 1AD22362338 DUE 09/04/03 DEALER 02-199

H. B. CHEVROLET

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Purchaser/Lessee Signature:

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 Déaler Signature:

Dealership Name:

Date: 11 DIG 03 Dealer Code: CD199

* List must include VIN, Delivery Date and Program Reference

Dealer Netat This document is required as supporting documentation for the payment of any consumer incentive one must be available in the Deal File Copy #1 - Dealer Copy #2 - Customer Copy #2 - Customer Copy #2 - Customer Copy #3 - Customer Copy #4 - Customer

LAC GM3795 1/01 Reynolds and Reynolds

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T-527 P.004

F-812

May-12-2004	03:53pm	Fram-H B	CHEVROLET

DEALER NUMBER	9049	CONTRACT NUMBER	44667

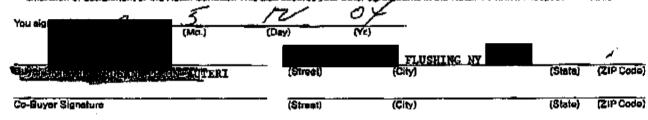
SUBSTITUTION AGREEMENT

- 1. Definitions, "You" and "your" refer to the Buyer and any Co-Buyer signing below
 - "Degler" refers to H.B. CHEVROLET
 - "QMAC" refers to General Motors Acceptance Corporation.
- "Replacement Vehicle" refers to the vehicle described below:

New or Used	Year	Maks and Model	Body Ivea if Truck, Give GVW	Vehicle Jelentification No.	Lic. No. & Yr
NEW	05	CHEVROLET	EQUINOX	2CNDL73F056	

*Retail Contract" means the Retail Instalment Sale Contract between you and Dealer dated 11/26/03 (Mo.) (Day) (Yr.)

- Substitution of Vehicle. You agree that the Replacement Vehicle will be substituted for the vehicle trat was originally the subject of your Retail Contract. The Replacement Vehicle and your purchase of the Replacement Vehicle will be subject to all provisions of your Retail Contract.
- 3. Security Interest. You give GMAC a security Interest in the Replacement vehicle and any accessories, equipment and replacement parts installed in the Replacement Vehicle. This secures payment of all amounts you owe in the Retail Contract, and in any transfer, renewal, extension or assignment of the Retail Contract. This also secures your other agreements in the Retail Contract, except as limited by faw.

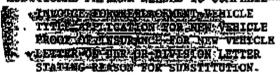


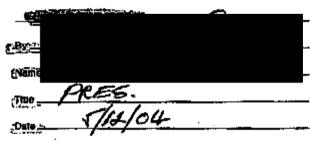
GMAC and the dealer signing below consent to the Substitution of the Replacement Vehicle.

GENERAL MOTORS ACCEPTANCE CORPORATION	07/20
Ву	25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Name	(Hane
Title	

The dealer below warrants and represents that (1) dealer had title to the Replacement Vehicle at the time of sale free of any lians, except lians in favor of General Motors Corporation or GMAC: (2) all disclosures required by law were properly made to the Buyer before the Buyer signed the agreement to purphase the Replacement Vehicle: (3) the contract for the sale of the Replacement Vehicle is antorceable; and (4) the dealer is licensed as required by law if any of these warranties and representations is breached or is erroneous, dealer unconditionally promises to indemnify GMAC to the full extent of all losses or expenses incurred by GMAC as a result of such breach or error.

AUDITIONAL PAPERNE NEEDED TO COMPLETE





NOTICE TO BUYER: You should arrange to transfer your incurance coverage to the Replacement Vehicle.

GMAC 153 7-85 (1)

GMAC'S COPY

From-H B CHEVROLET May-19-2004 03:43pm

+17182610167

T-713 P.002

F-998



GENERAL MOTORS BUSINESS RESOURCE CENTER

May 19, 2004

Flushing NY

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Mulibu, VIN#1G1Z1J54874F Case Number: 1-209236714

and that our attempts to We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN#1G1ZU54874F resolve your emeeror have not mer your expectations.

This offer to assist you into a replacement vehicle is being made as an affirst to keep you a satisfied Chevrolet customer. Chevrolet will assist you into 2CNDL73F056 to, taxes, state fees, dealership fees, usage, damage, upgrade, add-one, and conversions. This offer is calculated by using the following figures:

\$20,051.09 Payoff of original Vehicle good until June 10, 2004 \$ 1,820.00 Plus i Ingrade 5m/a Plus Usage \$154.70 Plus Taxes Sa/u Plus registration, tag, title fees (章2,025.79 TOTAL RESPONSEBILITY OF CUSTOMER

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

n exchange for the release of liability stemming from warranties, General Moura will repurchase VIN #1G1ZU84874F express or implied, covering this vehicle.

Please return this dosoment to fax number \$66-549-8879 by May 21, 2004. The conditions of the trade-repurchase are as

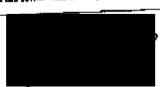
- ⇒ the vehicle is free from any abnormal damage or attentions which impair its resale value.
- = all factory installed equipment are intact and functional
- = a free and clear title is provided at the time of repurchase (payoff original loan)
- a "Power of Attorney" form is signed at the time of repurchase-used early for title corrections, if needed (supplied by
- ⇒ an "Odomater 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 reputes or incentives of any land 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 mamber above slong with a copy of your driver's license. Upon reveipt of your signed acceptance, a check will be processed and forwarded to H. B. Cheveolet. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58723 if you have any questions or concerns.

5/19/04

Sincerely, Denisc Hampton Business Resource Center

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



From-RightFax Received May-18-2004 02:59pm

TO-H B CHEVROLET

Page 002

May-20-2004 04:23pm

From-H B CHEVROLET

+17192610167

T-736 P.001

F-074

ADDENDUM - Updated Tax Rate Dealer Confirmation Letter- Collateral Exchange Chevrolet Division

5701 East Hillsborough Ave, Suite 2300 Tampa F1 33610 Phone (800) 231-1841 Ext. #58723, Denise Hampton

	1 401114111		on Name] and its dealer partitler [Dealership rediffe]
ustomer's Name: asc Number:			
hank you for essisting Chevn	oletin the collaters	i exchange	for our mutual customer.
ieneral Motors will issue a ch oliateral exchange form that !	eck in the amount has been signed b	of \$21,764 y the custor	1.62 made payable to H. B. Chevrolet after receiving a completed mer, dealer representative, and financial institution representative. must supply any funds that might be required in cash, certified by upgrade in price from MSRP-old vehicle to MSRP-new vehicle).
Vhen writing the sales agreer	ment for this excha	nge, please	e use the numbers below:
Replacement VIN:			2CNDL73F056
lew Vehicle Sales Price:			\$23,524.62
Ised Vehicle Trade Value:	•		\$21,704.62
sage:		_	\$n/a
rade Difference:		<i>1</i> ;	51,520.00
axes:		·	\$158.98
Rebates:			[Not Applicable]
Alscellaneous State Fees:			\$60.00
Jacument Fees:			[Not paid by either party]
Dealer Processing Foo:			[\$200 applied as warranty credit via W.I.N.S.]
Sajes Tax≂	\$155.98		ing in the title figures: ealership signing at the time of the transaction. Using the figures
Miscellaneous Fees = Usage / depreciation = Usage =	\$155.95 \$n/a \$n/a \$1820.00		•
Sales Tax= Miscellaneous Fees = Usage / depredation = Upgrade = Total Customer Contribution	\$155.98 5n/a \$n/a \$1820.00 = \$1976.98		•
Sales Tax= Miscellaneous Fees = Usage / depredation = Upgrade = Total Customer Contribution H. B. Chevrolet agrees to significanced customer's lending	\$155.98 \$n/a \$1,820.00 = \$1976.98 n a Power Of Atto g institution on the	may to ensi	ble GM to make the necessary arrangements with the above what to teclitate receiving a free and clear title to the old vehicle.
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Sales Tax= Miscellaneous Fees = Usage / depredation = Upgrade = Total Customer Contribution H. B. Chevrolet agrees to signeterenced customer's landin if you are in agreement wit fax #866-549,8879 [Dealership Name BAC] Ma	\$155.98 \$n/a \$n/a \$1820.00 = \$1976.98 In a Power Of Atto g institution on the h this offer, please programment Age enagement Age BRC Representation	mey to enal Dealers b se aign and	ble GM to make the necessary arrangements with the above chalt to facilitate receiving a free and clear title to the old vehicle. I date below and return a copy to my attention at the following the following of the copy to my attention at the following of the copy to my attention at the following of the copy to my attention at the following of the copy to my attention at the following of the copy to my attention at the following of the copy to my attention at the copy at t
Sales Tax= Miscellaneous Fees = Usage / depredation = Usage / depredation = Usage / depredation = Usage / depredation = Usage / depredation = Total Customer Contribution H. B. Chevrolet agrees to signification of the second customer's lending if you are in agreement with fax #866-549,8879 [Dealership Name BAC] Mac [Dealership Name BAC] Mac Authorized General Motors Authorized General Motors Authorized General Motors	\$155.98 \$n/a \$n/a \$1820.00 = \$1976.98 In a Power Of Atto g Institution on the h this offer, please programment Age enagement Age BRC Representation BRC Representation	mey to enal Dealers b se aign and ive Signatu	ble GM to make the necessary arrangements with the above chall to tacilitate receiving a free and clear title to the old vehicle. I date below and return a copy to my attention at the following the copy to the
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May-19-2004 03:43pm From-H B CHEVROLET

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T-713 P.003

F-996

Dealer Confirmation Letter- Collateral Exchange Chevrolet Division

5701 East Hillsborough Ave, Suite 2300 Tampa F1 33610 Phone (800) 231-1841 Ext. #58723, Denise Hampton

Collaboral Exchange Agreement between [GM Division Name] and its dealer partner [Dealership Name]

Customer's Name: Case Number:		- N 4 1-	

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

General Motors will issue a check in the amount of \$21,764.62 made payable to H. B. Chevrelet 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 thet might be required in cach, 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: New Vehicle Sales Price: Used Vehicle Trade Value:	
Usage:	
Trade Difference: Taxes:	
Rebate%	
Miscellandous State Fees:	
Document Fees:	

2CNDL73F056
\$23,524.62
\$21,704.62
\$n/a
\$1,820.00
\$154.70
[Not Applicable]
\$60.00
[Not paid by either party]
[\$200 applied as warranty credit via W.I.N.S.]

Dealer Processing rou:

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

Sales Tax= Miscellangous Fees = Usage / depreciation =	\$154.70 \$n/a \$n/a
Upgrade =	\$1820.00
Taril Customer Contribution	₩ \$1 974.70

Total Customer Contribution = \$1574.10

H. B. Chevrolet agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's landing institution on the Dealer's behalf to (scaling) a free and dear title to the old vahide, referenced customer's landing institution on the Dealer's behalf to (scaling).

H. B. Chevrolet agrees to sign a Power of Admin's Dealer's behalf to facilitate receiving a free and dear sea of the following referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and dear sea of the following
the same and with this offer, please sign and date below and return a copy to my attention at the following
tax \$855-549-8879. IN POLICET 1117-57 KILLER
H. B. Chevrolet agrees to sign a Power of Attach Dealer's behalf to facilitate receiving a free and dear each of the following referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and dear each of the following if you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax 2856-549-8879. [Dealership Name BAC] Management Agents Signature and Title. [Dealership Name BAC] Management Agents Printed Name and Title.
[Dealership Name BAC] Management Agents Printed Name and Title.
Authorized General Motors BRC Representative Signature
Authorized General Motors BRC Representative Printed Name

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

p.12

May-06-2004 04:54pm From-H B CHEVROLET

+17182618187

T-470 P.003

F-244



May-	20-2004 03:	:30pm From-	H B CHEVROLET			+171826101	67		T-73	32	P.001	F-065	
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OF THE MANUFACTURER'S WARRANTY."
((c)milds and Hoyanids 804288 (1970))

CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE.

N.Y.S. LIC # 7055788 N.Y.C. CA # 886160 N.Y.C. CA # 886161 "IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, H.B. CHEVROLET, THE DEALER NAMED ABOVE CERTIFIES THAT THE ENTIRE VEHICLE IS IN CONDITION AND REPAIR TO RENDER UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE PUBLIC HIGHWAY AT THE TIME OF DELIVERY."

"ALL WARRANTIES ON THIS VEMICLE ARE THE MANUFACTURER'S. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER 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 THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS

TOTAL USED CAR TRADED VALUE OF STOCK NO. I 2 24 0 : 24520.00 This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the	May-20-2004 02:51pm From-H	B CHEVROLET		+171826101	67	T-72	9	P.001	F-061	
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CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE INDUSTRIES BY HER EXPRESS OR IMPLI	CERTIFICATE OF TITLE TO ANY MOT	OR VEHICLE ISSUING OFFICE.								

"ALL WARRANTIES ON THIS VEHICLE ARE THE MANUFACTURER'S. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER 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 THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY."

Reynolds and Reynolds HO4288 (10/00)

N.Y.S. LIC # 7055788 N.Y.C. CA # 886160 N.Y.C. CA # 886161 "IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, H.B. CHEVROLET, THE DEALER NAMED ABOVE CERTIFIES THAT THE ENTIRE VEHICLE IS IN CONDITION AND REPAIR TO RENDER UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE PUBLIC HIGHWAY AT THE TIME OF DELIVERY."



To: Milan Suga	From: Denise Hampton
Fax: 718-261-0167	Fax: 866-549-8879
Pages: 2	Phone: 800-231-1841 X58723

Attached is the Dealer Confirmation Letter and Repurchase Worksheet. Please sign and return via fax along with a New Bill of Sale. After I have received the documents, I will send the file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax Documents.

I CANNOT PROCESS CASE WITHOUT ALL DOCUMENTS.

- Signed Dealer Confirmation Letter
- A New Bill of Sale base off of Worksheet Dealer Sign Only

Thanks,
Denise Hampton
Repurchase Coordinator

BRC REPURCHASE WORKSHEET

File Number 1-209236714

Customer Name
Worksheet filled out by:

Denise Hampton

Old Vehicle VIN: 1G1ZU54874F New Vehicle VIN: 2CNDL73F056

<u>Date:</u> 5/19/04

DEALER'S SAMPLE PURCHASE ORDER

			DEALER'S SAMPLE PURCHASE ORDER	
RADE REPURCHASE			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	23,524.62	G	Purchase Price (New Unit)	23,524.62
Adjustment to line 1	0.00	М		
Conversion Cost	0.00		State Sales Tax	154.70
Tax	0.00	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	60.00	s		
Miscellaneous	0.00	Р	Reg./Lic./Title Fees (opt)	60.00
Other	0.00	0		
State Fees	0.00	N	Additional Aftermarket Items	0.00
Cost to transfer Aftermarket Items	0.00	S	State Fees	0.00
Service Contracts/GMPP	0.00	В		
Miscellaneous	0.00	17	Miscellaneous	0.00
Transportation Fees	0.00	17		
1		Y	Other	0.00
Total Replacement Price	23,584.62			
CUSTOMER'S	·	R	Less Dealer Contribution	0.00
Tax	154.70	E		
Luxury Tax	0.00	s	Subtotal	23,739.32
Reg./Lic./Title Fees (opt)	0.00	Р		
Additional Aftermarket Items	0.00	0	Trade In	21,704.62
		 	1.0000	
Usage/Depreciation	0.00	s	Payoff	0.00
Damage	0.00			
Upgrade	1,820.00	В	Net Allowance	21,704.62
Downgrade (deducted)	0.00	111		,
Reimbursement of Aftermarkets	0.00	11	Cash on Delivery (Paid by GM)	60.00
Other	0.00	Ιγ		
Dealer Contribution (deducted)	0.00	Ш	Total Balance Due	1,974.70
Total Customer Cost	1,974.70			
Total Gustomor Good	1,011110		Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	21,764.62			
Total Payoff Amount	0.00		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy	<u>'</u>			
				I
Dealer Due to GM	NA			

Estimated Auction Price	20,016.16		**This is a "work in process" until sign	ned
Projected (Loss)	(1,748.46)		by a GM Authorized Representative**	
				Rev 5/5/04

Dealer Confirmation Letter- Collateral Exchange

Chevrolet Division

5701 East Hillsborough Ave, Suite 2300 Tampa F1 33610 Phone (800) 231-1841 Ext. #58723, Denise Hampton

Collateral Exchange Agreement between [GM Division Name] and its dealer partner [Dealership Name]

Customer's Name: Case Number:		
Thank you for assisting C	hevrolet in the collateral excl	hange for our mutual customer.
collateral exchange form the customer, in order to	that has been signed by the make the transaction take p	21,764.62 made payable to H. B. Chevrolet after receiving a completed customer, dealer representative, and financial institution representative. lace, must supply any funds that might be required in cash, certified pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).
When writing the sales aç	greement for this exchange, p	please use the numbers below:
Replacement VIN: New Vehicle Sales Price: Used Vehicle Trade Value Usage: Trade Difference: Taxes:		2CNDL73F056 \$23,524.62 \$21,704.62 \$n/a \$1,820.00 \$154.70
Rebates: Miscellaneous State Fees Document Fees: Dealer Processing Fee:	S.	[Not Applicable] \$60.00 [Not paid by either party] [\$200 applied as warranty credit via W.I.N.S.]
replacement vehicle. Wextends no new funds. The above, the customer is re Sales Tax= Miscellaneous Fees = Usage / depreciation = Upgrade = Total Customer Contribute	ith the exception of the VIN, the funds must be brought to a quired to bring: \$154.70 \$n/a \$n/a \$1820.00 tion = \$1974.70	nothing in the financing contract changes because the lien holder the dealership signing at the time of the transaction. Using the figures enable GM to make the necessary arrangements with the above
referenced customer's ler	nding institution on the Deale	r's behalf to facilitate receiving a free and clear title to the old vehicle. and date below and return a copy to my attention at the following
[Dealership Name BAC]	Management Agent's Signa	ture and Title.
[Dealership Name BAC]	Management Agent's Printe	d Name and Title.
Authorized General Mot	ors BRC Representative Sig	nature
Authorized General Mot	ors BRC Representative Prir	nted Name

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



Service Request: 1-209236714

Customer Relationship Manager: Maura Platt

Dear Ms.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

Customer's Name:

ADDENDUM - Updated Tax Rate

Dealer Confirmation Letter- Collateral Exchange

Chevrolet Division

5701 East Hillsborough Ave, Suite 2300 Tampa F1 33610 Phone (800) 231-1841 Ext. #58723, Denise Hampton

Collateral Exchange Agreement between [GM Division Name] and its dealer partner [Dealership Name]

Case Number:						
Thank you for assisting	Chevrolet in the collate	ral exchange fo	or our mutual custom	ner.		
General Motors will issui collateral exchange form The customer, in order to check, or money order (i	that has been signed or make the transaction	by the custome take place, mu	er, dealer representa Jist supply any funds	ative, and financial ir s that might be requi	nstitution representa red in cash, certified	ative. d
When writing the sales a	greement for this exch	ange, please u	ise the numbers belo	ow:		
Replacement VIN: New Vehicle Sales Price Used Vehicle Trade Vall Usage: Trade Difference: Taxes: Rebates:		r;	2CNDL73F056 \$23,524.62 \$21,704.62 \$n/a \$1,820.00 \$156.98 [Not Applicable]			
Miscellaneous State Fee Document Fees: Dealer Processing Fee:	25 ;		\$60.00 [Not paid by either	r party] warranty credit via V	VINC1	
As always, the custome replacement vehicle. Vextends no new lunds. Tabovo, the customer is no sales Tax= Miscellaneous Fees = Usage / depreciation = Upgrado = Total Customer Contribute. H. B. Chevrolet agrees to reference docustomer's letter the sale of th	With the exception of the funds must be broucquired to bring: \$156.98 \$n/a \$n/a \$1820.00 rtion = \$1976.98 o sign a Power Of Attoending Institution on the	e VIN, nothing ght to the deal mey to enable Dealer's beha	in the financing con ership signing at the GM to make the neal	ntract changes beca time of the transac cessary arrangemer ing a free and clear	use the lien holder tion. Using the figur hts with the above title to the old vehice	res de.
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Again, thank you for ass	sisting Chevrolet in this	collateral exch	ange transaction (or	r our mutual custom	erl	

From-RightFax



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N.Y.S. LIC # 7055788 N.Y.C. CA # 886160 N.Y.C. CA # 886161 "IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, H.B. CHEVROLET, THE DEALER NAMED ABOVE CERTIFIES THAT THE ENTIRE VEHICLE IS IN CONDITION AND REPAIR TO RENDER UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE

1

2004 MALIBU LT SEDAN CHEVROLET MOTOR DIVISION 2004 MALIBU LT SEDAN
12U GALAXY SILVER METALLIC /V6G GENERAL MOTORS CORPORATION 142 GRAY 100 RENAISSANCE CENTER STOCK NO. 322 DETROIT MT 48243-1114 ORDER NO. GHSJH3/TRE VIN 1G1 2U54 87 4F ****************** MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK 12U69 MALIBU LT SEDAN CFS POWER SUNROOF CF5 POWER SUNROOF 725.00 652.50 SHIPPED 08/23/03
LX9 3.5L V6 ENGINE 0.00 0.00 EXP I/T 09/04/03
MX0 4-SPEED AUTO TRANSMISSION 0.00 0.00 INT COM 09/04/03
NE1 50-STATE EMISSIONS N/C N/C PRC EFF 08/21/03
UC6 AM/FM 6 DISC CD PLAYER 300.00 270.00 KEYS G2834 G2834
(REPLACES STD/OPT RADIO)
VK3 FRONT LICENSE PLANS DESCRIPTION 22870.00 20926.05 INVOICE 08/25/03 0.00 VK3 FRONT LICENSÉ PLATE BRACKET 0.00 BANK: GMAC - 103 CHG-TO 02-199 SHIP WT: 3225 HP: GMS: 21781.70 SUPPLR: 22652.97 MRM: 24520.00 MEMO 1169.75

W. C. STEEL

SEP - 9 2003

and residential of consistency of the Section

23895.00 21848.55 ACT 231 21756.70 TOTAL MODEL & OPTIONS 625.00 625.00 H/B 261 716.85 238.95 ADV 261 238.95 119.48 EXP 65A 119.48 DESTINATION CHARGE LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION

TOTAL 24520.00 22831.98 PAY 310 22831.98

MEMO: TOTAL LESS HOLDBACK AND

21772.08 APPROX WHOLESALE FINANCE CREDIT *****************

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

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

REMIT TO GMAC NO. 103 VIN 1G12U54874F102237 \$ 22831.98 INV 1AD22362338 DUE 09/04/03 DEALER 02-199

H. B. CHEVROLET



CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

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) X 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 riame by Dealer named below. (b) Nocentive Program Reference Amount (a) M Incentive Code (b) M Incentive Amount, Received (c) Amount (CUSTOMER_NAME:	
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) X 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 riame by Dealer named below: Content	VIN: 19/1/Z0/5/4/8/4/4/	(or see attached list*)
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) X 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: Comparing the program Reference	er it was the water was the engine of the state of the st	entis tien maken seeda Mikilian eera Markeen
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2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc) a. elect to receive		\$
Division supported financing/leasing, etc.) a. 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 Library and release the GM. Division from any future claim or obligation for incentive(s) as described in Item Purchaser/Lessee Signature: Date: 1726/03 The undersigned person, as Deater representative, certifies that the information on this application is true and correct and the incentive(s) described in Item Authorized Dealer Signature: Date: 1726/03	Total Incentive Amount Received	
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 Acknowledge receipt of incentive(s) as described in Item Acknowledge receipt of incentive(s) as described in	Division supported financing/leasing, etc)	
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to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 1.2 2 and release the GM. Division from any future claim or obligation for incentive(s) on this unit Purchaser/Lessee Signature: Date: 1/2/03 The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item 2 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. Date: 1.2 2 2 3		
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:	to me by the Dealer named below. This vehicle was purchas delivery of this vehicle on Lacknowledge receipt of	incentive(s) as described in Item 2 and release the GM.
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:		1171-103
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:	Purchaser/Lessee Signature:	Date:
Authorized Dealer Signature:	the incentive(s) described in Item 1/7 have been provided to	the said purchaser/lessee who has taken delivery of referenced
Authorized Dealer Signature.	Authorized Doolog Signature	Date: 11 DG 03
Dealership Name: H. S. C. Herborer Dealer Code: ONG		CHELOGIET Dealer Code: 00199

^{*} List must include VIN, Delivery Date and Program Reference



To:	From: Denise Hampton
Fax:	Fax: 866-549-8879
Pages: 2	Phone: 800-231-1841 Ext. 58723

Attached is the Settlement Offer. Please sign and return via fax. After I have received the document, I will send the file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax Document.

I CANNOT PROCESS CASE WITHOUT THE:

Signed Settlement Offer

Thanks, Denise Hampton Repurchase Coordinator



From-H B CHEVROLET







GENERAL MOTORS BUSINESS RESOURCE CENTER

May 19, 2004

Flushing, NY

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, VIN#1G1ZU54874F

Case Number: 1-209236714

Dear Ms We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN#1G1ZU54874F 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. 2005 Chevrolet Equinox. Your responsibilities may be, but not limited Chevrolet will assist you into 2CNDL73F056 to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

> \$20,051,09 Payoff of original Vehicle good until June 10, 2004 \$1.820.00Plus Upgrade \$n/a Plus Usage \$154.70 Plus Taxes Sm/a Plus registration, tag, title fees \$22,025.79 TOTAL RESPONSIBILTY OF CUSTOMER

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

General Motors will repurchase VIN #1G1ZU54874F in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number \$66-549-8879 by May 21, 2004. The conditions of the trade-repurchase are as follows:

- the vehicle is free from any abnormal damage or afterations 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 be processed and forwarded to H. B. Chevrolet. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58723 if you have any questions or concerns.

> Sincerely, Denise Hampton Business Resource Center

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



Received May-19-2004 02:59pm

From-RightFax

To-H B CHEVROLET

Page 002

Dealer Confirmation Letter- Collateral Exchange Chevrolet Division

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610

Phone (800) 231-1841 Ext. #58723, Denise Hampton

Collateral Exchange Agreement between [GM Division Name] and its dealer partner [Dealership Name]

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

General Motors will issue a check in the amount of \$21,764.62 made payable to H. B. 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: New Vehicle Sales Price: Used Vehicle Trade Value: Usage: Trade Difference: Taxes: Rebates: Miscellaneous State Fees: Document Fees:

Dealer Processing Fee:

2CNDL73F056 \$23,524.62 \$21,704.62 \$n/a \$1.820.00 \$154,70 [Not Applicable]

\$60.00 [Not paid by either party]

[\$200 applied as warranty credit via W.I.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≂	\$154.70
Miscellaneous Fees =	\$ n /a
Usage / depreciation =	\$n/a
Uoorade =	\$1820.00
Total Customer Contribution	= \$1974.70

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

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following
fax #866-549-8879. H. B. CHEUROLET 111757 Ellelon Youge, NES
If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax #866-549-8879. [Dealership Name BAC] Management Agent's Signature and Title. Compared to the following of the factor of the fac
[Dealership Name BAC] Management Agent's Printed Name and Title.
Authorized General Motors BRC Representative Signature
Authorized General Motors BRC Representative Printed Name

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

From-Rightfax

	BRC REPURCH	IASE W	ORKSHEET	
File Number	Customer		Worksheet filled out by:	
1-209236714	<u> </u>		Denise Hampton	
1-209250714				
Old Vehicle VIN <u>:</u>	New Vehicl	e VIN:	<u>Date:</u>	_
_	2CNDL73F05		5/19/04	<u>-</u>
1G1ZU54874F	ZCNDL/3F03	7 U	DEALER'S SAMPLE PURCHASE ORDER	_
			MOCK BILL OF SALE	
			Armat at all the	23,524.G2
Acct. 231/237 Vehicle Costs	23,524.62	G	Purchase Price (New Unit)	25,524.02
Adjustment to line 1	0.00	M		154.70
Conversion Cost	0.00	_ _	State Sales Tax	154. <u>7</u> 0
Tax	0.00	R		0.00
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	60.00	5		60.00
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	60.00
Other	0.00	Ō		
State Fees	0.00	N	Additional Aftermarket Items	0.00
<u></u>		5		
Cost to transfer Aftermarket Items	0.00	11	State Fees	0,00
Service Contracts/GMPP	0.00	B		
Miscellaneous	0.00	1	Miscellaneous	0.00
Transportation Fees	0.00	Ť		
	_	<u> </u>	Other	0.00
Total Replacement Price	23,584.62			
CUSTOMER'S	1	R	Less Dealer Contribution	0.00
Tax	154.70			
Luxury Tax	0.00	5	Subtotal	23,739.32
Reg./Lic./Title Fees (opt)	0.00	F		
Additional Aftermarket Items	0,00	 	Tracle In	21,704.62
Additional Aftermarket Items	0,00	N N		
l la casa (Ta) a como a in his anno	0.00	s	Payoff	0.00
Usage/Depreciation	0.00	- - -		
Damage	1,820.00	B	Net Allowance	21,704.62
Upgrade	0.00	17	7,07,310,001	
Downgrade (deducted)	0.00	┤ ┆┤╶	Cash on Delivery (Paid by GM)	60.00
Reimbursement of Aftermarkets	0.00	┪┪		
Other	0.00	- ' -	Total Balance Due	1,974.70
Dealer Contribution (cleducted)	0.00		Total Dalance Dat	
	4 074 70	<u>-</u> -		
Total Customer Cost	1,974.70		Amount to Dealer for additional Fees	0.00
			Amount to Dealer for additional Fees	<u> </u>
Trade Repurchase Amount	21,764.62			
				<u>-</u>
				Dete
Total Payoff Amount	0.00		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/)	//			
	<u> </u>			<u>-</u>
Dealer Due to GM	NA			
GM Due to Dealer	21,764.62			
	-			











GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

May 20, 2002

Flushing, NY

RE: Repurchase for 2004 Chevrolet Malibu, VIN# 1G1ZU54874F

Dear Ms.

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

The closing date has been set for May 28, 2004. Once you are in receipt of the packet, please contact the customer. The customer will be notified to coordinate the time with you.

Thank you for your cooperation.

Sincerely,
Denise Hampton
Repurchase Specialist
1-800-231-1841 ext. 58723



To: Milan Suga	From:	Denise Hampton
Fax: 718-261-0167	Fax:	866-549-8879
Pages: 2	Phone:	800-231-1841 X58723

Mr. Suga,

Please see confirming closing letter attached for Susan Auteri.

Thanks,
Denise Hampton
Repurchase Coordinator











GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 19, 2004



TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, VIN#1G1ZU54874F

Case Number: 1-209236714

Dear Ms.

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN#1G1ZU54874F 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 2CNDL73F056 2005 Chevrolet Equinox. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until June 10, 2004 \$20,051.09
Plus Upgrade \$1,820.00
Plus Usage \$n/a
Plus Taxes \$154.70
Plus registration, tag, title fees \$n/a
TOTAL RESPONSIBILTY OF CUSTOMER \$22,025.79

General Motors will repurchase VIN #1G1ZU54874F in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-549-8879 by May 21, 2004. The conditions of the trade-repurchase are as follows:

- \Rightarrow 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

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 H. B. Chevrolet. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58723 if you have any questions or concerns.

Sincerely, Denise Hampton Business Resource Center

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

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











Signature and Date



To:	From: Denise Hampton
Fax:	Fax: 866-549-8879
Pages: 2	Phone: 800-231-1841 Ext. 58723

Attached is the Settlement Offer. Please sign and return via fax. After I have received the document, I will send the file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax Document.

I CANNOT PROCESS CASE WITHOUT THE:

• Signed Settlement Offer

Thanks,
Denise Hampton
Repurchase Coordinator

T Z 9

LANGS CHEVROLET



WOFFICE 2299 Miamisburg-Centerville Rd CO, LPA Dayton, Ohio 45459-3817

Phone: (937) 432.9500 Facsimile: (937) 432.9503

June 11, 2004

VIA FAX ONLY

Victoria Nelson General Motors Legal-Tampa c/o MSX International 1464 John A. Papalas Drive Lincoln Park MI 48146-1460 866.255.3848

Re:		2004 Chevrolet Malibu, VIN1G1ZT54894F	
	Settlement	<u>-</u>	

Dear Victoria:

Mr. and I have discussed the idea of test driving a new Chevrolet Malibu to see if it has the same sort of problems, as well as GM's settlement offer. Mr. pointed out a few things to me and asked that I clarify it with you.

He acquired this vehicle December 31, 2003. He is still within one year of purchase and within 18,000 miles of delivery. He returned to the Chevrolet dealer February 13, 2004, complaining of the power steering failure and told them that it was dangerous. He thought it was fixed at the end of that repair. He returned again on February 28, 2004, with the same complaint, again telling them that it was dangerous. He also told them to drive it for a couple of days and see for themselves how serious and dangerous it was. When he picked the vehicle up on March 4, he was told they recalibrated the system and he thought everything was fixed. He returned again on March 27, again complaining about the same thing. When he picked it up after that trip, he again was advised it was repaired.

As Mr. sees it, he has been in the shop three times for the same problem and it did not get fixed within 12 months of delivery or 18,000 miles. He is quite clear about the Ohio Lemon Law "presumption" that entitles him to have the vehicle repurchased. He has made it clear that he does not want another one.



WOFFICE 2299 Miamisburg-Centerville Rd Dayton, Ohio 45459-3817

Phone: (937) 432.9500 Facsimile: (937) 432.9503

He is not interested in looking at other Malibu vehicles to see if the problem was fixed.

Victoria, his repair paperwork supports his explanation of what occurred here. Can you buy this back?

Please advise.

Sincerely,

Renald L. Burdge

RLB:emg
Z:\data\Mowery\Settlement\Corr GM Rep Nelson Re Settlement 0o|104.wpd



DFFICE 2299 Miamisburg-Centerville Rd
Dayton, Ohio 45459-3817
Phone: (937) 432.9500 Facsimile: (937) 432.9503

May 14, 2004

VIA FAX ONLY

Victoria Nelson General Motors Legal-Tampa c/o MSX International 1464 John A. Papalas Drive Lincoln Park MI 48146-1460 866.255.3848

Re: Christian Mowery, 2004 Chevrolet Malibu, VIN1G1ZT54894F

Dear Ms. Nelson:

I have your cash only settlement offer of \$3,500.00 in front of me and will send that to my client. In the mean time, however, I am puzzled. They have had the vehicle less than six months, it has less than 4,200 miles on it, and they have been in the shop at least three times for the exact same problem, a dangerous power steering problem. Even the dealership told them that they realize the problem existed but that "the power steering system in this car is a new electronic version and any new system is going to have problems".

Mrs. brother is a police officer and he experienced this problem with this vehicle himself, along with other witnesses who have observed it.

Can you tell me why General Motors should <u>not</u> take this vehicle back? It would cost much less to do it now then it will later

I would be interested in your thoughts.

Sincerely,

Ronald L. Burdg

RLB: psc

V:\data\Mowery\Settlement\Corr GM Rep Nelson Re Settlement 051404.wpd











GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

April 19, 2004

Ronald L. Burdge, Esq. Burdge Law Office 2299 Miamisburg-Centerville Road Dayton, OH 45459-3817

Re:



r. General Motors Corporation

2004 Chevrolet Malibu LS Sedan

VIN: 1G1ZT54894F



This is to advise you that we are in receipt of the above referenced case dated April 13, 2004. 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, Victoria Nelson BRC Legal Case Manager Ph# 800-231-1841, prompt 9, prompt 5, extension 58837 FAX# 866-255-3848



Owner's current title and/or registration Lienholder (See Attached Sheet)

Lien Holder Information Request

Customer Name:					
Social Security No:					
Customer Name:					
Social Security No:					,
VIN: 1G1ZT54894F					
Attorney Name: Ronald L.	Burdge,	Esq.		TIN:	
Lien Holder Information:					
Account #:					
Name of Lien Holder:					
Physical Address:					
_City:	State:		Zip C	ode:	
Contact Person:					
Telephone # :					
Payoff: \$					
Good Until:	Next	Due D	Date:		
Per Diem: \$		(OR)	%		
Late Charges Paid: \$		Late	Char	ges Due:	<u>\$</u>
No. Payments Made:		at	\$	/m	onth
Total payments made: \$					
Total Interest Paid to Date:	\$			as of:	
1999 \$ 2000 \$		2001	\$	2002	\$
	_	_		_	_
Current Mileage of Vehic	le:	D	ate Mil	eage Read	d:
I / We.	hereby au	ıthorize			to
I / We,, release any and all information rega					
Motors Corporation, including but n			lete payı	ment history o	of my
account. Dated this day of _		_, 2002			











GENERAL MOTORS BUSINESS RESOURCE CENTER

June 11, 2004

Ronald L. Burdge, Esq. Burdge Law Office 2299 Miamisburg-Centerville Road Dayton, OH 45459-3817

Re:

Service Request: 1-209268530 2004 Chevrolet Malibu LS Sedan

Vehicle Identification Number: 1G1ZT54894F

Customer Relationship Manager: Victoria Nelson

Dear Mr. Burdge:

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts:

 Your client vehicle is repaired and General Motors Corporation is unable to assist your client's demands of repurchasing his vehicle.

General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverages. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

Sincerely,

General Motors Corporation Business Resource Center 1-800-231-1841, prompt 1, prompt 4

ee: FILE LG0007-T File Number 1-209268530

BRC REPURCHASE WORKSHEET Customer Name

Worksheet Filled Out By: V. NELSON

Old Vehicle VIN: 1G1ZT54894F

New Vehicle VIN:

<u>Date:</u> 13-May-04

TRADE REPURCHASE			STRAIGHT REPURCHASE		PAYMENT / LEASE REPURC	UACE
TRADE REPURCHASE			STRAIGHT REPURCHASE			
4 Devlessment Vahiala Cost		# 0.00	4 Daga Dries	¢40 500 70	Lease Terms MOMI Lease Usage Mo	
1 Replacement Vehicle Costs		\$0.00		\$19,500.70	,	\$0.00
2 Equipment Transfer		\$0.00		\$0.00	•	\$0.00
3 Total Sales Tax		\$0.00		\$1,475.68		\$0.00
4 Total Reg./Lic./Title (opt)		\$0.00		\$20.25		\$0.00
5 Aftermarket Items		\$0.00		\$0.00		\$0.00
6 Collateral Costs		\$0.00		\$0.00		\$0.00
7 Pre-Judgement Interest		\$0.00		\$0.00	1	\$0.00
8 Annoyance / Inconvenience		\$0.00	3	\$0.00		
9 Dealer Admin / Vehicle Transfer		\$0.00		\$0.00	9 Total Additions	\$0.00
10 Other			10 Other		10	
11 Total Replacement Price		\$0.00	11 Total Purchase Price	\$20,996.63	11 Usage/Depreciation	\$0.00
12 Usage/Depreciation			12 Usage/Depreciation		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 \$	1,750.00
16 MSRP Downgrade		\$0.00	16 Incentives (deduct)	\$1,750.00	16 Over Mileage Penalty	
17 Customer Cost (review L.L.)		\$0.00	17 Total Deductions	\$1,750.00	17 Total Deductions	\$1,750.00
18			18		18	
19 Repurchase Subtotal		\$0.00	19 Repurchase Subtotal	\$19,246.63	19 Total Refund to Customer	(\$1,750.00)
20 Loan Payoff		\$0.00		\$18,831.34	20 Attorney's Fees	\$0.00
21 Total to Dealer & Customer		\$0.00	21 Total Refund to Customer	\$415.29	21 Dealer Buy Out / Payoff Amount	\$0.00
22 Attorney's Fees		\$0.00	22 Attorneys Fees	\$1,500.00		
23 Total Repurchase			23 Total Repurchase	\$20,746.63		(\$1,750.00)
24 NADA			24 NADA	\$19,970.00		\$0.00
25 Estimated Auction Price		\$0.00	25 Estimated Auction Price	\$14,777.80	25 Estimated Auction Price	\$0.00
26 Projected Loss			26 Projected Loss		26 Projected Loss	(\$1,750.00)
,			OVER ALLOWANCE CALCULATION			(, , ====,
PURCHASE PRICE (before t/t/t)	\$ 19.5	500.70	TRADE ALOWANCE		PURCHASE PRICE	
MSRP (FROM BARS INVOICE)		970.00	PAYOFF OF TRADE		INCENTIVE* (from BARS) \$	1,750.00
DIFFERENCE		469.30)		\$ -	OVERALLOWANCE	1,7 00.00
if positive look for over allowance	. ,	469.30)	if negative=negative equity	_	ACTUAL PRICE \$	(1,750.00)
ii positive look for over allowance	Ψ (Ζ,-	100.00)	TRADE ALOWANCE		, TO TO THE I THOU	(1,750.00)
			ACV OF TRADE			
			DIFFERENCE	\$ -	do not include fuel file credit	
			acv=actual cash value	Ψ -	include GM card points	
			acv-actual cash value		include Givi card points	



GENERAL MOTORS BUSINESS RESOURCE CENTER

May 13, 2004

VIA FAX ONLY

Ronald L. Burdge, Esq. Burdge Law Office 2299 Miamisburg-Centerville Road Dayton, OH 45459-3817

Re:

Service Request: 1-209268530 2004 Chevrolet Malibu LS Sedan

Vehicle Identification Number: 1G1ZT54894F

Customer Relationship Manager: Victoria Nelson

Dear Mr. Burdge:

We regret that your client(s) is dissatisfied with his 2004 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary 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.

• \$3,500.00 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. General Motors requests you make this offer available to your client at the earliest possible opportunity. If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to me at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,

General Motors Corporation Business Resource Center 1-800-231-1841, prompt 1, prompt 4

ee: FILE LG0044-T

Attach.	

Odometer	
Date	

RELEASE OF CLAIMS

in consideration of \$3,500.00 paid by General Motors Corpora its subsidiaries, its authorized independent dealers, any designer by General Motors Corporation, and their respective agents at damages, and claims for attorney's fees and costs which directly with the purchase, repair, maintenance, operation, alteration, or Identification Number 1G1ZT54894F ("subject vehicle") in the subject vehicle and any claims for any injuries, losses or General Motors Corporation agrees to honor the remaining term	on behalf of myself/ourselves and my/our assigns, heirs and executors, tion, hereby release(s) and discharge(s) General Motors Corporation, is and suppliers of vehicles, parts and components that are distributed and employees from any and all claims, causes of action, demands, or indirectly arise from, are related to, or are in any way associated use of Releasor's/Releasors' 2004 Chevrolet Malibu bearing Vehicle including but not limited to any claims based on any alleged defects damages to my person and/or property. Notwithstanding the above, nof the manufacturer's express limited warranty and any applicable of vehicle. If Releasor(s) has/have initiated any court, arbitration or immediately will dismiss the proceeding with prejudice.
The subject vehicle's mileage is on the date o	f signing this release.
	elease. Releasor(s) agree(s) and acknowledge(s) that this Release eral Motors Corporation, and Releasor(s) is/are not relying on any in this Release.
PLEASE READ CAREFULLY BEFORE SIGNIN THAT YOU HAVE READ IT, UNDERSTAND IT, AND AG	G. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING REE TO ITS TERMS.
I/We agree to the terms of this Release of All Claims.	
DATE SIGNED:	
Address	
City, State, Zip Code	
Social Security Number	
STATE OF	
COUNTY OF	
Sworn to (or affirmed) and subscribed before me the consumers.	nis day of, 20, by {full name of
	Signature of Notary Public
	Print, type or stamp Commissioned Name of Notary Public
	•
	Personally Known OR Produced identification
	Type of identification
	My commission expires:

Privileged and Confidential Information CASE ASSESSMENT FORM - PILOT

Start: 10:15 Interrupt: {Time} Start: {Time} Interrupt: {Time} Interrupt: {Time} Total: 25

Case Assessment By: VICTORIA NELSON State: OH

Customer Name: Service Request: 1-209268530 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZT54894F In Service Date: 12/31/2003 Vehicle is: **NEW** BAC Code: 112793

Year, Make & Model: 2004 CHEVROLET MALIBU LS SEDAN

VEHICLE REPAIR HISTORY

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Date:	RO #:	Mileage:	Days Out:	Description of Complaint and Repair Performed:
2-13-4	624253	2,107	4	CUSTOMER STATES THAT THEIR VEHICLE LOOSES POWER STEERING. CUSTOMER STATES MOST OFTEN HAPPENS BETWEEN 6 – 8:30 PM, MAY NOT BE RELATED, BUT CUSTOMER NOTICED. OUT OF CALIBRATION – CHECKED SYSTEM FOR CODES, FOUND C0545. CLEARED CODE & ROAD TESTED FOR ½ HOUR.
2-28-4	625306	2,578	6	CUSTOMER STATES THAT AT TIMES VEHICLE WILL LOOSE ASSIST TO STEERING. HAS ALWAYS HAPPENED AT NIGHT – CHECKED OPERATION & CHECKED FOR DTCS – NONE, ROAD TESTED SEVERAL TIMES P/S SYSTEM – OK ROAD TESTED WITH HEAD LIGHT ON AS AT NIGHT, RECALIBRATE P/S SYSTEM, NO PROBLEMS FOUND AT THIS TIME. CUSTOMER WOULD NOT TAKE VEHICLE, WANT SOMEONE TO DRIVE VEHICLE A COUPLE OF DAYS. SEE STEVE SEXTON – CUSTOMER SATISFACTION TECHNICIAN DROVE VEHICLE ON TUESDAY AND WEDNESDAY EVENINGS, COULD NOT DUPLICATE CUSTOMER'S CONCERN.
3-27-4	627285	4,336	1	CUSTOMER STATES THAT AT TIMES THEY LOOSE THEIR POWER STEERING. CUSTOMER STATES THEY ONLY LOOSE ASSIST AT NIGHT TIME NOTICE ON RADIO – POWER STEERING, YELLOW WARNING LIGHT COMES ON DASH ALSO.

☐ Chassis

Date:	RO #:	Mileage:	Days Out:	Description of Complaint and Repair Performed:
12-31-3	621461	160	1	LEFT REAR BUMPER COVER LOOSE - RE-SECURED REAR BUMPER COVER TO INNER SUPPORT.

☐ Other

Date:	RO #:	Mileage:	Days Out:	Description of Complaint and Repair Performed:
3-20-4	626756	4,144	1	GM SERVICE INSPECT & LUBE SUSP, D/LINE, STRING. LINKAGE, ETC. INS. BELTS, HOSES, LIGHTS, HORN, TIRES, P/STRING, DIFF. FLUID, C.V. JOINTS, AXLE CHANGE OIL & FILTER, CHECK VITAL FLUID LEVELS. LOF

COMPLETED.

Do the number of repair attempts meet the lemon law requirement: NO Do the days out of service meet the lemon law requirement of 30: NO

Total days out of service: 13

Does the case meet the criteria for any federal/state law or code?

YES

If yes, which one:

MAGNUSON-

MOSS

CRM FINAL OFFER: {CASH /REP/ TRADE}: **OFFER TO CUST:** \${Amount} **ATTORNEY FEES:** \${Amount}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

ALTHOUGH VEHICLE DOES NOT APPEAR TO MEET PRESUMPTION OF LEMON LAW, THE CUSTOMER HAS HAD CONCERNS WITH THE POWER STEERING, AND SOME CODES WERE FOUND, THEREFORE LEGAL CRM RECOMMENDS A CASH SETTLEMENT OF \$3,500.00 INCLUSIVE.

P	FΔ	5	JИ	FO	R	RFI	$M \cap$	۱Δ/۸	
Γ	.L <i>F</i>	IJ	ווע	-1 \cup	Γ	$rac{1}{2}$	٩IQ	, v 🖂	Ш

{text}

TEAM MANAGER APPROVING: DON RITTER Date: 5-13-4

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

^{*} SES light is to be captured under affected component above.

TAFT, STETTINIUS & HOLLISTER LLP
ATTORNEYS AT LAW
425 WALNUT STREET, SUITE 1800
CINCINNATI, OHIO 45202-3957



JUL 1 9 2004.

GMC, BRC Legal c/o MSX International MC 336-105-000 1426 Pacific Drive Auburn Hills, MI 48326

Brenda Horchler

4832641571 06

HIIIS, MI 48326

TAFT, STETTINIUS & HOLLISTER LLP

425 WALNUT STREET, SUITE 1800

CINCINNATI, OHIO 45202-3957

COLUMBUS, OHIO OFFICE TWELFTH FLOOR 21 EAST STATE STREET COLUMBUS, OHIO 43215-4221 614-221-2638 FAX: 614-221-2007 513-381-2838 FAX: 513-381-0205 www.taftlaw.com

CLEVELAND, OHIO OFFICE 3500 BP TOWER 200 PUBLIC SQUARE CLEVELAND, OHIO 44114-2302 216-241-2838 FAX: 216-241-3707

DAYTON, OHIO OFFICE SUITE 900 110 NORTH MAIN STREET DAYTON, OHIO 45402-1786 937-228-2838 FAX: 937-228-2816

NORTHERN KENTUCKY OFFICE SUITE 340
1717 DIXIE HIGHWAY
COVINGTON, KENTUCKY 41011-4704
859-331-2838
513-381-2838
FAX: 513-381-8613
(513) 357-9382
sullvan@taftlaw.com

July 15, 2004

Brenda Horchler GMC, BRC Legal c/o MSX International MC 336-105-000 1426 Pacific Drive Auburn Hills, MI 48326

Re: v. General Motors Corporation, Greene County Common Pleas, Case No. 2004CV0545, GM Case No. 482494

Dear Brenda:

Previously we have sent you a copy of the Complaint in this new lawsuit. We understand that you will investigate and evaluate the case and decide whether to try to negotiate a settlement directly with Plaintiff's attorney. We will monitor deadlines and court proceedings and advise you of those but will not conduct any investigation or discovery until we have been instructed to do so by the Legal Staff, but we are always available if you need any information or assistance.

. . . .

1 2

Yours truly,

Timothy C. Sullivan

1 . 5

TCS/bms

W0206308.1













HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 9, 2004

Ronald Burdge, Esq. Burdge Law Office Co, Lpa 2299 Miamisburg Centerville Rd Dayton, OH 45459-3816

RE:

Service Request: 1-209268530 2004 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT54894F

Customer Relationship Manager: Victoria Nelson

Dear Mr. Burdge:

We regret that your client(s) is dissatisfied with his 2004 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary 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.

A cash settlement of \$ 3,500.00.

A 60 month/ 75,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles. Coverage includes: Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

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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.

June 9, 2004 Page 2

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,
General Motors Corporation Business Resource Center 1-800-231-1841, prompt 1, prompt 4
cc: FILE
LG0044-T Rev 6/2/2004
Attach.
Odometer
 Date

TCTAFT, STETTINIUS & HOLLISTER LLP
ATTORNEYS AT LAW
425 WALNUT STREET, SUITE 1800
CINCINNATI, OHIO 45202-3957



Brenda Horchler

c/o MSX International, ATTN: BRC Legal

General Motors Corporation

MC 336-105-000

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1426 Pacific Drive
Auburn Hills, MI 48326

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IN GREENE COUNTY COMMON PLEAS COURT, OHIO.

CHRISTIAN MOWERY 3997 CLOUD PARK DRIVE, APT. 2 DAYTON, OH 45424

- VS. -

PLAINTIFF

GENERAL MOTORS CORPORATION C/O CT CORP. SYSTEMS, INC.,S/A 1300 EAST NINTH ST., #1010 CLEVELAND OH 44114-1503

DEFENDANT

CASE NO:

2004CV0540

JUDGE CAMPBELL

COMPLAINT AND JURY DEMAND

(LEMON LAW)

FIRST CLAIM: OHIO LEMON LAW

- This case is about a 2004 Chevrolet Malibu with a deadly defect with the power 1. steering system that makes the vehicle nearly impossible to steer. Mr. Mowery has already given GM four chances to fix this dangerous condition (within the first 4,200 miles of use) and it still is not fixed right. This Malibu should not be "back in the game" or back on the road at all – it is a "lemon" and the vehicle should go back to GM.
- 2. Mr. Mowery has lost all trust and confidence in the reliability of this vehicle and of GM's dealers to fix it right and believes that it is a hazard to himself and to others on the road.

- 3. This claim is for breach of warranty and violation of the Ohio Lemon Law¹ by General Motors Corporation.²
- 4. The allegations of all other paragraphs and claims in this pleading are incorporated as if fully rewritten herein.
- 5. At all times relevant, Plaintiff was a consumer³.
- 6. At all times relevant, Langs Chevrolet⁴ was and is a corporation and merchant⁵ and a franchised or otherwise authorized representative of the Manufacturer, engaged in the business of selling and servicing motor vehicles.
- 7. At all times relevant, the Manufacturer was a corporation and a supplier⁶ and merchant.⁷
- 8. At all times relevant, GMAC was engaged in the business of selling and leasing new motor vehicles within the jurisdiction of this Court.

¹Revised Code 1345.71 et seq.

²Hereafter referred to as the Manufacturer.

³Within the meaning of Ohio's Unfair and Deceptive Acts and Practices statute, the Ohio Consumer Sales Practices Act, R.C. 1345.01(D).

⁴Hereafter referred to as the Servicing Dealer.

⁵Within the meaning of R.C. 1302.01(A)(5).

⁶Within the meaning of R.C. 1345.01(C).

⁷Within the meaning of R.C. 1302.01(A)(5).

- 9. On or about December 31, 2003 Plaintiff entered into a consumer transaction⁸, in that Plaintiff agreed to purchase from Langs Chevrolet, and Langs Chevrolet agreed to arrange financing for the purchase of a certain 2004 Chevrolet Malibu, and as part of the deal the Manufacturer agreed to warrant the vehicle to be free from malfunctions.
- 10. A copy of the purchase agreement is attached as Exhibit 1.
- 11. A copy of the Manufacturer's warranty is not attached for the reason that the Defendant has a copy or it is available to it, Plaintiff will provide a copy upon request, and it will be introduced into evidence at the trial hereof.
- 12. The goods⁹ which were the subject of the agreement included a motor vehicle being a certain 2004 Chevrolet Malibu, VIN # believed to be 1gndt13S632317504.
- 13. The 2004 Chevrolet Malibu was manufactured and/or distributed by the Manufacturer.
- 14. Plaintiff also purchased the vehicle in reliance on advertising representations and/or warranties of the Manufacturer.

⁸Within the meaning of R.C. 1345.01(A).

⁹Within the meaning of R.C. 1310.01(A)(8).

- 15. After purchasing the vehicle, Plaintiff discovered that it did not conform to the representations of the Manufacturer inasmuch as it developed continuing malfunctions, defects and problems.
- 16. Plaintiff has lost faith and confidence in the reliability of the vehicle and the ability of the Manufacturer to live up to the warranties they made to him.
- 17. The vehicle involved in this case was not of merchantable quality.
- 18. The malfunctions and defects in the vehicle severely and substantially impaired its use and/or safety and/or value to Plaintiff.
- 19. Plaintiff provided the Manufacturer and/or one or more of its authorized and/or franchised dealers, and the Servicing Dealer with notice and opportunities to repair the vehicle but they have each neglected, failed, refused or otherwise been unable to do so within a reasonable amount of time or a reasonable number of attempts.
- 20. As a result of the above facts, the Manufacturer breached it's respective warranties and representations and violated the Lemon Law.
- 21. Plaintiff suffered and shall continue to suffer actual, incidental and consequential damages as a direct and proximate result of the inability or other failure of the Manufacturer and/or otherwise authorized representatives, to repair or replace the vehicle or refund its price, in an amount within the monetary jurisdiction of this court.

SECOND CLAIM: FEDERAL WARRANTY ACT

- 22. The allegations of all other paragraphs and claims in this pleading are incorporated as if fully rewritten herein.
- 23. This claim is for breach of warranty and violation of the Magnuson-Moss Warranty Act¹⁰, by the Manufacturer.
- 24. Plaintiff provided Defendant and/or one or more of its authorized and/or franchised dealers with a reasonable number of opportunities to repair the vehicle but Defendant has neglected, failed, refused or otherwise been unable to do so within a reasonable amount of time or a reasonable number of attempts.
- 25. Plaintiff demanded Defendant replace or repurchase his vehicle under the Lemon Law but Defendant refused.
- 26. As a result of the above, among other things, the Manufacturer is in violation of the Warranty Act by its failure to comply with its warranty obligations.
- 27. As a result of the above, inter alia, Defendant is in violation of the Lemon Law and knew or should have known it was so at the time and did nothing about it and that was unfair to the Plaintiff.

¹⁰ 15 U.S.C. 2301, et seq.

THIRD CLAIM: CONSUMER ACT

- 28. The allegations of all other paragraphs and claims in this pleading are incorporated as if fully rewritten herein.
- 29. This claim is for violation of the Ohio Consumer Sales Practices Act¹¹ by the Manufacturer.
- 30. The Manufacturer breached it's warranty to Plaintiff and failed to honor it's express and implied warranties and had a legal obligation to the Plaintiff with no valid legal defense for not performing those obligations but avoided or attempted to avoid one or more of their respective obligations, and knew or should have known that doing so would be unfair to the Plaintiff, and did it anyway, in violation of the Consumer Act¹².
- 31. The Manufacturer violated the Magnuson Moss Warranty Act in one or more manners, and knew or should have known that doing so would be unfair to the Plaintiff, and did it anyway, and thereby violated the Consumer Act¹³.
- 32. As a result of the above, among other things, the Manufacturer committed one or more unfair or deceptive acts or practices in violation of the Consumer Act, before, during or after one or more consumer transactions with Plaintiff.

¹¹Revised Code 1345.01 et seq., hereafter referred to as the Consumer Act.

¹²Contrary to the Brown v. Lyons (1974), 332 N.E.2d 380, progeny of cases.

¹³Contrary to the <u>Anderson v. Buckeye Ford</u>, Case No. 3109 (Ct. App., 9th District, Lorain Co., 7-15-81), progeny of cases.

WHEREFORE, judgment is demanded against Defendant as deemed proper and lawful by the Court, for actual, statutory, and other damages, remedies, and relief as deemed proper and lawful by the Court, for each and every violation that may be proven at trial, including an order requiring defendant to honor its obligation under the law and to pay appropriate damages for its violation of the Consumer Act by its wilful failure to comply with its Lemon Law obligations;

Plus expenses of suit and litigation, interest from the date the contract was consummated, and an Order finding Plaintiff to have rescinded the transaction and/or to have revoked acceptance, reasonable attorney fees, plus all costs, and any and all other legal and equitable relief deemed necessary and just.

Plaintiff Demands Trial By Jury On All Claims and Issues.

COURTNEY CAPARELLA 0077016

RONALD L. BURDGE 0015609

Attorney for Plaintiff

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Dayton, OH 45459-3817

Voice: 937.432.9500 Fax: 937.432.9503

Email: Courtney@OhioLemonLaw.com

www.OhioLemonLaw.com

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BURDGE LAW OFFICE CO. LPA

2299 Miamisburg-Centerville Rd. Dayton, Ohio 45459-3817

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Victoria Nelson General Motors Legal-Tampa c/o MSX International, ATTN: BRC Legal, MC 336-105-000 1426 Pacific Drive Auburn Hills MI 48326-1571

Website: www.OhioLemonLaw.com

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Burdge Law Office Co., LPA

Attorneys at Law 2299 Miamisburg Centerville Road Dayton, OH 45459-3817

Telephone: 937.432.9500 Fax: 937.432.9503

www.OhioLemonLaw.com

www.OhioConsumerLaw.com

June 30, 2004

Victoria Nelson General Motors Legal-Tampa c/o MSX International, ATTN: BRC Legal, MC 336-105-000 1426 Pacific Drive Auburn Hills MI 48326-1571

Re: vs. General Motors Corporation Subpoena to Langs Chevrolet for Records

Dear Counsel:

Please find <u>enclosed</u> a Subpoena and Notice of Deposition to Langs Chevrolet, requiring them to produce certain documents.

The deponent has been advised that as long as they produce the documents prior to the deposition date, then no one need appear. I expect that they will do so.

This letter is to advise you that although the formalities of a Notice of Deposition have been served, I do not anticipate any "live" testimony to be taken at all. When documents are received from them, I will thereafter provide you with any relevant copies that may be used in this case.

If you have any questions, please advise. Thank you.

Sincerely,

Ronald L. Byrdge

Enclosures RLB/emg

Z:\data\Mowery\Discovery\Subpoena to Langs Chevrolet 062904 emg.wpd

SUBPOENA DUCES TECUM BY NOTARY PUBLIC

STATE OF OHIO, COUNTY OF MONTGOMERY, SS:

TO: Langs Chevrolet 635 Orchard Lane Beavercreek, Ohio 45434

You are hereby ORDERED and COMMANDED to appear before me, the undersigned, or a duly qualified and commissioned notary public within and for the State of Ohio, at the offices of Ronald L. Burdge, Esq., 2299 Miamisburg-Centerville Road, Dayton, Ohio 45459-3817, on **July 20, 2004 at 9:00 a.m.**, to give testimony and the truth to say in a cause pending in the Court of Common Pleas, Greene County, Ohio, wherein Christian Mowery is a Plaintiff and General Motors Corporation is a Defendant.

You are further commanded to bring with you at the aforesaid time and place the documents listed on the attached Exhibit A.

Hereof fail not under penalty of the law and statutory powers of the undersigned to punish for contempt of failure to comply with the above mandate.

Given under my hand and official seal on June 30, 2004.

Commission Expires

RONALD L. CUPDGS, Attorney At Law Notory Public, Stalls of Culb No expiration date, Section 147.03 O.R.C.

EXHIBIT A

- 1. (Sales File) The Dealership "Sales File" related to the Plaintiff, including the file jacket (inside and out), and all documents contained therein (front and back sides of every document), including the "deal worksheet", sales contract forms, odometer statements, finance contracts or loan agreements, power of attorney forms, insurance forms and all other documents and forms (NOTE: Do NOT "purge" or otherwise remove, or alter, any documents from the files upon receipt of this Subpoena or thereafter);
- 2. (Bank's Dealer Reserve Schedule) The "Dealer Reserve" schedule, or similar such document that is a list of the dealer reserve amounts and manner of calculating same or similar such payment made to, or credited to the benefit of, the dealer from any financial institution as a result of any assistance or participation by the dealer in arranging the financing or leasing of the Plaintiff's 2004 Chevrolet Malibu motor vehicle by Christian Mowery;
- 3. (Repair Records) The Dealership Service Department "Repair File" related to the Plaintiff's 2004 Chevrolet Malibu motor vehicle, believed to be Vehicle Identification Number 1gndt13s632317504, including the file jacket (inside and out), and all documents contained therein (front and back sides of every document), including all copies, front <u>and back</u> sides, of all copies of all repair orders, service orders, body shop estimates or repair orders, or other similar such documents or any related documents, <u>including the "shop" copy</u> and the "accounting" copy of each, involved with the subject motor vehicle (NOTE: Do NOT "purge" or otherwise remove, or alter, any documents from the files upon receipt of this Subpoena or thereafter);
- 4. (All Other Documents) Any and all other documents pertaining to Christian Mowery, the Plaintiff's 2004 Chevrolet Malibu motor vehicle, and all related repair orders, etc., including any document which contains or bears Christian Mowery's name and any document which contains or bears the VIN number of Plaintiff's 2004 Chevrolet Malibu (NOTE: Do NOT "purge" or otherwise remove, or alter, any documents from the files upon receipt of this Subpoena or thereafter);
- 5. (Vehicle Warranty History) If the Dealer has access to it or can obtain same, a computer printout or similar summary of the vehicle repair history from the Manufacturer's records, or similar data base or information system or file, including any maintained by the Dealer or accessible to the Dealer, containing material related to the subject motor vehicle including, but not limited to, the Vehicle Warranty History and the vehicle's repair history and the vehicle's service history;
- 6. (Applicable TSB Index) The "Product Service Publications" Index, or similar such document, that is an index of all Technical or Dealer Service bulletins issued by the Manufacturer on the subject motor vehicle;
- 7. The vehicle inventory record (i.e., the "washout sheet") for the subject motor vehicle and any trade-in motor vehicle of the Plaintiff's which was involved in or related to the transaction whereby an interest in the subject motor vehicle was transferred to the Plaintiff;
- 8. (Vehicle Invoice/Sticker) If the Dealer has access to it or can obtain same, then produce the subject motor vehicle manufacturer's invoice or similar such document itemizing the original factory installed equipment on the subject motor vehicle;
- 9. If the Dealer has access to it or can obtain same, then produce the "Service Policies and Procedures Manual", or similar such document, for the subject motor vehicle involved in this case, effective when the vehicle was sold to the Plaintiff;
- 10. (TSB's and Recalls) All "Technical Service Bulletins", "Dealer Service Bulletins", "Service Alert" documents, "Management Service Bulletins", "Dealer Technical Service Bulletins", "Product Campaign Service Bulletins" or similar such documents, for the subject motor vehicle which is involved in this case, or similar such documents;
- 11. If the Dealer has access to it or can obtain same, then produce the "Carrier Delivery Receipt", or similar such documents for the subject motor vehicle which is involved in this case, or similar such writings dealing with acknowledgment by you of delivery of the subject vehicle to you from the carrier or the person or entity which transported or otherwise delivered possession of the subject motor vehicle to the Dealer;
- 12. If the Dealer has access to it or can obtain same, then produce one original, of each different sales brochure, sales literature, sales pictures, video tape, or any other promotional literature produced for the model line, make and year of which the subject motor vehicle is a member.

OH. ST. R.C.P. Rule 45, SUBPOENA

(C) Protection of persons subject to subpoenas

- (1) A party or an attorney responsible for the issuance and service of a subpoena shall take reasonable steps to avoid imposing undue burden or expense on a person subject to that subpoena.
- (2)(a) A person commanded to produce under divisions (A)(1)(b)(ii), (iii), (iv), or (v) of this rule need not appear in person at the place of production or inspection unless commanded to attend and give testimony at a deposition, hearing, or trial.
- (b) Subject to division (D)(2) of this rule, a person commanded to produce under divisions (A)(1)(b)(ii), (iii), (iv), or (v) of this rule may, within fourteen days after service of the subpoena or before the time specified for compliance if such time is less than fourteen days after service, serve upon the party or attorney designated in the subpoena written objections to production. If objection is made, the party serving the subpoena shall not be entitled to production except pursuant to an order of the court by which the subpoena was issued. If objection has been made, the party serving the subpoena, upon notice to the person commanded to produce, may move at any time for an order to compel the production. An order to compel production shall protect any person who is not a party or an officer of a party from significant expense resulting from the production commanded.
- (3) On timely motion, the court from which the subpoena was issued shall quash or modify the subpoena, or order appearance or production only under specified conditions, if the subpoena does any of the following:
 - (a) Fails to allow reasonable time to comply;
 - (b) Requires disclosure of privileged or otherwise protected matter and no exception or waiver applies;
- (c) Requires disclosure of a fact known or opinion held by an expert not retained or specially employed by any party in anticipation of litigation or preparation for trial as described by > Civ.R. 26(B)(4), if the fact or opinion does not describe specific events or occurrences in dispute and results from study by that expert that was not made at the request of any party;
 - (d) Subjects a person to undue burden.
- (4) Before filing a motion pursuant to division (C)(3)(d) of this rule, a person resisting discovery under this rule shall attempt to resolve any claim of undue burden through discussions with the issuing attorney. A motion filed pursuant to division (C)(3)(d) of this rule shall be supported by an affidavit of the subpoenaed person or a certificate of that person's attorney of the efforts made to resolve any claim of undue burden.
- (5) If a motion is made under division (C)(3)(c) or (C)(3)(d) of this rule, the court shall quash or modify the subpoena unless the party in whose behalf the subpoena is issued shows a substantial need for the testimony or material that cannot be otherwise met without undue hardship and assures that the person to whom the subpoena is addressed will be reasonably compensated.

(D) Duties in responding to subpoena

- (1) A person responding to a subpoena to produce documents shall, at the person's option, produce them as they are kept in the usual course of business or organized and labeled to correspond with the categories in the subpoena. A person producing documents pursuant to a subpoena for them shall permit their inspection and copying by all parties present at the time and place set in the subpoena for inspection and copying.
- (2) When information subject to a subpoena is withheld on a claim that it is privileged or subject to protection as trial preparation materials under > Civ.R. 26(B)(3) or (4), the claim shall be made expressly and shall be supported by a description of the nature of the documents, communications, or things not produced that is sufficient to enable the demanding party to contest the claim.

IN GREENE COUNTY COMMON PLEAS COURT, OHIO

CHRISTIAN MOWERY

CASE NO: 2004 CV 0545

PLAINTIFF

(JUDGE CAMPBELL)

- VS. -

GENERAL MOTORS CORPORATION

NOTICE OF DEPOSITION AND

REQUEST FOR PRODUCTION

DEFENDANT

OF DOCUMENTS

TO: ALL PARTIES AND THEIR COUNSEL OF RECORD

Take notice that counsel for plaintiff will take the testimony by deposition upon oral examination of the following persons at the date and time and place indicated hereinafter:

Name:

Date and Time:

Langs Chevrolet 635 Orchard Lane Beavercreek, Ohio 45434 July 20, 2004 at 9:00 a.m.

at the office of Ronald L. Burdge, 2299 Miamisburg-Centerville Road, Dayton, Ohio, 45459-3817, pursuant to Rules 30(B)(4) and 34 of the Ohio Rules of Civil Procedure.

The examination will continue from time-to-time and from day-to-day until completed.

The deponent is instructed to bring with him for inspection and copying, and examination thereon, any and all documents listed on the attached Exhibit A, and to respond to this request for the production of documents as provided for in Civil Rule 34.

COURTNEY CAPARELLA 0077016

RONALD L. BURDGE 0Ø15609

Attorneys for Plaintiff

2299 Miamisburg Centerville Road

Email: Courtney@OhioLemonLaw.com

Dayton, OH 45459-3817

Voice: 937.432.9500

Fax: 937.432.9503

www.OhioLemonLaw.com

CERTIFICATION

I hereby certify that a copy of the above was served General Motors Corporation, Defendant, c/o CT Corp. Systems, Inc., S/A, 1300 East 9th St., Suite 1010, Cleveland OH 44114-1503; by ordinary mail on June 30, 2004.

> COURTNEY CAPARELLA RONALD L. BURDGE Attorneys for Plaintiff

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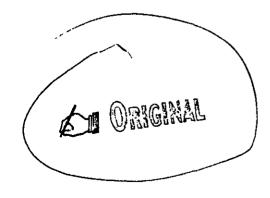


EXHIBIT A

- 1. (Sales File) The Dealership "Sales File" related to the Plaintiff, including the file jacket (inside and out), and all documents contained therein (front and back sides of every document), including the "deal worksheet", sales contract forms, odometer statements, finance contracts or loan agreements, power of attorney forms, insurance forms and all other documents and forms (NOTE: Do NOT "purge" or otherwise remove, or alter, any documents from the files upon receipt of this Subpoena or thereafter);
- 2. (Bank's Dealer Reserve Schedule) The "Dealer Reserve" schedule, or similar such document that is a list of the dealer reserve amounts and manner of calculating same or similar such payment made to, or credited to the benefit of, the dealer from any financial institution as a result of any assistance or participation by the dealer in arranging the financing or leasing of the Plaintiff's 2004 Chevrolet Malibu motor vehicle by Christian Mowery;
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- 4. (All Other Documents) Any and all other documents pertaining to Christian Mowery, the Plaintiff's 2004 Chevrolet Malibu motor vehicle, and all related repair orders, etc., including any document which contains or bears Christian Mowery's name and any document which contains or bears the VIN number of Plaintiff's 2004 Chevrolet Malibu (NOTE: Do NOT "purge" or otherwise remove, or alter, any documents from the files upon receipt of this Subpoena or thereafter);
- 5. (Vehicle Warranty History) If the Dealer has access to it or can obtain same, a computer printout or similar summary of the vehicle repair history from the Manufacturer's records, or similar data base or information system or file, including any maintained by the Dealer or accessible to the Dealer, containing material related to the subject motor vehicle including, but not limited to, the Vehicle Warranty History and the vehicle's repair history and the vehicle's service history;
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- 7. The vehicle inventory record (i.e., the "washout sheet") for the subject motor vehicle and any trade-in motor vehicle of the Plaintiff's which was involved in or related to the transaction whereby an interest in the subject motor vehicle was transferred to the Plaintiff;
- 8. (Vehicle Invoice/Sticker) If the Dealer has access to it or can obtain same, then produce the subject motor vehicle manufacturer's invoice or similar such document itemizing the original factory installed equipment on the subject motor vehicle;
- 9. If the Dealer has access to it or can obtain same, then produce the "Service Policies and Procedures Manual", or similar such document, for the subject motor vehicle involved in this case, effective when the vehicle was sold to the Plaintiff:
- 10. (TSB's and Recalls) All "Technical Service Bulletins", "Dealer Service Bulletins", "Service Alert" documents, "Management Service Bulletins", "Dealer Technical Service Bulletins", "Product Campaign Service Bulletins" or similar such documents, for the subject motor vehicle which is involved in this case, or similar such documents;
- 11. If the Dealer has access to it or can obtain same, then produce the "Carrier Delivery Receipt", or similar such documents for the subject motor vehicle which is involved in this case, or similar such writings dealing with acknowledgment by you of delivery of the subject vehicle to you from the carrier or the person or entity which transported or otherwise delivered possession of the subject motor vehicle to the Dealer;
- 12. If the Dealer has access to it or can obtain same, then produce one original, of each different sales brochure, sales literature, sales pictures, video tape, or any other promotional literature produced for the model line, make and year of which the subject motor vehicle is a member.



AW OFFICE 2299 Miamisburg-Centerville Rd Dayton, Ohio 45459-3817

Phone: (937) 432.9500 Facsimile: (937) 432.9503

May 17, 2004

VIA FAX ONLY

Victoria Nelson General Motors Legal-Tampa c/o MSX International 1464 John A. Papalas Drive Lincoln Park MI 48146-1460 866.255.3848

Re:	, 2004 Chevrolet Malibu	, VIN1G1ZT54894F	, Settlement
			, Dententent

Dear Ms. Nelson:

The power steering problem on this vehicle is still not fixed and has been worked on at least three times during the first 4,200 miles.

My clients do not want a cash offer, because they want rid of the vehicle and their money back. If they had not been in the shop so many times, so quickly, or if the dealer had been able to find and fix the problem on the first or second attempt, my clients might not have lost confidence in the reliability of the vehicle in the first place. However, that is not what occurred here; my clients do not have any faith in the reliability of this vehicle or the ability of the dealership to ever get it fixed.

Please take another look at this and let me know your thoughts.

Thank you.

Sincerely,

Romald L. Burgle

RLB: psc

V:\data\Mowery\Settlement\Corr GM Rep Nelson Re Settlement 051704.wpd



AWOFFICE 2299 Miamisburg-Centerville Rd Dayton, Ohio 45459-3817 Phone: (937) 432.9500

Facsimile: (937) 432.9503

	FAX COVER SHEET
TO:	Victoria Notan
FAX NO.:	866.355.3848
RE:	
FROM:	 Ronald L. Burdge, Esquire Courtney Caparella, Esquire Linda Montgomery, Business Manager Estella Gibbs, Paralegal Pam Compton, Legal Assistant Susan Harris, New Client Coordinator Melanie Robison, New Client Coordinator
	ORIGINAL WILL FOLLOW VIA: [] Regular Mail [] Overnight Delivery [] Hand Delivery [] Other
COMMEN	TS: Registration & Ilen hables
No. of pages Time: Date:	including cover sheet: 3 5:03pm 4-21-04
	CONFIDENTIALITY NOTICE

The information contained in this facsimile message is attorney privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone, and return the original message to us at the above address via the U.S. Postal Service. Thank you.

Z:\data\1 FORMS\Procedure & Process\A Form Fax Cover Sheet 021704.wpd

APR 21 '04 15:55 FR R&R AUTOMOTIVE SALES 937 485 3151 TO 94329503 P.03/04

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APR 21 '04 17:32 FR R&R AUTOMOTIVE SALES 937 485 3151 TO 94329503

Apr 21 04 09:50a Burdge Law Uttice

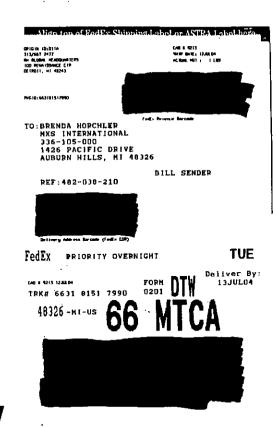
P.02/02

April 19, 2004

Lien Holder Information Request
Customer Name:
Social Security N
Customer Name:
Social Security No:
VIN: 1G1ZT54894F
Attorney Name: Ronald L. Burdge, Esq. TIN:
Lien Holder Information:
Account #:
Name of Lien Holder: GMAC
Physical Address: P.O. Box 900 1952
City: Louisville State: Ky Zip Code: 40290 -1952
Contact Person:
Telephone #: 1-800 - 200 - 4622
Payoff: \$ 18 798.24
Per Diem: \$ = Next Due Date: May 29th, 2604
(OR) 76
Late Charges Paid: \$ O Late Charges Due: \$ O
No Payments Made: 2 at \$ 339.56 /month
Total payments made: \$ 679.12.
Total Interest Paid to Date: \$ 46.96 as of: 4-21-2004
1999 \$ 2000 \$ 2001 \$ 2002 \$
Current Mileage of Vehicle: 4366 Date Mileage Read: 4-21-2004
ereby authorize GMAC 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 also day of Apul 2004

General Motors Corp. - CARS - Legal, c/o MSX International, MC 336-105-000 1426 Pacific Drive, Auburn Hills, MI 48326

The World



JUL 1 3 2004



General Motors Corporation Legal Staff

Facsimile 866/834-3552 Telephone 813/635-4087

July 9, 2004

Timothy Sullivan, Esq. Taft Stettinius & Hollister 425 Walnut Street Cincinnati, OH 45202-3957

Dear Mr. Sullivan:

GM Case No. 482494

v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of Brenda Horchler, GMC, BRC Legal. c/o MSX International, MC 336-105-000, 1426 Pacific Drive, Auburn Hills, MI 48326.

This case is part of the Early Resolution Program. A representative from the Business Resource Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation is required on your part at this point. Rather, it is requested that you file an answer and do anything else necessary to comply with the court. Contact me if additional information is needed to complete the answer. However, I do not need a copy of the answer to the complaint.

If the case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is important that you advise us of he names of any of your firm's new timekeepers who will be working on this case. Please complete and fax the timekeeper sheet to the GM legal assistant handling this matter. On all written communication, include the GM Case Name and Case Number and address it to the attention of the undersigned, c/o MSX. International. Feel free to contact me by phone at (813) 635-4087 or Fax (866) 834-3552.

Sincerely,

Brenda J. Horchler Legal Assistant

c: Brenda Horchler c/o MSX International (By FedEx)



Service of Process Transmittal Form Cleveland, Ohio

07/06/2004

Via Federal Express (2nd Day)

TO: Rosemarie Williams General Motors Legal Staff 400 Renaissance Center Mail Code 482-038-210 Detroit, MI 48265-4000

> Sending via fax waiting for instructions (800) 221-0556 ext. 3022 Kelly, 3021 Ildiko, 3023 Linda

482494

RE:

PROCESS SERVED IN OHIO

FOR

General Motors Corporation Domestic State: Da

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

1. TITLE OF ACTION:

Plaintiff vs GENERAL MOTORS CORPORATION, Defendant

2. DOCUMENT(\$) SERVED:

Summons, Complaint, Jury Demand and Exhibit

3 COURT:

Court of Common Pleas, Greene County, Ohio

Case Number 2004CV0545

4. NATURE OF ACTION:

Alleged violation of Ohio Lemon Law re numerous defects on plaintiff's 2004 Chevrolet Malibu, VIN: 1gndt13s6323 Seeking judgment in an unspecified amount, etc.

5. ON WHOM PROCESS WAS SERVED:

CT Corporation System, Cleveland, Ohio

6. DATE AND HOUR OF SERVICE:

By Certified mail on 07/06/2004 with Postmarked Date 06/24/2004

7. APPEARANCE OR ANSWER DUE:

Within 28 days after service

8. ATTORNEY(S):

Courtney Caparella

2299 Miamisburg Centerville Road

Dayton, OH 45459

9. REMARKS:

Process forwarded in accordance with instructions issued on

by of GMC's Legal Staff.

SIGNED

Chrobration System

PER

ADDRESS

Kelly Walker 1300 East 9th Street

Suite 1010

Cleveland, OH 44114 SOP WS 0006427084

Information contained on this transmittal form is recorded for C T Corporation System's record keeping purposes only and to permit quick reference for the recipient. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information that can be obtained from the documents themselves. The recipient is responsible for interpreting the documents and for taking the appropriate action.













GENERAL MOTORS BUSINESS RESOURCE CENTER VIA FAX ONLY

July 21, 2004

Ronald Burdge, Esq. Burdge Law Office Co, Lpa 2299 Miamisburg Centerville Rd Dayton, OH 45459-3816

RE:

Service Request: 1-209268530 2004 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT54894F

Customer Relationship Manager: Victoria Nelson

Dear Mr. Burdge:

This is to advise that General Motors is in receipt of the above referenced case dated July 9, 2004. This case file has been assigned, and you will be contacted in the next 10-15 business days for review.

In order to do a thorough review and assessment of this case, General Motors would appreciate your assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

If you have any questions, please call the number below.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4
cc: Taft Stettinius & Hollister
LG0006-T
Rev 5/31/2004

LAW OFFICE CO. LPA

2299 Miamisburg-Centerville Rd. Dayton, Ohio 45459-3817

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General Motors Business Resource Center APR 16 201

APR 16 2004

A METER

Website: www.OhioLemonLaw.com

ADDRESS SERVICE REQUESTED

48326+1571

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1426 Pacific Drive Auburn Hills, MI 48326

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c/o MSX International MC 336-105-000



2299 Miamisburg-Centerville Rd Dayton, Ohio 45459-3817

Phone: (937) 432.9500 Facsimile: (937) 432.9503

April 13, 2004

General Motors Business Resource Center c/o MSX International MC 336-105-000 1426 Pacific Drive Auburn Hills, MI 48326



2299 Miamisburg-Centerville Rd Dayton, Ohio 45459-3817

Phone: (937) 432.9500 Facsimile: (937) 432.9503

Please advise at your earliest convenience. Thank you.

Sincerely,

Ronald L. Burdge,

RLB:cc

Enclosure: Purchase Order/Finance Agreement/Repair Orders

Z.\data\Mowery\Correspondence-Misc\Corr General Motors Re Representation and Settlement 041304 cc.wpd

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WRITTEN WARRANTY OR SERVICE CONTRA BEHALF, DEALER HEREBY DISCLAIMS ALL V	ACT MADE BY DEALER ON ITS OWN	(-)	XABLE AMOUNT	19675.70
INCLUDING ANY IMPLIED WARRANTIES OF A	MERCHANTABILITY OR FITNESS FOR	(C) (TAX ON SERVICE CONTRACT IS INCLUDED IF APPLI	CABLEY 50% TAX	1475.65
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ASSUMES NOR AUTHORIZES ANY OTHER LIABILITY IN CONNECTION WITH THE SALE	PERSON TO ASSUME FOR IT ANY OF THE MOTOR VEHICLE AND THE	1-7	RELATED FEES	20.25
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DURATION TO THE TERM OF THE WRITTEN V CONTRACTUAL DISCLOSURE STATEMENT			1230.00	
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CONTRACT. INFORMATION ON THE WINDOW PROVISIONS IN THE CONTRACT OF SALE.	FORM OVERRIDES ANY CONTRARY	4. TOTAL DOWN PATIMENT (2+3)		1759, 89
The front and back of this Agreement and any doc	currents incorporated herein comprise the	5. UNPAID BALANCE OF CASH PRICE (19421 63
entire agreement affecting this purchase and no nature concerning same has been made or enter	ed into, or will be recognized. I have read	D. ACCOCCUT AND UTALTH	N/R	
be terms and conditions printed on the back he preement the same as if it were printed above m	reof and agree to them as a part of this	6. CHARGES C. OTHER INSURANCE C. HECHANICAL COLLISION	, <u>M/9</u>	
 vears old and hereby acknowledge receipt of 	of a copy of this Agreement, THIS ORDER	MECHANICAL LI COLLISION	N/P	110
IS NOT VALID UNLESS SIGNED AN	D ACCEPTED BY DEALER OR HIS -	UNPAID CASH BALANCE DU		9421.63
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ADDITIONAL TERMS AND CONDITIONS

1. DEFINITIONS

As used in this Agreement the terms (A) "Dealer" shall mean the person or company to whom this Agreement is addressed and who shall become a party to this Agreement by its acceptance. (B) "Purchaser" shall mean the party initiating this Agreement as stated on the face of the Agreement. (C) "Manufacturer" shall mean the corporation that manufactured the vehicle or chasels, it being understood, by the Purchaser and Dealer that the Dealer is in no respect the agent of the Manufacturer. The Dealer and Purchaser are the sole parties to this Agreement and any reference to the Manufacturer is for the purpose of explaining generally certain contractual relationships existing between the Dealer and Manufacturer. (D) "Document" and "Agreement" shall mean this Retail Buyers Order plus any other writing relative in any way to the purchase transaction noted on the face of this Retail Buyers Order.

2. PRICE CHANGES

In the event the Manufacturar shall notify the Dealer of a change in price for new motor vehicles of the same style and type as the vehicle ordered by this Agreement, and prior to delivery of the vehicle ordered by Purchaser, the Dealer shall have the right to adjust the cash price of the vehicle ordered, only in the amount of the increase. In the event of any such change in the cash price, the Purchaser shall have the option of concluding the purchase at the adjusted price or canceling this Agreement. Should the Purchaser elect to cancel this Agreement, the Dealer will refund to the Purchaser all amounts previously paid, and if the Purchaser has delivered to the Dealer a trade-in vehicle as all or part of the payment required, the Dealer shall redeliver the trade-in vehicle to the Purchaser. If the Dealer has sold the trade-in vehicle, the Dealer shall pay to the Purchaser the trade-in allowance for the vehicle, less any negative equity adjustment.

3. MANUFACTURER'S DESIGN CHANGES

In the event the Manufacturer shall change or modify the design of or any part or accessory of the new motor vehicle after the Purchaser's order for the new vehicle has been entered by the Dealer, the Purchaser shall have no claim or right against the Dealer should the Purchaser's new vehicle not contain such changes or modifications, nor shall the Dealer be required to effect such changes or modifications to the Purchaser's new vehicle.

4 DELAYS IN DELIVERY

The Purchaser understands that the Dealer shall not be liable for any damages resulting from a failure to deliver or other delays caused by the Manufacturer, accidents, fire or any other causes beyond the Dealer's control. This Agreement may be renegotiated or canceled by the Purchaser with full refund of deposit, if the ordered vehicle is not delivered by the date specified on the face of this Agreement.

5. CHANGES OTHER THAN MANUFACTURER'S DESIGN CHANGES

If the ordered vehicle arrives at the Dealer's place of business not equipped in accordance with this Agreement, the Purchaser has the right to refuse to accept delivery, with no loss of deposit, or renegotiate a new purchase agreement.

6. TRADE-IN VEHICLE APPRAISAL

If the Purchaser is delivering a trade-in vehicle as part of the purchase price and the delivery will not be made until delivery of the Purchaser's ordered vehicle, the Dealer shall have the right to reappraise the Purchaser's trade-in vehicle at the time of delivery of the ordered vehicle. The reappraised amount shall be the amount allowed for the trade-in vehicle in this Agreement. If the Purchaser is dissatisfied with the reappraisal, the Purchaser may cancel this Agreement with a full refund of deposit, provided that the cancellation occurs prior to the Purchaser taking delivery of the ordered vehicle.

7. BALANCE OWED ON TRADE-IN

If the Purchaser is delivering a trade-in vehicle or is turning in a leased vehicle as part of this transaction and the actual amount of the balance owed or the trade-in vehicle/lease turn-in is different than the amount of the balance owed as listed in this Agreement, the Purchaser agrees to pay the difference to the Dealer if the actual amount of the balance owed is greater than the amount listed and, if the actual amount of the balance owed is less than the amount listed, the Dealer agrees to pay the difference to the Purchaser.

8. TITLE TO THE TRADE-IN VEHICLE

Any trade-in vehicle delivered by the Purchaser to the Dealer in connection with this Agreement shall be accompanied by documents sufficient to enable the Dealer to obtain a title to the trade-in vehicle in accordance with applicable state law. The Purchaser warrants that any trade-in vehicle delivered to the Dealer is properly titled to the Purchaser, has never been a salvage vehicle or lemon buyback, that the Purchaser has the right to sell or otherwise convey such vehicle, that such vehicle is free and clear of all liens or encumbrances except as may be noted on the front side of this Agreement, and that all emission control equipment is on the vehicle and in satisfactory working order and the odometer reading shown is accurate unless otherwise disclosed.

9. TRADE-IN AND OTHER CREDITS

Purchaser agrees that no Trade-In or Other Credits have been provided by Dealer to Purchaser in connection with this purchase transaction except as appears in writing on the front side of this Agreement.

10. PURCHASER'S DEFAULT OR REFUSAL TO PURCHASE

In the event of any failure by the Purchaser to perform the Purchaser's obligations, including but not limited to, any failure to take delivery of or to pay the agreed purchase price for the ordered vehicle, the Dealer shall be permitted to retain an amount equal to any actual damages the Dealer incurred due to the Purchaser's default. If the Purchaser has delivered a trade-in vehicle to the Dealer as part or all of the purchase price, the Dealer may return the trade-in vehicle to the Purchaser if the Dealer has not already sold the trade-in vehicle. If Dealer has already sold the trade-in vehicle, the Dealer may refund to the Purchaser the proceeds of the sale less any reasonable expenses incurred in connection with preparing or reconditioning the trade-in vehicle for sale and the Balance paid on Purchaser's behalf to a Lienholder. If the vehicle was a lease turn-in and Dealer has already paid the Balance owed, Purchaser shall pay to Dealer the amount paid on Purchaser's behalf.

11 TAX HABILITY

The Purchaser shall be liable for all sales, use or other taxes of a similar nature applicable to the transaction unless such payment otherwise is prohibited by law; provided that the Purchaser shall in no event be liable for any taxes calculated on the Dealer's income.

12. INSURANCE UNAVAILABILITY

In the event this Agreement includes a charge for credit life or credit disability insurance and for any reason such insurance cannot be provided, the Purchaser shall receive a credit for the amount charged for such insurance, which shall be applied to any outstanding balance owed to Dealer or any assignee of Dealer. The inability of the Dealer or any assignee of the Dealer to secure such insurance for the Purchaser shall not relieve the Purchaser from the Purchaser's obligation to purchase the vehicle described in this Agreement. Credit life and credit disability insurance are not mandatory.

13. SIGNING OF OTHER DOCUMENTS

Purchaser agrees to sign any and all documents necessary to complete the terms of this sale.

OADA - 1983-1 (1/03)

PROMISSORY NOTE AND SECURITY AGREEMENT

FLEXIBLE FINANCE PLAN

FINAN	(CE C	ARGES BEGIN 28 F	ED 200	4	Contract Nur	nber	
Borrower (ar	nd Co-Bo	rrower)-Name and address (inclu	de county a	nd zip code)	Creditor (name as General Motors A		dress) tance Corporation, North America
					635 ORCHA	·	,
DAYTO		ppulser/			BEAVERCRE		
Promise to prochedule show	iv. You. In below	the Borrower (and any co-bor . The Finance Charge will be	the prepa	id finance charg	the creditor, the Amores shown below plus i	unt F intere	inanced and Finance Charge according to the payment st on the unpaid balance of the Amount Financed. We
-		in a daily basis at the Base Ra eans this Promissory Note and		, .			
Description o		•					
New or Used	Year	Make and Model		Vehic	e Identification No.		Primary Use @ personal, lamily, or household @ agricultural
NEW	2004	MAI IBU		1G1ZT5489	4F		business
		FEDERAL TRUTH-IN-LEN					Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose
ANNI PERCENTA The cost of as a year	GE RAT		The am provide	nt Financed nount of credit d to you or on ir behalf.	Total of Payments The amount you will have paid after yo have made all payments as scheduled.	t	who is acceptable to us. You are not required to buy any other insurance to obtain credit. If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.
	(<u>, 99</u>	% s <u>951.97</u>	\$ <u>194</u>	23.45	\$ <u>29373.64</u>	_	Check the insurance you want and sign below:
	- 1	edule Will Be:				_	Optional Credit Insurance. □ Credit Life: '□ Borrower □ Co-Borrower □ Both
Number of Paymer	ns of	Payments	When Payi Are Du	e	Or as Follows	<u>,</u> '	C) Credit Disability (Borrower Only)
<u>60</u>	<u> \$</u>	339, 56 Monthly beginning	19	29 MAR 209	<u> </u>		Premium: Credit Life \$ N/H
charge of 5%	ol the	ayment is not received in full part of the payment that is late	, with a mi	กโภบกา.charge of	\$15.	te	Credit Disability \$
		pay off all your debt early, you ou are giving a security intere					(Insurance Company)
Additional	Informa	ation: See this contract to	r more in	nformation inclu-	ding information abo	out	(Home Office Address)
	ON OF A	any required repayment in full MOUNT FINANCED you directly	ll before th	e scheduled date	s N/A (\equiv	Credit life and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you
3 To LANS	G CHE	our Account WHITET (Seller) (3 De keeping part of the amount	A+B+C+D s shown a	+E+F+G+H+I+J) s paid to others.)	\$ <u>8/8 (</u> \$ 19421.63 (would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and
(2) Les	nicle (inc is down	it luding sales tax) payment e-in allowance \$(, ,	\$ <u>2051, 31</u> (1		• ,	credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.
(b) (c) (d)	Cash do Rebate Other	wn payment \$(1022.0 \$(750.0 \$(N)	(D) (A) (D) (D)		٠.		Optional Credit Insurance Cancellation Right. You have the right for twenty-five days from the date of this contract to cancel all credit life and credit disability obtained at your request in
		payment n payment is negative, enter *i			si9201_30(A)	1	connection with this contract. If you cancel this insurance within the twenty-five days you will
B Cost o compa		al credit life insurance paid to	the insur	ance company o	\$N(8)	1	receive a full refund of the insurance premium. To cancel; you must give a written notice to us and
C Cost	of optio	nal credit disability insuran mpanies	ce paid	to the insurance			return all credit insurance policies or certificates or notices of proposed credit insurance to us within the twenty-five days.
D Cost o	l alher ir	surance paid to the insurance	company	or companies	\$\$(D)		Other Insurance.
É Govern	nment ar	gency fees (describe)	TEE-		_ \$(E)		Type of Insurance Term
F Govern	nment ta	xes not included above (descr	ibe)				Premium \$
(1)	.30 1)	ense and/or registration fees HY TAG	(itemize)	s 5.25 (1)		: (Insurance Company)
1		ertificate of title fees		s <u>H/A</u> (2	2) \$ <u>5. 25</u> (G) \$ <u>10.09(H)</u>		(Home Office Address)
l' Other :	amounts	(identify who will receive pays)		1.
(2) <u>to</u>		tor tor		\$ 1370 (2)		t want the insurance checked above.
(3) <u>to</u>		for		S NO	3)		Borrower Signature Date
		yoff to		**************************************	4) /\$NZQ(I) NZQ(J)		Co-Borrower Signature Date
		ation fee paid to creditor			\$	<u>(4)</u>	ANY INSURANCE REFERRED TO IN THIS
l .		ance charge anced (1+2+3+4-5)			14734	(5) (6)	CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY
<u> </u>					13451.00	(6)	DAMAGE CAUSED TO OTHERS.
contract mus	t be in w	riting and we must sign it. No	oral chang	es are binding. I	Borrower (and any Co-	Borro	
ir any part of For example,	this con we may	stract is not valid, all other pair extend the time for making so	ns stay va ome paymi	lid. We may dela ents without exte	ly or retrain from enfo nding the time for mak	ing o	any of our rights under this contract without losing their thers.
See back for	r other i	mportant agreements.		·			
You authorize	e us to d	isburse tunds as specified abo	ve in the I	temization of Am	ount Financed.		

You agree to the terms of this contract and confirm that you received a completely filled-in copy when you signed it.

Borrower Signs

Date 31 DEC 28523 Co-Borrower Signs

Da'e

OTHER IMPORTANT AGREEMENTS

1. FINANCE CHARGE AND PAYMENTS

- s. How we will figure Finance Charge. We will treat any prepaid finance charges as fully earned on the date of this contract. We will figure the interest that makes up the rest of the finance charge on a daily basis at the Base Rate on the unpaid part of the Amount Financed.
- b. How we will apply payments. We will apply each payment first to the earned and unpaid part of the Finance Charge, and then to the unpaid part of the Amount Financed.
- c. How late payments or early payments change what you must pay, We based the Finance Charge and Total of Payments shown on the front on the assumption that you will make every payment on the day it is due. Your Finance Charge and Total of Payments will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or tewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.

2. YOUR OTHER PROMISES TO US

- If the vehicle is damaged, destroyed, or missing. You agree to pay us all you owe under this contract even if the vehicle is damaged. destroyed, or missing,
- b. Using the vehicle. You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.
- c. Security interest. You give us a security interest in:

 - 1. The vehicle and all parts or goods installed in it;
 2. All money or goods received (proceeds) for the vehicle;
 3. All insurance, maintenance, service, or other contracts we finance.
 - 4. All proceeds from insurance, maintenance, service, or other contracts we finance for you. This Includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle.

d, insurance you must have on the vehicle. You agree to have physical damage insurance covering loss or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we decide, buy physicaldamage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium for the insurance and a finance charge at the highest rate the law permits.

If the vanicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle. \dots

e. What happens to returned insurance, maintenance, service, or other contract charges, if we get a refund of insurance, maintenance, service, or other contract charges, we will subtract the refund from what you owe except refunds for credit insurance you cancel that we pay to you directly.

3. YOU MAY PREPAY

You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

4. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

- a. You may owe late charges. You will pay a late charge on each payment we receive more than ten days late. The charge is on the front. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments. If you pay late, we may also take the steps described below.
- b. You may have to pay all you owe at once. If you break your promises (default), we may demand that you pay all you owe on this contract at once. Default means:
 - 1. You do not pay any payment on time;
 - 2. You start a proceeding in bankruptcy or one is started against you or your property; or 3. You break any agreements in this contract.

The amount you will owe will be the unpaid part of the Amount Financed plus the samed and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

- c. You may have to pay collection costs. If we sue to collect what you owe, you will pay the costs, fees, and disbursements to which we are entitled by law.
- d. We may take the vehicle from you. If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.
- e. How you can get the vahicle back if we take it, if we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.
- f. We will sell the vehicle if you do not get it back. If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.

We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct ensuri of taking the vehicle, holding it, preparing it for sale, and selling it.

Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you.' If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at the highest lawful rate until you pay.

- g. What we may do about optional insurance, maintenance, service, or other contracts. This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we repossess the vehicle, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you own or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you
- h. Dishonored Check Charge. If you try to pay any portion of an amount you owe with a check that is dishonored, you will have to pay a charge of \$20.

5. APPLICABLE LAW

Federal law and Ohio law apply to this contract

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED WITH THE PROCEEDS HEREOF, RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, or household use. In all other cases, Borrower/Co-Borrower (debtor) will not assert against any subsequent holder or assignee of this contract any claims or defenses the Borrower/Co-Borrower (debtor) may have against the seller or manufacturer of the goods or equipment which are provided as security under this contract.

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CHEVROLET BEAVERCREEK

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BEAVERCREEK

INVOICE

PAGE 1

635 ORCHARD LANE BEAVERCREEK, OHIO 45434 (937) 426-2313 (937) 372-3551

HOME: COLOR	YEAR		MAKE/MODEL		SER	VICE AD	VISOR:			BELCHER MILEAGE IN/ OUT TAG		
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DAYTON, OH

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Goodwrench Service

Thank Your FOR BRINGING YOUR CAR TO US FOR SERVICE

Disclaimer of warranties

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of marchantability or fitness for a particular express. - ADESCRIPTION : TOTALS LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This SUBLET AMOUNT 0.00 indicated on the service repair order. In dealership enther assumes not authorize any other person to assume for it in liability in connaction with the sale of sal products or services. This disclaimer by the dealership in on view offetest the terms of performance of the manufacturer. MISC. CHARGES 0.00 TOTAL CHARGES 0.00 0.00 LESS INSURANCE SALES TAX 0.00 CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 0.00

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CUSTOMER #:2353451

WORKORDER

BEAVERCREEK CHEVROLET

635 ORCHARD LANE BEAVERCREEK, OHIO 45434

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KUNDER OHIO LAW! YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

WAITTEN ESTIMATE -ORAL ESTIMATE

- I DO NOT REQUEST AND ESTIMATE

LIMITED WARRANTY - LABOR AND PARTS, 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST. Disclaimer of warranties: Any warranties on the products sold herein are those made by the manufacturer of those products. Sellar hereby expressly disclaims all warrantes, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repeir order). This dealership neither assumes not authorizes any other person to assume for it any lability in connection with the sella of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty. services. This disclaimer manufacturer's warranty.

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE.

DISCARD

TERMS: CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereinalter 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, thefit, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant yourput your employees permission to operate vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is biserby acknowledged on above vehicles to secure the amount of repairs thereto and related expenses including, but not limited to, the charges for a tental vehicle.

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in the event that you, the customer, authorize commencement but do not authorize complation of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be disectly related to the actual amount of labor or parts involved in the inspection, repair or service USTOMER COPY will be disectly related to the actual amount of labor or parts involved in the inspection, repair or service USTOMER COPY.

625306



CHEVROLET BEAVER

INVOICE

DUPLICATE 1 PAGE 1 635 ORCHARD LANE BEAVERCREEK, OHIO 45434 (937) 426-2313 (937) 372-3551

DAYTON, OF	\exists					PAGE 1			(937) 372-35	
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Goodwrench Service

Thank You FOR BRINGING YOUR CAR TO US FOR SERVICE

Disclaimer of warranties	DESCRIPTION	TOTALS
Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly	LABOR AMOUNT	0.00
disclaims all warranties, either express or implied, including any implied warranty of	PARTS AMOUNT	0.00
merchantability or fitness for a particular	GAS, OIL, LUBE	0.00
urpose (regarding any products or ervices provided, unless otherwise	SUBLET AMOUNT	0.00
indicated on the service repair order). This dealership neither assumes nor authorizes	MISC. CHARGES	0.00
any other person to assume for it any liability in connection with the sale of said	TOTAL CHARGES	0.00
products or services. This disclaimer by the dealership in no way affects the terms or	LESS INSURANCE	0.00
performance of the manufacturer's warranty.	SALES TAX	0.00
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

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625306



INVOICE

BEAVERCREEK

635 ORCHARD LANE BEAVERCREEK, OHIO 45434 (937) 426-2313 (937) 372-3551

DAYTON_ OH HOME:

PAGE 1

SERVICE ADVISOR: 34 JIMMY R LEMASTER EICENSE MILEAGE IN/ OUT MAKE/MODEL TAG COLOR YEAR 2578/2578 04 CHEVROLET MALIBU 1G1ZT54894F GRAY DEL. DATE WARR EXP. ESTIMATED DELIVERY PO NO. BATE PAYMENT INV. DATE IN SERVICE 0.00 CASH 01MAR2004 17:00 28FEB04 31DEC2003 STK:C401 DLR:? ENG:LX9 TRN:MX0 OPTIONS: READY R.O. OPENED

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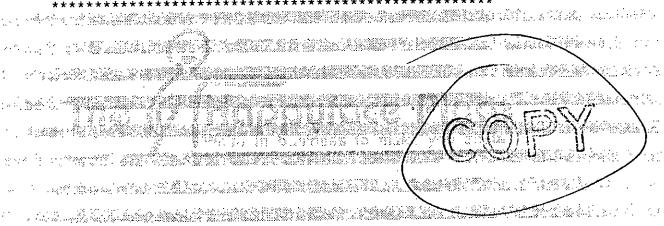
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Goodwrench Service

Thank You FOR BRINGING YOUR CAR TO US FOR SERVICE

indicated on the services, any other person to liability in connection products or services, dealership in no way performance of warranty. CUSTOMER SIG

Disclaimer of warranties	DESCRIPTION	TOTALS	23.
Any warrantles on the products sold herein are those made by the manufacturer of	LABOR AMOUNT	0.00	
those products Seller hereby expressly disclaims all warrendes, either express or	PARTS AMOUNT	0.00	
implied, including any impried warranty of merchantability or litness for a particular	GAS, OIL, LUBE	0.00	
purpose (regarding any products or services provided, unless otherwise	SUBLET AMOUNT	0.00	
indicated on the service repair order). This designship neither assumes nor authorizes	MISC. CHARGES	0.00	
any other person to assume for it any liability in connection with the sale of said	TOTAL CHARGES	0.00	
products or services. This disclaimer by the dealership in no way affects the terms or	LESS INSURANCE	0.00	
performance of the manufacturer's warranty.	SALES TAX	0.00	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00	

BEAVERCREEK

625306

CUSTOMER #:2353451

WORKORDER

PAGE 1

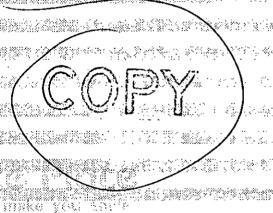
635 ORCHARD LANE BEAVERCREEK, OHIO 45434 (937) 426-2313 (937) 372-3551

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		Naffalu	70:4745	žvivnis Svivnis					AMERICANI				randa 1840 a	

B Z7903 WREN THREE DAY RENTAL

WOULD CUSTOMER LIKE CAR WASHED?

YES



AUTHORIZED ADD'L OBIGINIAL

AL MESSESS

o 11 le 20 reference de la compacte de la California de l

EST. \$	\$	
CUST. ACCEPTANCE	DATE	TIME
	BY	
	ESTIMATE	

(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

WAITTEN ESTIMATE ORAL ESTIMATE

-I DO NOT REQUEST AND ESTIMATE

LIMITED WARRANTY - LABOR AND PARTS, 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST. Disclaimer of warranties: Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or timess for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE.

DISCARD

3338kG

TERMS: CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereinsfiter set forth to be dune 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 lire, theft, or any other causa beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you/or your employees permission to operate vehicle herein described on streets, highways or alsewhere 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 and related expenses including, but not limited to, the charges for a rental vehicle.

Cust. Init. X TERMS: CASH UNLESS ARRANGEMENTS MADE

CUSTOMER COPY...

626756



INVOICE

ET BEAVERCREEK

PAGE 1 635 ORCHARD LANE BEAVERCREEK, OHIO 45434 (937) 426-2313 (937) 372-3551

MOME:					SER	VICE ADVISOR	: 34 JIN	MMY R LEMA	STER	
COLOR YEAR MAKI		MAKE/MODEL		VIN 2 * 2		LICENS	E MILEA	MILEAGE IN/ OUT		
GRAY	04	CHE	VROLET MA	LIBU	1G1ZT	54894F		4144	/4144	T2026
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E OIL & FILTER, CHK. VITAL FLUID LEVELS.

A GM 'A' SVC. INSPECT & LUBE

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FLUID LEVELS.

97 INC

1 25010792 OIL FLTR

1 5W30 MOTOR OIL

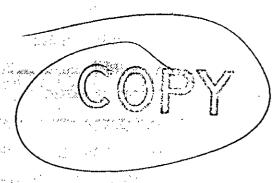
(N/C)

TOTAL

(N/C) (N/C)

4144 LOFCOMPLETED

DAYTON. OH



1,90

Goodwrench Service

Thank You FOR BRINGING YOUR CAR TO US FOR SERVICE

Disclaimer of warranties DESCRIPTION TOTALS Disclaimer of warranties Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose fregerding any products or services provided, unless otherwise indicated on the service repair croder). This depletsip neither assumes not authorizes any other person to assume for it any liability in connection with the sell of seld. LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 any other person to assume for it any liability in connection with the sale of sale products or services. This disclamer by the dealership in no way affects the terms or performance of the manufacturer's warranty. TOTAL CHARGES 0.00 0.00 LESS INSURANCE SALES TAX 0.00 CUSTOMER SIGNATURE PLEASE PAY
THIS AMOUNT 0.00

627285 **CHEVROLET** CUSTOMER #:2353451 WORKORDER **635 ORCHARD LANE BEAVERCREEK, OHIO 45434** PAGE 1 (937) 426-2313 (937) 372-3551 NOT. OH SERVICE ADVISOR: 123 BELCHER, JAMES MILEAGE IN/ OUT TAG MAKE/MODEL: ** LICENSE YEAR COLOR 1G1ZT54894F 4336/ **T**2864 CHEVROLET MALIBU 04 PAYMENT NV PATE PROMISED. PO NO. RATE PROD. DATE WARR, EXP. DEL DATE CASH 0.00 12000003 00 29MAR04 STK:C401 DLR:? ENG:LX9 TRN:MX0 READY OPTIONS: n.e. orened /MAR2004_10:21 LINE OF CODE DESCRIPTIONS/INSTRUCTIONS TECH TYPE CUST STATES THAT AT TIMES, THEY LOOSE THEIR POWER W94 # A STEERING. C/S THEY ONLY LOOSE ASST AT NIGHT TIME. NOTICE ON RADIO -- POWER STEERING, YELLOW WARNING LIGHT COMES ON DASH ALSO. 经债券 化铁铁 WOULD CUSTOMER LIKE CAR SEE SEE SEE SEE WASHED? 医甲基酚 电影的 的复数 电超级性 电多键管线线器 Enalis anno en la compansión de la compa r sama kay i kamaya sambasiyana marana saco Jane area (no la company de la ng nggaran 1999 ng bilan ng Kalington Bakatawan kabanan sa kamatan ka 网络英国罗尔克基网络 网络含磷铁铁 等的各种性的复数形式 いたえたいれき かっとく ひんしん 強わった LIMITED WARRANTY - LABOR AND PARTS, 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST. AUTHORIZED ADD'L. ORIGINAL Elimited Warrants - Labor 4ND Partis, 12 Months on 12,000 miles - while reversible the stress of the products sold herein are those made by the manufacturer of those products. Selfer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume tor it any liability in connection with the sale of said products or services. This disclaimer by the dealership in nu way affects the terms or performance of the TIME DATE CUST. ACCEPTANCE ВΥ manufacturer's warranty. ESTIMATE

UNEXAM ONIO LAWI YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST

OF CONTROL OF CARRIES WILL DO MONE THAN TWENTY-FIVE DOLLARS. INITIAL

NOR CHRICE. REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE. TERMS: CASH UNLESS ARRANGEMENTS MADE TERMS: CASH UILLESS ARRANGEMENTS MADE

I hereby authorize the repair work hareinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vericle or articles tath in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability to parts or delays fin parts shipments by the singplier or transporter. Thereby grant you/or your employees permission to operate valuical herein described on streets, highways or elsewhere for the purpose of stesting and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto and related expenses including, but not limited to, the charges for a rental vehicle.

Cust, Init. X. WRITTEN ESTIMATE ORAL ESTIMATE TOO NOT BEOUTER AND ESTIMATE or service, a many will be uniqued the disassembly, reasternity or partially completed with 5 unique and related expenses including or a many will be uniqued the disassembly, reasternity or partially completed with 5 unique and related expenses including or a many or army related to the actual annual of later or parts arounded by the inspection, schem or service USTOMER COPY.

2004 MALIBU LS SEDAN CHEVROLET MOTOR DIVISION 2004 MALIBU LS SEDAN 63U SPORT RED METALLIC /V6G GENERAL MOTORS CORPORATION 52C NEUTRAL 100 RENAISSANCE CENTER DETROIT MI 48243-1114 VEHICLE INVOICE 1AD25382242 STOCK NO. ORDER NO. GPTS6R/TRE VIN 1G1 ZT54 87 4F * FLOOR MATS, FRONT & REAR CHG-TO 04-457 * DRIVER SEAT 6-WAY POWER SHIP WT: 3186 * HEAD CURTAIN SIDE AIR BAGS * REMOTE VEHICLE START SYSTEM HP: 32.9 GMS: 19556.15 SUPPLR: 20436.18 MRM: 22005.00 DAN: 44U MEMO 1044.00

TOTAL MODEL & OPTIONS	21380.00	19547.55	ACT 231	19531.15
DESTINATION CHARGE	625.00			641.40
LAM DEALER CONTRIBUTION			ADV 261	
LAM GROUP CONTRIBUTION		106.90	EXP 65A	106.90

TOTAL 22005.00 20493.25 PAY 310 20493.25

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 19546.30

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.

SPOMER MOTORS, INC.

REMIT TO GMAC NO. 007 VIN 1G1ZT54874F \$ 20493.25 INV 1AD25382242 DUE 10/06/03 DEALER 04-457

Overallowance/Incentives/Negative Equity Form

Customer:	Request #: 1-209332970	BBB#: CHV0440476

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$ 22,005.00
MSRP (from BARS Invoice)	\$ 22,005.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$ 0
Trade Allowance (from dealer Bill of Sale)	\$ 5,449.00
Actual Cash Value Statement	\$ 3,000
Difference (if positive, this is the overallowance)	\$ 2,449.00
Payoff or Lien amount from Bill of Sale	\$
Actual Cash Value Statement	\$
Difference (if possible, this is the negative equity)	\$

If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB								
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$ 22,005.00							
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit, dealer incentives)	_\$0							
Overallowance and/or Negative Equity minus	\$ 2,449.00							
Actual price of Vehicle that should be presented to BBB for ATA	\$ 19,556.00							

Privileged and Confidential Information

CASE ASSESSMENT BY: Telicia Henderson

Customer Name: CARS Request No: 1-209332970

Year of Vehicle: 2004 Make: Chevrolet Model: Malibu Mileage: 4,500

Vehicle ID No.: 1G1ZT54874F

What is customer seeking: replacement/repurchase What is customer eligible for: repairs,

repurchase, replacement

VEHICLE REPAIR HISTORY

CUSTOMERS PRIMARY SYMPTON/COMPLAINT: steering problem/electric steering went out

Date:	Mileage:	Days Out D	escription of Repair:
4-1-04	4,400	1	replaced steering column
4-13-04	4,892	16	replaced steering column assembly

OTHER SYMPTON/COMPLAINT:

Total Days Out of Service: 17

VEHICLE MEETS PRESUMPTION: YES: NO:

Arbitrate case: Settle case: X

<u>RECOMMENDATION (CRM explanation which may support Avm and/or Dealer recommendation):</u>
Crm recommends to possibly offer cust 1 month car reim if not then crm recommends to arbitrate

AVM and/or Dealer RECOMMENDATION (IF NECESSARY)

Avm states he is familier w/ this cust & the 04 Malibu's doesn't have a hydraulic steering, it has an electric steering system. Avm states TAC and the Field Engineer is watching the concern very closely and has been wanting the parts back to analyze the concern. Avm states according to TAC the dlr 1st installed 1 steering column column and there was no difference in feel so TAC wanted the steering back therefore, the dlr installed another steering column. Avm states he test drove veh & there was a slight difference in feels when turning right and left and veh is currently repaired. Avm states although, cust was out of her veh for 1 week she was in a new rental and the Avm declines a replacement since veh is currently repaired and if cust did get a replacement more than liklely the same concern will exist. Avm states cust had 1 problem that is repaired & took a while due to the new technology.

Manager: Date:

Facsimile Cover Sheet

To:

Company:

Phone:

Fax:

(866) 226-3877

From:

Amber Fonken

Company:

GMAC

Phone:

(800) 200-4622

Fax:

Date:

6/9/04

Pages including this

cover page:

Comments:

payment history for 007904950599

The information contained in this facsimile message is privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone at the above number.

Thank you......GMAC.

REPORT REFERENCE 601626
RUN DATE/TIME 06/09/04 20:26:34
AS OF DATE 06/00/04

ACCOUNT:
COLLATERAL: NO4 CHEVMALIBU

399.21	399.82	396.72	396.08	377.30		AMOUNT	PRINCIPAL				
36.31	35.70	38.80	39.44	58.22	[PAID	CHARGE	FINANCE			

LATE CHARGES PAID

OTHER PAID

TOTAL LINE

435.52 435.52 435.52 435.52 435.52

012004 022004 032004 042004 052004

435.52 435.52 435.52 435.52

012004 022004 032204 042004 052004

435.52

DUE DATE

SCHEDULED
PAYMENT

EFF

DATE POSTED

*** END OF REPORT ***

22,921.28

1,969,13

208.47

REMAINING PRINCIPAL BALANCE:

TOTALS

PAGE

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BRANCH 622

GENERAL MOTORS ACCEPTANCE CORPORATION TRANSACTION SUMMARY REPORT

CHV0440476 TA

ELKO MN

	KHECA			<u> </u>				
VEHICLE IDENTIFICATION NUMBER	VEAR	MAK!		MODEL BOOM 4D M/L		TTTE NUMBER		
DATE ISSUED	<u>₹ </u>	CHE!	(TY)e P	AFE NUMBER	CF !	VERAL OF FILE O	SE ONLY	
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	NEW	15/06/03	EXP 1	l .	<u> </u>			
FIRST SECURED PA		DOB	<u> </u>	R	<u> </u>			
75\0 P \03		41174	, V					
GMAC								
GIIAC								
PO BOX 8104			ELK) MN	·			
COCKEAZAIFFE HD	51030							
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			CATE OF SALE		B-IVED'S D	RINTED NAME(S)		
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SELLER'S ADDRE	\$5		DEALEP LICENSE #		BUYER	5 ADDRESS		
,			X					
SELLER S BIGN					BUYER'S	SIGNATURE(S)		
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	445 MINNESOTA		MINNESOTA 55101		WWW.			
PS2700-12	PHONE 651	297-2126 TTY	651-282-6555			产产工工	4.17	
	SAFE PLAC	E ANY AT	TED ATION ?	AD ED ASHI	SE, MOID (STERS III		
KEERINA	SAFE PLAC	E-ANTAL	ICKAHONA	N ENASUI	VE VOIDA			
				MINE	NESOTA MOTO	iR VËHICLE REC	SISTRATION	CARD
	LER'S NOTICE							
nen you sell this vehicle, you epartment of Public Safety j	i are responsible within 10 days	to file the infor Please file this	mation below wi information over	th the YR er the D		CHEV	<i>мо</i> г 4 D	M/L
ernet at mndrivainfo.org or	complete all info	ormation on this	post card and s	ubmit	•			–
mail. This notice is not req	uired if sold to	a licensed dos	ler. M.S. 168A.	lo <i>∨′</i> ~~	61ZT548	474F		
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in har or v trait Name	#10 . · · · · · · · · · · · · · · · · · ·	Parchase	S Date of Back					

Count State Zip Code PLEASE PRINT

CORPORATION
ACCEPTANCE
MOTORS
GENERAL

TRANSACTION SUMMARY REPORT

PAGE

BRANCH 622

DATE SCHEDULED LATE PARINCIPAL TOTAL DATE PAYMENT DATE POGTED ABOUNT PAID PAID PAID PAID 012004 \$85.22 \$8.22						aparente.	ļ		
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	<u></u>	435.52	052004		399.21	36.31			435.5

*** END OF REPORT ***

22,921.28

REMAINING PRINCIPAL BALANCE:

REPORT REPERBICE 601624 RUN DATE/TIME 10005704 20:26:34 AS OF DATE



CASTLE ROCK BANK
CASTLE ROCK, MINNESOTA
CASTLE ROCK, MN FARMINGTON, MN
65010 55024
(507) 645-7751 (651) 463-4014

Dial-A-Bank 651-463-BANK 651-463-2265

STATEMENT OF ACCOUNT

28

ELKO MN

You can access your accounts with us 24/7. Check your balance, review account activities transfer funds & make loan payments. Call DIAL-A-BARK (651) 463-BANK (2265).

It is a safe, secure way to do your banking at no cost
PRIMARY ACCT: 255903001 PRIMARY ACCT: 05/13/2004 - 05/13/2004

SUMMARY: ACCOUNTNUMBER DDA 02 559030 01		27	COZAL	TOTALCREDITS 4 1,195.19	SERVICE	ENDING BALANCE 102.32
MILLENNIUN ACCOU	NT 02 559030	οί		, , , ,	17	00/07 02

-- DEPOSITS AND MISCELLANEOUS TRANSACTIONS --

	- 3 35.92+	04/19 04/20
DEFOSIT DEPOSIT ATM DEBIT	298.15+ 262.97+	04/26 05/03 05/03
LOCATION: DIREVIS DO ACH DEBIT		05/06
DEPOSIT	298.15+	05/10

-- CHECKS --

NUMBER	AMOUNT DATE	NUMBER	AMOUNTDATE	NUMBER	AMOUNTDATE
1965	40.00 04/22	1978	25.00 04/28	1987	60.00 05/06
1966	30.00 04/16	1979	50.00 04/28	1988	10.00 05/10
1968*	84.00 04/16	1980	40.00 05/03	1989	80.00 05/13
1970*	15.00 04/19	1981	13.00 05/03	1990	10.00 05/13
1971	8.50 04/28	1982	85.00 05/06	1991	10.00 05/13
1973*	120.00 04/28	1983	73.38 05/06	1992	18.09 05/11
1974	5.00 04/28	1984	20.00 05/06	1993	17.00 05/13
1977*	5.31 04/27	1986*	30.00 05/13	1994	90.00 05/13







M. Telicia H.

Rt.

p.2

GROSSMAN CHEVROLET COMPANY, INC.

1200 West 141st Street • Burnsville, Minnesota 55337 Phone (952) 435-8501 • Fax: (952) 435-9370

DEAL # 417349

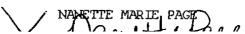
Stock #: 4715 Date: DEC	C 6TH 2003	_Salesperson: _DAL	E SCOTT STIN	AR
Buyer Name			•	
Co-Buyer Na				
Address:				zip:_55020
Home Phone			å o-Buyer DOB: ⊥	
Buyer D.L. #				
Buyers insurance Co.: FARMERS	Policy	, #: <u></u>	P.O. BOX 8	ST22
PLEASE ENTER MY ORDER FOR: New K Ssed Demo Lienho	older GENERAL MOI	CORS ACCEPTAN	Eress _COCKEYSVII	LE MD 21030
YEAR 2004 CHEVROLE MALIBU	4DR SDN	RANSMISSION 4AT	RED	5 2C
1G1ZT54874F	TAX EXP. DATE	STATE	MILEAGE 250	DELIVERED 12/06/0
Stock#/Vehicle -	TOTAL VALUE	•		22,005.00
	PACKAGE DISC.	-		
	M.S.R.P.	22,005		
	ACCESSORIES -		5	95.20
THY TRADE DOES NOT HAVE A BRANDED TITLE OR MISURANCE NAME AGE HISTORY, AND THE MILES ARE ACTUAL	GROSSMAN DISC.	2448		
X ND	G.M. REBATE	•		
TRADE-IN DATA	TRADE A.C.V.	-3000		
BOES YOUR TRADE-IN HAVE A BRANDED YES NO X			15	
YEAR MAKE MODEL SODY STYLE 4DR	DIFFERENCE -	16,556	·	
1 G 2 NE 5 2 E 8 X C	SIJ	195.0	20	
LIENHOLDERS FIRST STATE BANK OF CASTL	OTHER -			
ADDRESS				
LICENSE LICENSE STATE MN 55024		+ TA)	(, LICENSE & FEES	
MILEAGE TRANSMISSION AT				
POLLUTION CONTROL SYSTEM DISCLOSURE (TRADE-IN VEHICLES)	CASH DEPOSIT \$	N/A		
In order to comply with Minnesota Statutes, Section 325E.0951, no person may transfer a motor vehicle without providing a written disclosure to the transferee			TOTAL	22,100,20
(buyer) certifying the condition of the pollution control system.	LESS TRADE-IN ALLOWA	NCE FOR USED VEHIC	:LE (-)	5,449,00
Transferor (seller) hereby certifies, to the best of his/her knowledge, that the pollution control system on this vehicle being traded in, including the restricted gasoline pipe, has not been removed, altered, or rendered inoperative.			TRADE DIFFERENCE	16,651.20
Seller's Signature V NP	LICENSE PLATE	271.00	STATE & LOCAL TAXES	1,082.33
Seller's Signature (TITLE & TRANSFER FEES		FEDERAL LUXURY TAX	
The Deater everyeasty disclaims all warranties either everess or implied on the	LIEN RECORDING FEE	2.00	CUSTOMER RELATIONS PACKAGE	399.00
vehicle sold, except any warranties offered and explained in Paragraphs 10 through 13 on the back of this contract. Buyer acknowledges receiving this	DOCUMENT ADMINISTRATIVE FEE	50.00	SERVICE CONTRACT	1,495.00
information before the sale and further acknowledges having read and understood the provisions on the back of this contract.	TOTAL LICENSE & FEES			344.75
		· · · · · · · · · · · · · · · · · · ·	SUBTOTAL	19,972.28
Buyer's Signature X	LESS CASH SUBMITTED \	WITH ORDER	(-)	<u> </u>
DEALER'S POLLUTION CONTROL SYSTEM DISCLOSURE (VEHICLE BEING SOLD) Transferor (Dealer) horseby certifies, to the best of his/her knowledge, that the	PLUS BALANCE OWING T			3,300,00
transferor (Dealer) hereby certifies, to the dest of his/her knowledge, that the pollution control system on this vehicle being sold, including the restricted gasoline pipe, has not been removed, altered, or rendered inoperative.	TOTAL AMOUNT DU		(0)	23, 272. 28
gustains pipe, that not been removed, anotad, or remotion move univer-			<u></u>	

The front and back of this CONTRACT comprise the entire CONTRACT affecting this purchase. The DEALER will NOT recognize any verbal agreement, or any other agreement of understanding of any nature. You certify that no credit has been extended by dealer for the purchase of this motor VEHICLE. You certify that you are 18 years of age or older, an acknowledge receiving a copy of this contract.

The terms of this CONTRACT were agreed upon and the CONTRACT signed in the dealership on the date noted at top of this form. If DEALER is arranging credit for YOU, this CONTRACT is not ralid until a credit disclosure is made as described in Regulation Z and you have accepted the

NOTICE OF SALESPERSON'S LIMITED AUTHORITY. This contract is not valid unless signed and accepted by Sales Manager or Officer of Dealership.

IMPORTANT: THIS MAY BE A BINDING CONTRACT AND YOU MAY LOSE ANY DEPOSITS IF YOU DO NOT PERFORM ACCORDING TO ITS TERMS.



General Motors Car and Truck Divisions CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUST	OMER	NAME:			
CUSTOMER INCENTIVE(S) 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)	(or see attached list*)				
CUST	OMER	INCENTIVE(S)			
1.					
	wnere	permissible by law, as a pi	ntive contied) e		ok ha issuad in my name by Dealer
			ntive applied) o	1 (C) a cite	ck be issued in my name by bealer
	name		nce	Amount	GM Incentive Code
					OM Incentive Code
				\$	All the second s
				\$	
				\$	
			· · · · · · · · · · · · · · · · · · ·	\$	
		Total Incentive Amount Re	eceived	\$	
<i>a</i> .	Divisio	n supported financing/leasing, I elect to receive	etc.)		· -
	_	Lalast ta rassiva	1992°	@ 60 mg	· ·
	D.	relect to receive	1.120	Come	۵,
		CUSTOME	R AND DEALE	R ACKNOWLE	EDGMENT
	bed in t	tem # and release the Gl	M Division from	any future clai	m or obligation for incentive(s) on this
unit.	5 ,		d		Data
	Purch	aser/Lessee Signature:	-		Date: <u>12/ 6 / 03</u>
The us	doreia	and parent as Douber contr	econtativo codi	ifies that the in	formation on this application is true and
		• •		-	· · · · · · · · · · · · · · · · · · ·
		-		A	only descriptions added at the desired and a second at the
		rized Dealer Signature:	12/2/		Date: 12/6/03
		-	SMAN CHEVROLE	ET COMPANY	Dealer Code: 01-303
		Juda VINI Daliuani Data an	······		······································

List must include VIN, Delivery Date and Program Reference

GROSSMAN CHEVROLET		SALES MAN	AGER'S US	E ONLY ——
VEHICLE PROFILE	And the second s	Actualianiles	Tires	
		□YES □ NO	Under Hood	- MARIE
Customer		☐ Retail	Trans.	- Colombia
Salesperson Da	ate15/0/03	☐ Certificate of	Brakes	(
Stock # When Purchased	March Used	Inspection	Exhaust	
Where		☐ Basic Safety	A/C	
Would Owner		Inspection	Stereo	
Vehicle ID# Recommend:	1		Power Equip.	
162156256			Windshield	
Year 1999 Make Parilies	Model (Mand the		Body	<u> </u>
# Doors Trans / Doors	Color Eddle		Other	
Other John St. Strays	Actual Mileage	Estimated Recondit	ioning \$	
Salvage Title Dept 1/2 and Dept.	75,750	Incoming Date		
Previous Damage	U/C Lic. Exp. Date	☐ Wholesale (Sold To)
Hail Damage	O/C Lic. Exp. Date	Reconditioning Needs/Sp	ecial Instruction	s:
U/C Lic. Plate #				
757 - NOA 49 / 1984	(3.54)	Appraised Value \$ 3	800	Mgr
WHITE - KARI	TAG - DEAL JACKET			

STATEMENT OF ACCOUNT

923-597-199 651-463-BANK Digi-A-Bank

01038 1277**-**248 (702) 0687-£84 (188) 7107-697 (199) CASTLE ROCK, MILITAESOTA CASTLE ROCK, MN FARMINGTON, MN CASTLE ROCK BANK



ETKO WM

MITTENNION YCCOONI 05 223030 01

82

TATOT ENDING ZEKAICE LATOT **b**eealors ACCOUNT S22903001 CATEMENT PERIOD: 04/16/2004 - 05/13/2004 PRIMARY ACCT: It is a safe, secure way to do your banking at no cost. loan payments. Call DIAL-A-BANK (651) 463-BANK (2265). balance, review account activity transfer funds & make You can access your accounts with us 24/7. Check your

00. Q1.391,1 \$ 08.085,1 72 E9.792 702,32 IO 050935 SO AddNUMBER....BALANCE.....BERITS....CREDITS....CHARGE...BALANCE..

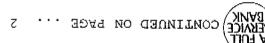
-- DEPOSITS AND MISCELLANEOUS TRANSACTIONS --

01/20	+SI.862	DEBORIL
		CAPITAL ONE ARC CHECK PYMT CHECK # 1985
90/90		YCH DEBIL T2N00÷
		rocylion: Deerals 00
£0/50		TISEC MTA
60/60	+46.292	DEBOSIL
92/10	4ST 862	DEBOSIT.
		CMAC PPD GMAC PAYMT
07/50		ACH DEBIT
6T/ 1 0	+26 588-	DEBOSIT

-- CHECKE

£1/90 00.06	₹66T	81/90 00:0E	 4986T	LS/40 IE.8	¥LL6T
£1/50 00°/13	1993	20.00 05/06	₱86 %	87/70 OO°S	₽L6T
II/SO 60.8I	766T	90/50 86.57	£86T	120.00 04/28	+ ε <u>/</u> 6τ
TO 00 02\I3	1661	80\20 00. 2 8	1985	82 / £0 02.8	176T
10.00 05/13	066T	13.00 05/03	1861	6T/#0 00 ST	*0761
80.00 05/13	686T	40°00 02\03	086T	9T/#0 00°#8	*896T
TO.00 05/10	886T	82/40 00.02	679T	91/70 00.08	996T
90/90 00:09	78et	25.00 04/28	8 .6 T	ZZ/40 00.04	596T
ATAGTNUOMA	иомвек	TAGTMOOMA	NUMBER	TAGTNUOMA	илмвек





Jun. 09 2004 09:08AM P1

17 00/07 O2

	INVOICE TO		-		г	DRIVER/O	WNER INFOR	MATION	INVOICE:	W39996
CONCERN 51 CUST STATES STEERING IS STIFF WHEN TURNING LEFT, OKAY WHEN TURNING RIGHT, OPERATION TECH HOURS AMOUT ONLY WHILE DRIVING, NOT WHEN PARKED, SEE HISTORY. XDOC 422 3.1 257.										
ELKO MN MN ELKO NORK SELKO NO										
		MN						MIN		
WORK:								ABUZMIAN		
							•		_	
TAG: 4384										1
ADAMETED TH				01 GH		·MILLOO				
			101. CIII	DATES	INSERVI	CR: 1206		00004,23		120603
					 -			-		
CONCERN 24	22DAY COURTESY TRANSPO	ORTATION					OPERATION	TECH		TRUDOMA
CORRECTION	22DAY COURTESY TRANSPO	ORTATION					Z7906	422		
COMMENT	RENTAL VIN #1G1JC12FX	** THIS LINE	WILL NEED	H-ROUT	ring **					
TECH NOTES	**** RENTAL H-ROUTING	AS FOLLOWS *****								
	DARYL, REQUEST AUTH FOR	R EXTENDED RENTAL TO	ADDRESS ST	IPP BLE	ECTRICAL					
	POWER STEERING. MULTIN	PLE FACTORS PRESENT:P.	ARTS TIE-U	P,TAC C	CONTACTS,					
	WAITING FOR FIELD ENG	INEER.TAC CASE 729702	3,CAC CASE	1-2093	332970.					
	WE HAVE DISCUSSED THIS	S CASE PREVIOUSLY. PL	ease assis	T, BEN.						
	PART NUMBER	PO#	DESCRIPT:	ION		QT	Å fi	\$T S	BLL	
		121150	enterdrī:	se ren	NTAL		ı			
FACTORY	COMP CODE : MJ	FAIL CODE	: 98		FLAGGER	: VVW				
										814.00
										AMOUNT
						,				257.05
CORRECTION	· ·	•								257.05
				NG ****	•					
	SEE LINE 54 WHERE REP	AIRS WERE CONTINUED W	ITH ASSIST	ANCE OF	F TECH					
	#408.GM TECHNICAL ASS	ISTANCE AND FIELD ENG	INEER BILL	YODER	.ALL					
		-								
						*				
			•							
	IN HIS HANDS TO HANDLE					-				

	FOR OFFICE USE				VEHI	CLE INFOR	ATION		
TAG: 4384	ADV: 469 SHOCINSK INVOICED:	05/04/2004 11:0	2:26 KO 04	MALIBU	k &D	LICE	ise num	BER:	
	GM CUSTOMER ASSISTANCE REFR								
	PART NUMBER	PO#	DESCRIPTION		QTY	LIST	8	ELL	
	000 022687709		COLUMN KI	-SPO	1	479.28			
	SPO 022687709		COLUMN KI		1	479.28	273	.19	273.1
FACTORY	COMP CODE : OG	FAIL CODE :	: 6P	AUTH CODE	: В	FLAG	GER :	VVW	
	PP-022687709 LI	NE AUTH: VW 0503	304 15:09						
						sue:	IOTAL -		
					PARTS				382.4
TYPE: W						ARGE FOR			382.4
CONCERN 52	CUST STATES BEARING SQUEAKI					ERATION			
CORRECTION	COULD NOT DUPLICATE CONDITI	ON AT THIS TIME	·		ХC	ND	408	. 0	.0
TECH NOTES	ROAD TEST FOR SQUEAK, NO AB	NORMAL NOISE HEA	ARD.						
FACTORY	FLAGGER : KS								
						sub'	TOTAL -		-
TYPE: W						arge for (.0
	INSP STILL STIFF WHEN TURNI					ERATION		HOURS	
CORRECTION	THIS LINE ADDED PROM LINE 5	1 FOR FURTHER DO	CUMENTATION.		XD	oc .	422	. 0	.0
TECH NOTES	THIS LINE WAS ADDED FOR CON	TINUED DOCUMENTA	ATION AND TO	KEEP RO OPEN					
	TO FOLLOW AFTER REPLACEMENT	OF COLUMN.STEER	RING STIFF TO	THE LEFT					
	BEYOND TOP DEAD CENTER TO T	HE LEFT							
	CONTACTED TAN AGAIN AND TAL	KED TO BRIAN MOO	CERI AND JOHN	MASON, CASE	!				
	7297023. TOOK READINGS FROM	THE TECH II, WHI	LE TURNING T	HE STEERING					
	WHEEL. FOUND THAT THE AMPER	AGE IS AT 61 IN	BOTH DIRECTIO	ONS.TALKED TO					
	JOHN MAGON AND WAS INSTRUCT	ED TO REMOVE STE	ERING MOTOR	AND MODULE					
	ASSEMBLY FROM KNOWN GOOD ST	OCK UNIT. TO GET	r họld ¢≠ ta n	AGAIN IN THE					
	MORNING OF 4/23/04 WITH NEW	READINGS.SEE 01	THER LINES AS	WELL					
FACTORY	FLAGGER : VVW								
	LI	NE AUTH: VW 0503	304 15:11						
						SUB	TOTAL -		

	DV: 469 SHOCINEK INVOI	TED. 05/04/2004 11.02.26 VA					
					INSE NUM	BER :	
		D DIAGNOSIS OF STEERING STIFF				HOURS	AMOUN
	LEFT.			E7680	422	3.1	257.0
CORRECTION	INITIAL REPLACEMENT OF	COMPLETE STEERING COLUMN.TEC	H #408.				
54-1	REMOVE DONAR COLUMN MO	FOR, INSTALL IN THIS UNIT (AS	PER OP #E7631).	OLH	408	1.8	149.2
54-2	OLH, REASSEMBLE DONOR U	NIT WITH CUST'S MOTOR (OP #E7	631 X 50%).	OLH	408	. 9	74.6
54-3	OLH, TIME SPENT WITH TA	C ON GATHERING DATA, WORKING W.	ITH TAC.	OLH	408	4.7	389.7
COMMENT	***** SEE OTHER LINES	FOR INFO, SEE LINE 55 FOR H-RO	UTING ****				
TECH NOTES	AFTER REPL. COLUMN &	RECALIBRATING IT STILL WAS HA	RD TO LEFT.CALLED				
	BRIAN DIRECT #(810-835	9187) & JOHN "THE LIASON" (810	-835-9178).				
	PER TAN SWAPPED MOTOR,	MODULE FROM STOCK UNIT.STILL	HARD TO LEFT & BUT				
	STK UNIT STILL OK. YODE	R REÇALIBRATED & STILL HARD. I	RESET TUNING & IT				
	CHANGED BOTH LEFT & RI	SHT BUT EQUAL EFFORT ROADTEST	3 TIMES & SEEMS				
	TOBE OK NOW.						
	CONTACTED TAN AGAIN AN	D TALKED TO BRIAN MOCERI AND	JOHN MASON, CASE #				
	7297023. TOOK READINGS	FROM THE TECH 2 WHILE TURNIS	NG THE STEERING				
	WHEEL.FOUND THAT THE A	MPERAGE IS AT 61 IN BOTH DIRE	CTIONS, TALKED TO				
	JOHN MASON AND WAS INS	FRUCTED TO REMOVE STEERING MO	TOR AND MODULE				
		OD STOCK UNIT. TO GET HOLD OF					
	MORNING OF 4/23/04 WIT						
	COMP CODE : OG	FAIL CODE : 3L	AUTH CODE : E	E FLAC	GER :	VVW	
		LINE AUTH: VW 050304 15:15	PART AUTH: VW 05030				
54-1	FLAGGER : VVW						
34-1	I DAGGER I TTH		PART AUTH: VW 05030	4 15:04			
54-2	FLAGGER : VVW		11111 1111111 111 07071				
	FLAGGER : VVW						
34-3	FIROGER 1 VVII			sui	TOTAL -		
				B-MECHANICAL	/IOIAL		870.6
MVDD. W			_	TAL CHARGE FOR	CONCERN		870.6
TYPE: W							
		ROUTING OF P/S REPAIRS NOTED		ÓPERATIÓN		HOURS	
CORRECTION	FROM OTHER LINES, H-ROU	TING THIS LINE.		HROUTE	233	. 0	.0
		BE H-ROUTED AS FOLLOWS *****	*				

	FOR OFFICE	USE		VEHI	CLE INFOR	MATION		
		INVOICED: 05/04/2004 11:02:26 KO				NSE NUM		LVM575
		REPLD COLUMN, NO GO. TOOK READING WH						
	ROBBED MOTOR PACK	FROM "DONAR".NO CHANGE.ASS'D DONA	R W/CUST'S PARTS	3				
	, WAS OK. FIELD ENG	CALLED IN (YODER) . TECH #408 WAS A	SSISTED WITH NO	1 -				
	LISTED CALIBRATION	PROCESS.ALL OK NOW.PLEASE ASSIST	, Ben .					
FACTORY	FLAGGER : VVW							
		LINE AUTH: VW 050304 14:31						
					SUE			
TYPE: W				TOTAL CH				.00.
CONCERN 56	* RECALL 04011 AIR I				ERATION			AMOUNT
CORRECTION	INSTALLED LABELS I	PER RECALL		V1	119	233	.2	16.58
56-1	ADMIN TIME			AD	м	233	.1 (8.29
FACTORY	COMP CODE : MA	FAIL CODE : 96	FLAGGER	: K9				
			PART AUTH: KS	050404 07:4	В			
56-1	FLAGGER : KS							
					SUE	TOTAL -		
				LAB-MECH				24.87
TYPE: W					arge for			-
		GRAND TO	TALS		DISTRIBUT			
SUMMARI OF	CHARGES FOR INVOICE	382.47		TOTAL CH		ION FOR	INVOICE	2092.00
DADTC	2100	814.00		10120 (11	AROD			2032.00
PARTS	IRS	895.53		WARRANTY				2092.00
SUBLET REPA	ICAL	T20100		Transcendi & A				
SUBLET REPA		2092.00						
		2092.00						
SUBLET REPARTMENT REPARTMENT REPARTMENT REPARTMENT REPARTMENT REPARTMENT REPARTMENT REPARTMENT REPARTMENT REPARTMENT REPARTMENT REPARTMENT REPARTMENT REPARTMENT REPARTMENT REPARTMENT REPARTMENT REPARTMENT REPARTMENT REPA								

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DUANE SHOCINSKI

			-	am 110=							170171	CLE INFORMATION	
AG: 4384	ADV:	469 2	HOCINE	K INVO	ICED:	05/04/	2004 11	02:25	KO 04	MALIBU	RED	LICENSE NUMBER:	LVN575
KILL 13													******
KILL 03	TECH#	408	START	TIME:	04130	4 1209	STOP	TIME:	050304	1244			
KILL 18	TECH#	419	START	TIME:	05030	4 1250	STOP	TIME:	050304	1603			
KILL 36	TECH#	233	START	TIME:	05040	4 0745	STOP	TIME:	050404	0745			
INE 24													
22 BEGIN	- 04	1904 1	L443 E	NID	- 04190	4 1443	HRS:	:00	UNITS	.00			
INE 51													
08 BEGIN									UNITS:				
RW			.449 GI		- 04160				UNITS				
AW	_)758 H		- 04170				UNITA				
)812 E				HRS:		UNITS				
22 BEGIN	•				- 04190				UNITS				
RW	- 04	1904 :	1442 E	ND	- 04190	4 1443	HR\$:		UNITS				
							TOTAL:	9:03	UNITS	9.05			
INE 52				_		4 484-	7/8.0		1777.00				
08 BEGIN							HRS:		UNITS				
RW	-		0809 H				HRS:		UNITS				
RW			0612 H				HRS:		UNITE:				
BEGIN	- 05	VJV4 .	L244 ⊠	u D	- 05030	* 1444	TOTAL:		UNITS				
INB 53							'AIUU:	.01	UMALD				
22 BEGIN	- 04	1904 :	1443 H	ĸ	- 04190	4 1443	HR6:	.00	UNITS	00			
RW			1250 E				HR9:		UNITS				
	-						TOTAL		UNITS				
INE 54									-				
.08 BEGIN	~ 04	2204 (0812 H	K	- 04220	4 1054	HRS	2:42	UNITS	: 2.70			
RW			1330 G				HRO:		UNITS				
AW.			0642 H				HRS:		UNITS				
RW			1244 E				HRS:		UNITS				
							TOTAL:		UNITS	4.33			

INVOICE TO	DRIVER/OWNER INFORMATION INVOICE: W39996
TAG: 4384 ADV: 469 SHOCINSK INVOICED: 05/04/2004 11:02:26 KO	
233 BEGIN - 050404 0745 END - 050404 0745 HRS: :00 UN	

	INVOICE	то		I	RIVER/OWNER	INFORMAT	ION	INVOICE	2: W38990
	* * * REPRIMI	***							
ELKO		MIN		ELKO			MN		
WORK:	•			WORK:					
		USE				LE INFORM	NOITAL		
TAG: 4078	ADV: 469 SHOCINSK	I INVOICE: FINAL WAR W	KO	VIN 1G1ZT548741	,	LICEN	ise numi	Ber:	
		INVOICED: 04/01/2004	19:04:00	04 CHEVROLET N	MALIBU L	S	4DR 91	ON RI	ED
ODOMETER IN	1: 4400		DIST: CAR			STOCK# 00	004715		
DATES BEG	IN: 04/01/04 DONE:	04/01/04		DATES INSERVIO	CE: 120603			SOLI	D: 120603
CONCERN 51	CUST STATES POWER	STEERING STOPPED WORKING	G, WARNING	LIGHT CAME ON, 9	vas ope	RATION	TECH	HOURS	AMOUNT
	VERY DIFFICULT TO	Steer.			E76	80	422	3.1	257.05
	REPLACED STRG COLU	•							
TECH NOTES	-	OWER STEERING AND SERVI			۹.				
	HOOKED UP TEC TWO	AND LOOKED FOR CODES AN	d found a c	0545. PERF DIAG					
	AND TRACED TO STEE	RING COLUMN. REMOVED AND	D REPLACED	STEERING COLUMN					
	AND TRANSFERD OVER	MOTOR PACK AND MODULE	and reassme	AND INSPECTED A	Ž MD				
	FOUND LIGHT IS NOW	OFF DATA IS OK AND STE	ERING IS WO	RKING FINE A THE	18				
	TIME. LINE DIDNT	CLOCK TIME.							
	PART NUMBER	PO#	DESCRIPT	ION	QTY	LIST	\$1	ELL	
	000 022687709		COLUMN K	Ι	1	479.28	273	.19	273.19
FACTORY	COMP CODE : OG	FAIL CODE	: C0545	FLAGGER	: VVW				
	FP-022687709								
						SUBT	CTAL -	. ·	
					PARTS				382.47
					LAB-MECHA	NICAL			257.05
TYPE: W					TOTAL CHA	RGR FOR C	ONCERN		639.52
									»
	DEALER PARTS PURCE					RATION			AMOUNT
CORRECTION	DEALER PARTS PURCH				Z 50	00	233	.0	.00
	PART NUMBER	PO#			_	LIST	SI	šLL	
	030 Z5000		22687709	VC37933	18	40.98	40	. 98	40.98
PACTORY	COMP CODE 1 MD	FAIL CODE	: 93	FLAGGER	: VVW				
	PP-022687709	LINE AUTH: VW 04	0104 16:09						
						SUBT	OTAL -		
					PARTS				40.98
TYPE: W					TOTAL CHA	RGE FOR C	ONCERN		40.98
									PAGE 1

INVOICE TO		 DRIVER/OWNER	INFORMATION INVOICE:	W38990
FOR OFFICE USE		 VEHICL	E INFORMATION	
TAG: 4078 ADV: 469 SHOCINSK INVO	• •	RED	LICENSE NUMBER:	
SUMMARY OF CHARGES FOR INVOICE W3	8990	PAYMENT DI	STRIBUTION FOR INVOICE	W38990
PARTS	423.45	TOTAL CHAR	ĢE	680.50
LAB-MECHANICAL	257.05			
TOTAL CHARGE	680.50	WARRANTY		680.50

IF YOU HAVE ANY QUESTIONS - PLRASE SEE DUANE SHOCINGKI

PAGE 3 LAST PAGE

	INVOICE T	0	DR	IVER/OWNER INFORM	ATION IN	MOTCE! M33222
	***REPRINT	**				
ELKO		MIN	ELKO		MIN	
WORK:			WORK:			
	FOR OFFICE t	SE	··-	VERICLE INFO	RMATION	
TAG: 5888	ADV: 469 SHOCINEKI	INVOICE: FINAL WAR C W	S7 VIN 1G1ZT54874F	LIC	ense numbri	l:
		INVOICED: 02/05/2004 19:03	:19 04 CHEVROLET MA	LIBU LS	4DR SON	RED
ODOMETER IN	V: 2472	DIST:	CAR	STOCK#	00004715	
DATES BEG	GIN: 02/05/04 DONE:	02/05/04	DATES INSERVICE			SQLD: 120603
CONCERN 51		NEL ON RIGHT SIDE OF ACCELER				
	ANYTIME FOOT HITS !	Panel.		C2790	422	.3 24.68
CORRECTION	R/R DRIVERS \$10E KI	CK PANEL AND PROPERLY INSTAL	LED			
TECH NOTES	INSPECTED AND FOUND	KICK PANEL ON CENTER CONSOL	e drivers side was not			
	SEATED IN PLACE. RE	MOVED AND REINSPECTED AND FO	UND THAT IT IS HODLING			
	FINE AT THIS TIME.					
FACTORY	COMP CODE : ON	FAIL CODE : 2W	FLAGGER	, X8		
			PART AUTH: KS 02	0504 12:08		
				su	BTOTAL	
				LAB-MECHANIÇAL		24.88
TYPE: W				TOTAL CHARGE FOR	CONCERN	24.88
CONCERN 52		LAGE RANGE ON INFORMATION CE			TECH H	OURS AMOUNT
	FULL TANK STATES 25	0 MILES, HAD OVER 1/2 TANK,	READ 77 MILES YESTERDA	Y. XNPF	422	.00
CORRECTION	NO PROBLEM FOUND AT	THIS TIME				
TECH NOTES	INSPECTED AND FOUND	THAT IT IS READING FINE AT	THIS TIME.			
FACTORY	FLAGGER : KS					
				SU	BTOTAL	
TYPE: W				TOTAL CHARGE FOR		.00
		GRAN	D TOTALS			
	CHARGES FOR INVOICE			PAYMENT DISTRIBU	TION FOR IN	-
LAB-MECHANI		24.88		TOTAL CHARGE		24.88
TOTAL CHARG	ie.	24.88				.
				WARRANTY		24.88

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DUANE SHOCINSKI

INVOICE TO	DRIVER/OWNER INFORMATION INVOICE: W33575
FOR OFFICE USE	VEHICLE INFORMATION
TAG: 5888 ADV: 469 SHOCINSK INVOICED: 02/05/2004 19:03:19 87	04 MALIBU RED LICENSE NUMBER: LVN575
\$KILL 10 TECH# 422 START TIME: 020504 1146 STOP TIME: 02	0504 1155
SKILL 18 TECH# 233 START TIME: 020504 1201 STOP TIME: 02	0504 1323
LINE 51	
422 BEGIN - 020504 1146 HK - 020504 1147 HRS: :01 U	NIT8: .02
RW - 020504 1154 END - 020504 1155 HRS: :01 U	NITS: .02
TOTAL: :02 U	MITE: .04
LINE 52	
422 BEGIN - 020504 1155 END - 020504 1155 HRS: :00 U	NITS: .00
	PAGE 2

	INVOICE TO)			DRIVER/OWNER	INFORMATION	- INVOICE:	W29446
	***REPRINT**	1 1						
ĖĹKĢ		MN		ELKO		MIN		
WORK:				WORK:				
*********	FOR OFFICE US	3E			VEHICL	Z INFORMATION		
TAG: 4303	ADV: 469 SHOCINSKI	INVOICE: FI	NAL WARCW JW	VIN 1G12T5487	47	License no	ABER:	
		INVOICED:	12/19/2003 10:49:33	04 CHEVROLET	MALIBU LS	4DR 8	edn red	-
ODOMETER IN	778		DIST: CAR		S	OCK# 0000471	j.	
DATES BEG	IN: 12/19/03 DONE:	12/19/03		DATES INSERV	ICE: 120603		SOLD:	120603
CONCERN 51	CUST STATES HEARING	WIND NOISE	FROM PASS FRONT DOOR	AREA WHILE DRIV	VING. OPERA	ATION TECH	HOURE	TRUOMA
CORRECTION	ADJUSTED RIGHT FROM	DOOR APPLIC	QUE		B781	440	.8	64.65
TECH NOTES	ROAD TEST TO HEAR NO	DISE. HEARD	NOISE FROM THE RIGHT	SIDE OF THE				
	CAR. INSPECTED. PART	TIALLY REMOV	ED THE RIGHT FRONT DO	OR WEATHER STR	ľ P			
	AND ADJUSTED THE API	PLIQUE ON TH	E REAR OF THE DOOR. I	REINSTALLED WEAT	THER			
	STRIP AND RETEST. OF	POK NOW.						
FACTORY	COMP CODE : N3		FAIL CODE : 2E	FLAGGER	: ED			
						SUBTOTAL -		
					LAB-MEÇHAN	ICAL		64.65
TYPE: BSW					TOTAL CHARG	ge for concern	a a	64.65
			GRAND TO	TALS				
SUMMARY OF	CHARGES FOR INVOICE V	129446			PAYMENT DI	STRIBUTION FOR	NVOICE	W29446
LAB-MECHANI	CAL	64.65			TOTAL CHARG	3E		64.65
TOTAL CHARGE	3	64.65						
					WARRANTY			64.65
			** CUSTOMER WA	AITING **				

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DUANE SHOCINSKI

> PAGE 2 Last page

INVOICE	TÓ	DRIVER/OWNER INFORMATION INVOICE: 12	6416
00004715 ***REPRINT***		00004715	
FOR OFFICE	use	VEHICLE INFORMATION	
TAG: 4715 ADV: 077 STEWART,	INVOICE: FINAL INT I	W VIN 1G1ZT54874F	
		4 04 CHEVROLET MALIBU LS 4DR SDN RED	
ODOMETER IN: 238	DIST: C		131
DATES BEGIN: 11/14/03 DONE:		DATES INSERVICE: 103103	
CONCERN 24 RESERVICE * * * *	* * * * * * DEALER TR	DE * * * * * * * * * OPERATION TECH HOURS AM	OUNT
STOCK	•	DLRTRD 493 .6 * 4	6.08
CORRECTION CK SERVICE ON DEAL	ER TRADE		
COMPLETED.			
FACTORY FLAGGER : VVW	•		
	LINE AUTH: VW 111403 14	48	
			
		SUBTOTAL	
		SUBTOTAL	16.08
		SUBTOTAL	6.08
TYPE: PDI		LAB-MECHANICAL 4 258 CHARGE TO 13A 4	6.08
	Ųšī.	LAB-MECHANICAL 4 258 CHARGE TO 13A 4 TOTAL CHARGE FOR CONCERN	16.08 16.08-
CONCERN 25 ADD 5 GALLONS OF P	ŲSL	LAB-MECHANICAL 4 258 CHARGE TO 13A 4 TOTAL CHARGE FOR CONCERN	16.08 16.08 .00 .00
CONCERN 25 ADD 5 GALLONS OF P	USL	LAB-MECHANICAL 4 258 CHARGE TO 13A 4 TOTAL CHARGE FOR CONCERN OPERATION TECH HOURS AN	16.08 16.08 .00 .00
CONCERN 25 ADD 5 GALLONS OF P	UEL	LAB-MECHANICAL 4 258 CHARGE TO 13A 4 TOTAL CHARGE FOR CONCERN OPERATION TECH HOURS AN	16.08 16.08- .00 .00 .00
CONCERN 25 ADD 5 GALLONS OF F CORRECTION HAS FUEL FACTORY FLAGGER : VVW	usl	LAB-MECHANICAL 4 258 CHARGE TO 13A 4 TOTAL CHARGE FOR CONCERN OPERATION TECH HOURS AM 5G 493 .0	16.08 16.08 .00 .00
CONCERN 25 ADD 5 GALLONS OF F CORRECTION HAS FUEL FACTORY FLAGGER : VVW		LAB-MECHANICAL 4 258 CHARGE TO 13A 4 TOTAL CHARGE FOR CONCERN OPERATION TECH HOURS AM 5G 493 .0	16.08 16.08 00 00 10UNT .00
CONCERN 25 ADD 5 GALLONS OF P CORRECTION HAS FUEL FACTORY FLAGGER : VVW	GRANI	LAB-MECHANICAL 4 258 CHARGE TO 13A 4 TOTAL CHARGE FOR CONCERN OPERATION TECH HOURS AM 5G 493 .0	16.08 .00 .00 TOUNT .00
CONCERN 25 ADD 5 GALLONS OF P CORRECTION HAS FUEL FACTORY FLAGGER : VVW TYPE: PDI	GRANI	LAB-MECHANICAL 4 258 CHARGE TO 13A 4 TOTAL CHARGE FOR CONCERN OPERATION TECH HOURS AN 5G 493 0	16.08 .00 .00 TOUNT .00
TYPE: PDI CONCERN 25 ADD 5 GALLONS OF P CORRECTION HAS FUEL FACTORY FLAGGER : VVW TYPE: PDI SUMMARY OF CHARGES FOR INVOICE LAB-MECHANICAL 258 CHARGE TO 13A	GRANI 126416 46.08	LAB-MECHANICAL 4 258 CHARGE TO 13A 4 TOTAL CHARGE FOR CONCERN OPERATION TECH HOURS AN 5G 493 0	16.08 .00 .00 TOUNT .00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE RICKIE STEWART

PAGE 1

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INVOICE TO	DRIVER/OWNER INFORMATION INVOICE: 126416
00004715	00004715
FOR OPPICE USE	VEHICLE INFORMATION
TAG: 4715 ADV: 077 STEWART, INVOICED: 11/14/2003 14:49:04 VN	04 MALIBU RED
SKILL 04 TECH# 493 START TIME: 111403 1409 STOP TIME: 1	11403 1425
LINE 24	
493 BEGIN - 111403 1410 END - 111403 1425 HR6: :15	UNITS: .25
LINE 25	
	UNITS: .00
	PAGE 2

LAST PAGE

September 10, 2004



Service Request: 1-209332970

Customer Relationship Manager: Telicia Henderson

Dear Ms.

We sincerely regret that you experienced a concern with your 2004 Chevrolet Malibu, which resulted in an unexpected inconvenience 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 \$435.52. 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 Business Resource Center Monday through Friday between 8:00 a.m. and 4:30 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,

General Motors Corporation Business Resource Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 05/18/04

PROCESSING SOURCE: BARS

15:19:11

VIN: 1G1ZT5487 4F SELLG SCE: 13 MDL YR: 04 ORD NO: GPTS6R PAGE NO: 1

ODATE: 08/30/03 ORDER FAN: DDATE: 12/06/03 DLVY FAN: OTYPE: 070 DLVY SS/SITE CD: 13 04303

DTYPE: 023 SRVC TYPE: MILEAGE:

DLVY DOE: 12/09/03 ORDER BY:

CANC: 12/09/03 CANC DOE: 12/09/03

TRADE: 11/14/03 DLVY TO: NM PAGE

TRD DOE: 11/14/03 7796 E 260TH ST

SRVC IN: ELKOMN 55020

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 04303	00024929118	12/09/03	19.78	OA	0.00	9
U9D	01	13 04303	00024939149	12/10/03	1,044.00	OA	0.00	9
XMC	01	13 04303	144337	12/23/03	1,752.73	OP	0.00	9

COMMAND ===> ___ NO MORE RECORDS

PF01=HELP 02=CURR INV 03=PRV SCRN PF07=PGUP 08=PGDN

PF09=CURR OPT 10=SPL INST 11=CURR ORD P/W:

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK NO. 900635619

50-937 213

DATE 06/22/04

The Chase Manhattan Bank, N.A. Syracuse, New York

*******435 DOLLARS

****52 CENTS

AMOUNT ***********435.52

North American Operations General Motors Corporation Disbursement Account

ORDER

ELKO MN

AUDIT

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900635619

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 VENDOR DUNS NO. BB 000000084 PAYMENT DATE VENDOR NAME 06/22/04 REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 06/21/04 | VM 1-3R9VJT 1-209332970.1-3R9VJT 00.0000 435.52 .00 435.52 1G1ZT54874F

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 **TOTAL**

435.52

W3

.00

435.52



Service Request: 1-209638493

Customer Relationship Manager: Daniel McCalib

Dear Ms.

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 2004 Chevrolet Malibu, Vehicle Identification Number 1G1ZS52F74F

- 24 months or 24,000 miles, whichever occurs first, beginning on April 26th, 2004 and ending on April 26th, 2006 and begins with 3,100 and ends with 27,100 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 your local GM Dealer if you have coverage 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,

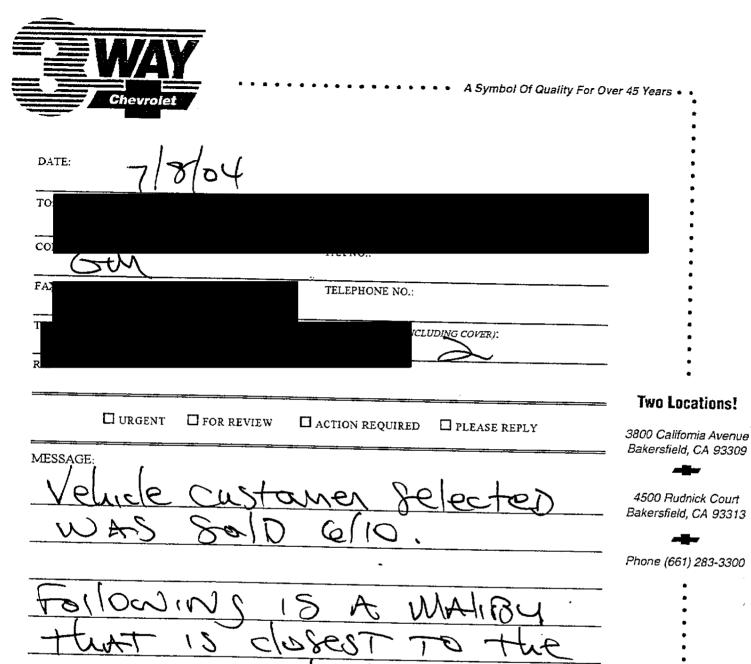
General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

CMPP Request for Processing

SR#	1-209	638493]				
New/Used:	New		Division:	Chevrolet	Veh	icle Style:	Car
Comp	lete VIN:	10	G1ZS52F74F		Veh	icle Year:	2004
Divisi	on - Deale	r Code:	Chevrole	et 13-32888]		
General Moto	ors has agı						
				a new plan - no GM	PP Coverage c	urrently	
-		: Check if ap is to new po	•	□ Enderes se	lling doolog o	ada ta Divisi	an aada
					lling dealer c	ode to Divisi	on code
(Selling de	ealer to keep	profit. Divisi	on is debited t -	he dealer's profit)			
Delivery [Date:	03/11/04		Odomete	r Reading:	31	00
Plar	n Purchase	e Date:	04/26/04	Customer C	Ownership:	Ow	ner
Business	Name:						
Custome	r Name -	Title:	Ms.	(First - M.I La	ast):		
Address I	Line 1:						
Address I	Line 2:						
City:	Lawton			State:	OK	Zip:	
Plan	Type:	Sma	rtCare	# of Months:	24 Months	Mileage:	24,000
Plan	Type:			# of Months:		Mileage:	
		Ded	uctible:	\$0]		
Plan Lien	Holder (Sele	ect Division b	elow):				
	Division A	Address:	Chevrol	et - PO Box 33	170 Detroit,	MI 48232	-5170
CRN	Л (Decision	Maker):	Daniel McC	Calib			
Team	n Manager	/ Liaison:	Tracy Long	Teri Richards	on		
Team CA	ARS Site:	Por	tland		Date:	04/2	7/04

□ AVM Requested



Following 15 A MAHBY: Hust 13 classest to the previous vehicle in price + Color.

And Online!

www.3waychevrolet.com



) - POWER Workstation • (VIN - _____

Vehicle Functions File Subscreens Tools Display Print Go To



Window Sticker

THREE-WAY AUTOMOTIVE GROUP

Vin: 1G1ZU54864F Stock#: 0857373D

MEEKRUSS 07/08/04 13:40

MEEKRUSS 07/08/04 13:29

11006070401

Location: CA

Order#: OHHSM3G

Shipped Date: 06/07/04

Status: Shipped

DAN: DO

O4 CHEVROLET MALIBU LT

4DR SDN

Color: GALAXY SILVER METALLIC

/ GALAXY SILVER METALLIC

GRAY Trim:

Mode1#: 12U69

List:

24195.00 MIRP

STD* STANDARD EQUIPMENT

LX9 3.5L V6 ENGINE

23270.00

F1=Help

⇓

Alt=Menu

Home/End=Top/End of File

Esc=Return

SUBWSTKR

MEEKRUSS

67T001

Y28

Customer

AVM:Brad Harder

Year of Vehicle: 2004 Make: Chevrolet Model: Malibu Current Mileage: ?????

Vehicle ID No.: 1G1ZT54864F In Service Date:10/22/03 Purchased: New

If used: ?????(date/miles)

What is customer seeking:repair What is customer eligible for:repurchase

VEHICLE REPAIR HISTORY

6360

hard to open)

```
CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT -- Power Steering
Date:
Mileage:
Days Out:
Description of Repair:
04/21/04
8010
N6628 Steering column wiring repaired
3/12/04
6360
12
E7680 Replace Steering column assembly TAC
7212535
12/31/03
3171
1
E7690 Recalibrate steering and torque sensors
OTHER SYMPTOM / COMPLAINT - Oil Consumption
Date:
Mileage:
Days Out:
Description of Repair:
4/21/04
8010
Begin Oil consumption test
3/12/04
6360
Filled in Oil Consumption sheet
OTHER SYMPTOM / COMPLAINT - Misc
Date:
Mileage:
Days Out:
Description of Repair:
3/12/04
```

Clean inner bottom weather strips. (windows were

NPF abnormal heater smell

NPF veh starts normally, w/ various accessories on

Total Days Reported Out of Service: 16

VEHICLE MEETS PRESUMPTION: YES:1 NO: 0

Arbitrate case: 1 Settle case: 1

Case Recommendation for Customer Satisfaction (based on a review of documentation): Crm doesn't have enough information based on current concerns to make a decision. However, avm is not confident in repairs, and given the fact that the veh has had three repairs for a safety concern, this

veh merits repurchase.

AVM and/or DEALER RECOMMENDATION:

AVM States that this should not go to arbitration. It seems that avm is a little unsure about whether veh

is repaired. AVM understands that this is a safety issue

Confidential Information

Team Manager Approval: Date:

Revised by A. Allen Payne 050203













GENERAL MOTORS BUSINESS RESOURCE CENTER

July 7, 2004



TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, VIN#1G1ZT54864F

Case Number: 1-209751125

Dear Mr. & Ms.

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN#1G1ZT54864F and that our attempts to resolve your concerns have not met your expectations.

Payoff of original Vehicle good until 7/27/04	\$24,489.54
Plus Upgrade	\$ 2,830.00
Plus Usage	\$ 618.81
Plus Taxes	\$ n/a
Plus registration, tag, title fees	\$ n/a
TOTAL RESPONSIBILTY OF CUSTOMER	\$27,938.35

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

General Motors will repurchase VIN#1G1ZT54864F in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-549-8879 by July 9, 2004. 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

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 Three-Way Chevrolet. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58723 if you have any questions or concerns.

Sincerely, Denise Hampton Business Resource Center

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











Signature and Date



To:	From: Denise Hampton
Fax: 661 283 6773	Fax: 866-549-8879
Pages: 2	Phone: 800-231-1841 Ext. 58723

Attached is the Settlement Offer. Please sign and return via fax. After I have received the document, I will send the file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax Document.

I CANNOT PROCESS CASE WITHOUT THE:

• Signed Settlement Offer

Thanks,
Denise Hampton
Repurchase Coordinator













GENERAL MOTORS BUSINESS RESOURCE CENTER

July 22, 2004



TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, VIN#1G1ZT54864F116942

Case Number: 1-209751125

Dear Mr. & Ms.

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN#1G1ZT54864F 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 VIN 1G1ZT54824F2 2004 Chevrolet Malibu. Your responsibilities may be, <u>but not limited to</u>, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

TOTAL RESPONSIBILTY OF CUSTOMER	\$24,959,44
Plus registration, tag, title fees	\$ n/a
Plus Taxes	\$ n/a
Plus Usage	\$ 618.81
Plus Upgrade	\$ 225.00
Payoff of original Vehicle good until 8/13/04	\$24,115.63

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

General Motors will repurchase VIN#1G1ZT54864F in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-549-8879 by July 23, 2004, 12pm Eastern time. 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

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 Three-Way Chevrolet. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58723 if you have any questions or concerns.

Sincerely, Denise Hampton Business Resource Center

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











Signature and Date



To:	From: Denise Hampton
Fax: 661 283 6773	Fax: 866-549-8879
Pages: 2	Phone: 800-231-1841 Ext. 58723

Attached is the Settlement Offer. Please sign and return via fax. After I have received the document, I will send the file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax Document.

I CANNOT PROCESS CASE WITHOUT THE:

• Signed Settlement Offer

Thanks,
Denise Hampton
Repurchase Coordinator

BRC REPURCHASE WORKSHEET

File Number 1-209751125

<u>Customer Name</u>

Worksheet filled out by:
Denise Hampton

Old Vehicle VIN: 1G1ZT54864F New Vehicle VIN: G1ZU54834F <u>Date:</u> 6/17/04

DEALER'S SAMPLE PURCHASE ORDER

			DEALER'S SAMPLE PURCHASE ORDER	
RADE REPURCHASE			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	22,267.30	G	Purchase Price (New Unit)	22,267.30
Adjustment to line 1	0.00	М		
Conversion Cost	0.00		State Sales Tax	267.28
Tax	267.28	R		
Luxury Tax	0.00	Е	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	204.00	S		
Miscellaneous	0.00	Р	Reg./Lic./Title Fees (opt)	204.00
Other	0.00	0		
State Fees	0.00	N S	Additional Aftermarket Items	0.00
Cost to transfer Aftermarket Items	0.00		State Fees	0.00
Service Contracts/GMPP	0.00	В		
Miscellaneous	0.00		Miscellaneous	0.00
Transportation Fees	0.00	1+1		
'		Y	Other	0.00
Total Replacement Price	22,738.58			
CUSTOMER'S	,	R	Less Dealer Contribution	0.00
Tax	0.00	E		
Luxury Tax	0.00	s	Subtotal	22,738.58
Reg./Lic./Title Fees (opt)	0.00	P		,
Additional Aftermarket Items	0.00	0	Trade in	18,818. 4 9
Additional Alternative French	0.00	N	Trace III	10,010.40
Usage/Depreciation	618.81	s	Payoff	24,870.76
Damage	0.00			
Upgrade	2,830.00	В	Net Allowance	(6,052.27
Downgrade (deducted)	0.00			(-,
Reimbursement of Aftermarkets	0.00	11	Cash on Delivery (Paid by GM)	471.28
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	28,319.57
Total Customer Cost	3,448.81			
Total Gustomer Gust	0,440.01		Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	19,289.77			
	,			
Total Payoff Amount	24,870.76		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy	07/15/04			
Dealer Due to GM	5,580.99			<u></u>

Estimated Auction Price	18,180.76		**This is a "work in process" until signed
Projected (Loss)	(1,109.01)		by a GM Authorized Representative**
			Rev 5/5/04



RVDC Case# 8643R

RC Case	1209751125	Vehicle IS	going to: tion	Υ	veble7 lesue 10	
umber	1703753	Dealer Admin Foe Applies? Is		Iss	ic Release N	1
ustomer Name			<u>Y</u>	understand as a b	egult of a:	
riginal VIN	1G12T54864F	This	vehicle was rep	inchaseu es a i	lispute resolution	n 1
BAC	114534	Voluntary :	o d Justina page	rogram		
Dealership	THREE-WAY ITHEVROLET CO	uetrleve S	ales Tax? N	TII	e Brand?	
Name		KTTT III.	Bearon for not	Retrieving Sale	s Tax:	1
Denicr	Katherine Vansickel, Sales		TRADE	DEDITOR HASE		,
Contact/Title	Manager 6612833300	Original Sel	cs Tax Paid In	Repurcho	sed Under Laws of State: <u>C</u> A	"
Dealer Phone	G612833593	<u>Stal</u>	e: CA cle Maets Presiii	- time of LEMP	N LAW? Y	
Dealer Fax Delivery Date	2003-10-27	Vchi	cle Maets Presid	Fet	ablished on:	
Buyback Mileage	8316	Closing	Schedule: 1-07-29		004-07-23	
Transmission	A	200-				
HCC Code(a)	MQ105		If no, w	herę: BAC is 0		
MSRP	22270,00		Location	Site Name:		
Est. Auction	18180.76			act Name:		
Value				dress 1:		
Case Number	86438		Ad	dress 2:	ZIp	
TAC Case			ity:	State:	<u>z</u> ıp	
Number				nane #:		
Type of	TR			fax #:	sytended Compli	ince
Transaction Replacement	5.00046	Comment	California Voluni	tary 868 case to is 7/30/04.	xtended Compli	
VIN	1G1ZT54824F208016		udis	13 7/30/3 13		
Repurchase	ADR Mediated - ABB or State		GM Leua	Case Number		
Type	MOR HOUSES		GM Cou	naci Nama: N/	Α	_
Repurchase	PRA AUR AVM Brad Harder		Gm Counsel	Contact Name:	N/A	
Source	Repurchase: Power steering			idresal:		
Reason for	inoperable		A	ddress2:		
			City:	Slate	Zip	;
			F	hone #:		_
				Fax #:		
		Lien Payo	77			
Lien Broy	π Amount: 24115.63	Lien Payoff	Expires on: 20	04 08 13	Per Diem:	
Lich Pays	Customer Due to GM: 0.00			tiealer Due	3M, 3500.12	
		check Inford	iation		Plaintin's Att	
	Customer		Liennoider		Check And;	0.0
Check Amt:	0.00				Payce11	1
vayee1:	David & Elisa or Lupe Gonzales	Payce1	GM/		Payee2:	1-
Payce2:	& Three-Way Chevrolet Co.	Payce2:	085 904 2902 West Ag		Address1:	o
Address1:	107 White Oak Dr.	Address1:	2902 West A9		Address2:	
Address2:		Address2:	Phoe		City:	
City:	Tehachapi	City: State:	Λ.		State;	1
State:	CA	Zip	850		Zip	
Zip	93561 661 972 1402	Phone #:		0 4622	Phone #:	
Phone #:	661 977 1402	Fax #:	088 23		Fax #	₩
Fax #:		Attention:		l Dept	Attention:	+
1		Account #:	085 904	322 149	Fed (ax ID)	
1					Plum Name:	
			ator: namptond		ldan	- 10 .

JUL 2 6 2004

GENERAL MOTORS BUSINESS RESOURCE CENTER TRADE REPURCHASE CHECKLIST

PP CHECK REQUEST FORM (CIF)		APP SIGNED BILL OF SALE ON ORIGINAL VEHI
KVDC CALCULATION WORKSH	CET	SIGNED SETTLEMENT OFFER LETTER
SIGNED BILL OF SALE ON NE		SIGNED RELEASE AGREEMENT
		SIGNED DEALER CONFIRMATION LETTER
INVOICE ON REPLACEMENT V	EHICU.E	RVDC SPECIAL INSTRUCTIONS FORM
PRA FORM		DEALER PROFIT OTHER THAN ADMIN FE
TNOENTIVE SHUT-OFF REQUES	T	···
COPY OF TITLE OR REGISTRA!	MON	INVOICE FOR ATTORNEY FEES (If Applicat
WARRANTY HISTORY	<u></u>	REPAIR URDERS FOR REASON FOR REPU!
INVOICE ON ORIGINAL VEHIC	T.R	(FLORIDA ONLY)
Substitution of Collateral		New Retail/Lease Contract
 -	 -	CR INFORMATION
REPURCI	ON: 1-209751125	
REPURCI CUSTOMER INFORMATIO Name VIN#	ON: 1-209751125	
REPURCI CUSTOMER INFORMATIO	ON: 1-209751125	
REPURCI CUSTOMER INFORMATIO Name VIN#	TGIZT54864F 2004 Chevrolet Malibu	
REPURCI CUSTOMER INFORMATIO Name VIN# Yesu-Make and Model: LIENHOLDER INFORMAT	IGIZT54864F 2004 Chevrolet Malibu FION:	
REPURCI CUSTOMER INFORMATIO Name VIN# Year-Make and Model: LIENHOLDER INFORMA* Lienholder Name: Lender Contact Person and Date:	IGIZT54864F 2004 Chevrolet Malibu FION: GMAC Nancy	ER INFORMATION
REPURCI CUSTOMER INFORMATION Name VIN# Year-Make and Model: LIENHOLDER INFORMA* Lienholder Name: Lender Contact Person and Date: Physical Address:	IGLZT54864F 2004 Chevrolet Malibu FION: GMAC Nancy 2902 West Agua Fria Frw	ER INFORMATION
REPURCI CUSTOMER INFORMATION Name VIN# Yesu-Make and Model: LIENHOLDER INFORMAT Lienholder Name: Lender Contact Person and Date: Physical Address: City/State/Zip	TGLZT54864F 2004 Chevrolet Malibu PION: GMAC Nancy 2902 West Agua Fria Frw Phoeniz, AZ 85027	ER INFORMATION
REPURCI CUSTOMER INFORMATION Name VIN# Year-Make and Model: LIENHOLDER INFORMATION Lienholder Name: Lender Contact Person and Date: Physical Address: City/State/Zip Phane:	IGLZT54864F 2004 Chevrolet Malibu FION: GMAC Nancy 2902 West Agua Fria Frw Phoeniz, AZ 85027 800 200 4622	ER INFORMATION
REPURCI CUSTOMER INFORMATIO Name VIN# Year-Make and Model: LIENHOLDER INFORMA* Lichholder Name: Lender Contact Person and Date: Physical Address: City/State/Zip Phane: Fax Number:	TGLZT54864F 2004 Chevrolet Malibu PION: GMAC Nancy 2902 West Agua Fria Frw Phoeniz, AZ 85027	ER INFORMATION
REPURCI CUSTOMER INFORMATION Name VIN# Year-Make and Model: LIENHOLDER INFORMAT Lienholder Name: Lender Contact Person and Date: Physical Address: City/State/Zip Plane: Fax Number: Account Number:	TG1ZT54864F 2004 Chevrolet Malibu FION: GMAC Nancy 2902 West Agua Fria Frw Phoeniz, AZ 85027 800 200 4622 888 239 0091	ER INFORMATION
REPURCI CUSTOMER INFORMATION Name VIN# Yestr-Make and Model: LIENHOLDER INFORMAT Lienholder Name: Lender Contact Person and Date: Physical Address: City/State/Zip Phane: Fax Number: Account Number: Dealer Duyout/Payoff Amount:	TGLZT548648 2004 Chevrolet Malibu PION: GMAC Nancy 2902 West Agua Fria Frw Phoeniz, AZ 85027 800 200 4622 888 239 0091	ER INFORMATION
REPURCI CUSTOMER INFORMATION Name VIN# Year-Make and Model: LIENHOLDER INFORMAT Lienholder Name: Lender Contact Person and Date: Physical Address: City/State/Zip Plane: Fax Number: Account Number:	TG1ZT54864F 2004 Chevrolet Malibu FION: GMAC Nancy 2902 West Agua Fria Frw Phoeniz, AZ 85027 800 200 4622 888 239 0091	ER INFORMATION

	RC REPURCH		Worksheet filled out by:			
<u>File Number</u>	<u>Customer N</u>	<u>lame</u>	Denise Hampton			
1-209751125			2,4,1,3,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1			
		. 20161-	Dat <u>e:</u>			
Old Vehicle VIN:	New Ychiclo VIN:		7/22/04			
1G1ZT54864F		DEALER'S SAMPLE PURCHASE ORDER				
				981 Germanya (1981)		
	The second secon		Purchase Price (New Unit)	9.963.45		
ct. 231/237 Vehicle Costs	18,802,40	141	Purchase Price (New Only)			
justment to line 1	0.00	M	State Sales Tax	144.37		
onversion Cost	0.00	<u> </u>	Signe Sales 10x			
3X	144.37	R_	Luxury Tax	0.00		
xury Tax	00.00	\ <u></u>	Luxuiy Tax			
eg./Lic./Title Fees (opt)	196.00	5 P	Reg./Lic./ fittle Fees (opt)	196.00		
iscellaneous	0.00	15				
		- S				
	1.147.50					
ost to transfer Aftermarket Items		- B				
ervice Contracts/GMPP	0.00	- 위-	Miscellaneous	0.00		
/liscellaneous		· †† · · · ·				
ransportation Fees		 -	Other	0.00		
	21,451.32					
Total Replacement Price	21,101.32	TRI T	Less Degicr Contribution	0.00		
CUSTOMER'S	0.00	- 121				
Гаж <u> </u>	0.00	┨┋	Subtotal	20,303,82		
uxury Tax		- -				
Reg./Lic./Titte Fees (opt)	0.00	ऻऄ	Trade In	19,119 <u>64</u>		
Additional Aftermarket Items	0.00	N				
	E40 90	[3]	Payott	24,115.63		
Usagc/Depreciation	618.81	- [1]				
Damage	225.00		Net Allowance	(4,995.99		
Upgrade	0.00	171	···-			
Downgrade (doducted)	0.00		Cash on Delivery (Paid by GM)	340.37		
Reimbursoment of Aftermarkels	0.00	Y				
Other(deducted)	- 0.00	[Total Balanco Due	24 <u>,95</u> 9.4		
Dealer Contribution (deducted)						
	843 81					
Total Customer Cost	040.01		Amount to Dealer for additional Fees	1,147.50		
	 	-				
	20,607.61			<u> </u>		
Trado Repurchase Amount	20,001.01	-		<u></u>		
				7/22		
	24,115.63		GM Authorized Signature	Date		
Total Payoff Amount						
PAYOFF GOOD THRU(mm/dd/	ZI					
B. L. B. A. CM	3,508.12	· +				
Dealer Due to GM	3,308.12 NA					
GM Due to Dealer	IVA					
		-				
	40 400 7	<u>.</u>	**This is a "work in process" until s	igned		
Estimated Auction Price	18,180.70	Ĕ, ¦-	by a GM Authorized Representative	**		
Projected (Loss)	(2,426.75			Rev 5/5/0-		

p.3

661-283-6770

Jul 22 04 0):30p

RUSS Meck HEIAIL INSTALLMENT SALE CONTRACT SIMPLE INTEREST FINANCE CHARGE

		Č	wast Number		R.O.S. Number	Stock Number
Chause (a)	on i co-Buse	r) Name and Address (Including County and Z	ip Cone)	Creditor - Seller (Legrue or	M Address) NAY Chaurelet Li Forni A Mue.
					282054	LI EDRINI A MUP.
			<u> </u>		3800	عبر حام ، حم
Tel	* *****	121, CIV.			1 1-2 Marie La	<u> </u>
You, the be	auyer (and te on the in conting to t	Co-Buyer, if any), may out and back of this co he payment schedule be	buy the vohicle below t ntract. You agree to pay low. We will figure your t	or cash or or the Creditor inance charge	cradit. By signing this control - Seller (sometimes "we" or on a daily basis. The Trub-Ir	ract, you choose to buy the validile on credit under the "us" in this contract) the Amount Floanced and Finance y-Lending Disclosures below are part of this contract.
_		Make		T		
New Used	Year	and Model	Odometer	Vehici	e Identification Number	Primary Use For Which Purchased personal, family or household
-	1	CHEY		10012	T54524F	business or commercial
Non	12004	MAINE	8	1.0.	1414-1	
·		NAMELION	<u>1</u>			THE OF MEURANCE
		EEDEGAL TOLIT	H-IN-LENDING DI	ECLOSUF	ES	STATEMENT OF INSURANCE
- 0.00	NUAL	FINANCE	Amount	Total of	Total 5819	purchase of a motor which to purchase or negotiate any maintened through a panicular hasurance company, agent or broker.
PERC	ENTAGE	CHARGE	Financed	Payment The smooth		Vehicie Insurance
	RATE cost of	The doller amount the	cyecia provided i v	vill have paid	after your purchase on	Term Promium
your	credit es	credit will	to you or 3	ou have mad t stripmyndg	lo all credit, including see your down	\$ Ded Comp., Fire & Thofk Mos. \$
a yc	erly rate.	cost you	on your behalf.	20 Degrie		\$ Ded. Collision Mos. \$
		الحددا			5is	Bodily Injury \$ Limits Mas. 9
1 .	<u>~~~</u>	s	*	<u></u>	(P) \$(0)	Property Custude 3 Limits Mes. \$
					(e) mesars an estimate	Moulean Max. 3
		CHEDULEWILL BE:	Amount of Paymonts:		Vien Payments Age Oug	Total Vehicle Insurance Premiums \$(a)
1	Number of Pe	NUMBERIES:	<u> </u>	-	7/30/04	UNLESS A CHARCE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY TRANSPERISHERING. SAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.
	yment of		9.7.1V			PUBLIC LIABILITY OF PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.
One Po	rymont of Payme			Month	y, Beginning	You may buy the physical damage insurance this minimum
F	and Barment		 -			MANUFACTION TEACH TRUTH INTO BOYONG YOU Choose Who & secopt
Late Of	uroe. I povo	ent is not received in full will	un 10 days atter it is due, yo	u will pay a late	charge of 5% of the part of the	able to us. You tern mor required to buy any other insurance
paymen	t that is late.	alf all come dolet ander com my	y ter charged a minimum financ	en charao.		te polarin credit.
Frapeyo	MORL II YOU PE V Intermet Tou	are diving a security (necess)	the vehicle being pyrohesod.			ниунг Х
Additio	AM Internation	on: See this contact for me	ng intermetion including inter timence charges, and desistey	mation about no Morres.	мраутнат, такаша, ялу георгано	Co-Buyer X
udachin	HE EL HUY VOLUM	did sometre despiration				Sollor X
ITEN	AZATION OF	THE AMOUNT PRIANCE	Ð			If any insurance is chosted below, policios or extractes from the named insurance companies will decorate the reason and conditions.
1. 1	lotal Cash P	rice		5 72.111C	95.	Application for Optional Credit Insurance
1 4	L Cash Price	e of Mator Vehicle and Acc		7 <u></u>	<u> </u>	Credit Life: Buyer C Co-Buyer LJ Both
1	i. Časi: P	rice Vehicle		50) 139		Credia Disselvility (Buyer Only)
1		noe Accessories	\$ 77-43%	44		Torin Exp. Premium
-	3. Other ((eldaxane)	e 			Credit Like Mos \$
	Descri	be		_		Credit Disability Mice \$
1.	Ucacri Document	r Preparation Feo (not a gu	werensental feet	<u> </u>	<u>(</u> (E)	Total Credit Insurance Premiums \$(b)
		Paid to Seller	•	\$	(C)	Insurance Company Name
		(on taxable litems in A+B+	C)	5 <u>14</u> 4		
		DMV Electronic Filing Fee*		\$	·(E)	Home Office Address
	F. (Optional)	Service Contract*		\$	<u>*(r)</u>	Credit Me incurance and credit disability insurance are no
		Service Contract*		\$	(G)	required to obtain credit. They will not be provided unless
	H. Prior Cre	dil or Lease Balance paid b	y Salar la	. 350	> 16. 13 _(A)	ance is based on your original payment actuable. The
1		- CMAC		• •		required to obtain credit. They will not be provided unlear you styn and agree to pay the exita cost. Credit for instance is based on your original payment schedule. This insurance may not pay all you owe on the content if you make late payments, Credit disability insurance does no cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance shown phrost.
1	(see dow	npayment and trade-in calc	:UEEUOO) 	<u>. </u>	- (1)	ocver any increase in your payment or in the number of
1	t. (Optional	Esp Contract (to whom p	9x1,	* =	(J)	disability insurance ends on the original due date for the
ĺ		whom paid)*				last payment unless a different term for the insurance (
		Seine (6 temperatus)		_	s <u>14763 44</u>	shown above. You are applying for the credit insurance
		Price (A through J) aid to Public Officials				marked above. Your signature below mean
2.	A. License i			s 191	<u>. 호</u> (A)	for insurance if you have reached your 650
1		lign/Transfer/Titling Fees		\$	(B)	you are applying for the credit insurance marked above. Your signature below means that you agree that (1) You are not eligible for insurance if you have reached your 550 birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Oats. (3) Only the Primary Bruser's
- 1	C. California			\$	· <u>0</u> 0	insurance only if you are working for wage:
l l	O Ölber			3	(D)	or profit 30 flours a week of more on the

To induce us to set the vehicle in Super, each parties who signs are a Queenfar individually questivations by partient of this context. If Riger has an injury any money which parties will be faither in the first and the persons also signs as Queenfar, and eyes if Queenfar, and eyes if Queenfar, and eyes if Queenfar, and eyes if Queenfar, and eyes if Queenfar, and eyes if Queenfar, and eyes if Queenfar, and eyes if Queenfar, and eyes if Queenfar, and eyes if Queenfar, and Qu Quarenton makes in vitice of ecooperates of this security, prime in the Seyer's non-payment, non-performance, and delaying and notices of the consult while it any time, and of any demands upon the Burset. Quapernor X _ AAAMee Soller Signature & THREE - WAY Chausely 7/23/64 Tel 6-5-04

ALAP FORM NO. 563-CA prov. UNI ILL PRIOR NO. CHE 7D

07/21/2004 09:38 6612892494

SWAY FIN CA

PAGE 01

2004

DEAL # 056494



California Ave 3800 California Ave Bakersfield, CA 93309 Phone: (661) 283-3300 Auto Meli 4600 Wible Rd. Bakersfield, CA 93309 Phone. (661) 834-3400

STOCK #836494D

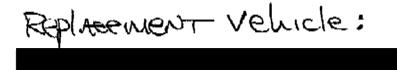
ACKNOWLEDGEMENT OF PURCHASE OF AFTER SALE PRODUCTS

JULY 19, 20U4		
DATE OF CONTRACT CHEVROI	er	
EAR MAKE		
IG12T54624F		
ERIAL NUMBER		"
understand that I have purchased the following	aiter-sale products.	
FIN TOUCH	PRICE 360.00	
THEFT CODE	225,00	
EX-1 ALARM	360.00	
WINDOW TIMT	202.50	
	1,147.	50
1 7 _4/,		
The total cost of these items is shown on the "A	Customer	Initials
I understand thase items were voluntarily purch price consideration. I also acknowledge that no requirement.	ased by me and were not a requirement for ne of the items were represented as a gover	specia) nment
Manager's Signature	Customer's Signature	ĺ
•	JULY 19. 2004	_
	Daté	

p.2

Jul 16 04 02:54p Russ Meek

661-283-6773



VN 1612T54824F

AU BLACK A4C GRAY

TO 918665498879 P.08/18

CHEVROLET MOTOR DETERM /VGG GENERAL MOTORS CORPORATION 104 MALIBU LS SEDAN 100 RENAISSANCE CENTER STOCK NO. DETROIT MI 48243-1114
VEHICLE INVOICE 1AD38611611 ORDER NO. HCVNKJ/TRE

VIN 1G1 ZT54 82 4F MODEL & FACTORY OPTIONS 20770.00 19004.55 INVOICE 04/13/04
1ZT69 MALIBU LS SEDAN 0.00 0.00 SHIPPED 04/13/04
1X9 3.5L V6 ENGINE 0.00 0.00 EXP I/T 04/29/04
MK0 4-SPEED AUTO TRANSMISSION 300.00 270.00 INT COM 04/29/04
UC6 AM/FM 6 DISC CD PLAYER 900.00 270.00 INT COM 04/29/04
(REPLACES STD/OPT RADIO) 0.00 0.00 KEYS G2378 G2378
VK3 FRONT LICENSE PLATE BRACKET 0.00 N/C WFP-S QTR OPT-1
YF5 50-STATE EMISGIONS N/C N/C WFP-S QTR OPT-1
SED MALIBU PREFERRED EQUIP GRP 1SB 800.00 CHG-TO 39-522

* FLOOR MATE, FRONT & REAR

* DRIVER SEAT 6-WAY POWER * HEAD CURTAIN SIDE AIR BAGS

* REMOTE VEHICLE START SYSTEM

SHIP WI: 3182 32.9 HP: CMS: 20038.45 SUPPLR: 20940.18 MRM: 22495.00 DAN: DM MEMO 1018.50

TOTAL MODEL & OPTIONS 21870.00 19394.55 ACT 231 19963.45 DESTINATION CHARGE 625.00 625.00 H/B 261 656.10 109.35 EXP 65A 109.35 LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION 22495.00 21013.21 PAY 310 21013.21

MEMO: TOTAL LESS HOLDBACK AND TATOT

APPROX WHOLESALE FINANCE CREDIT 20045.56 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE. **********

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

REMIT TO GMAC NO. 095 VIN 1G12T54824F S 21013.21 INV 1AD38611611 DUE 04/29/04 DEALER 39-522

THREE-WAY CHEVROLET CO

79 P.09/18 Vor.1-9/25/7002

electronic Preliminary Repurchase Authorization (ePRA) (**To go from field to field, use the TAB KEY) Seep Hampton oy 05/12/2004 1.Date (mm/dd/yyyy) 2 Customer Name: 3.Customer Address: 4.Customer City, State, and Zip: Tehachapi, Cal 5.Primary Customer Phone #: 6.Additional Customer Phone #3 7.Customer fax #: 8. Cust Drivers Licenses 9. State tax % rate Customer Vehicle Information 2004/Chevrolet/Malibu 10.Year/Makc/Model: 8,316 12.Current Mileage: 1G1ZT54864F 11.VIN (17 Digits): NEW 13.Purchased: Detail your agreement with the Dealer and Customer on the following items: lansickel ic Sales! Mgr. Dealership that will handle entire transaction: Three-Way Chevrolet 14 Deplorence Name AA1-283-3300 15.Dealorship Phone #: 16.Dealership Contact Name and TITLE:Russ Meek, General Sales Mot. —7 17. Dealership Contact Phone # (if different than Dealership #): 661 283 3300 601 283 6773 A-1 18.Dealership Contact Fax # 114634 Region: Western 19.Dealership BAC: 20 What GOODWILL TOOLS were offered? Miscellancous Reimbursement Component Covorage Letter American Express Check Maintenance Letter Owner Loyalty Certificate NOTHING OFFERED GM SmartCare **GMPP** 21.Was a TRADE Repurchase offered? 22 If this will not be a Trade Repurchase, Please explain Why? N/A TAC case number is required and if not available, Please explain why not? 24.TAC Case Number: N/A 23.CAC Case Number: 1-209751125 25.If no TAC number, Explain: TAC wasn't contacted. 26 Reason for Repurchase (Include specific mechanical failure): Power Steering inoperable 27. This case was resolved by: Field Decision working with open case in Tampa ADR 28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES 29.Recommended Disposition of Repurchased Vehicle: <u>AUCTION (ready for sale)</u> (If Rebill, please include 26 digit account # or 10 authorization code). TRADE REPURCHASE 30.Type of TRANSACTION? 31. Vehicle Damage (explain what damage is present and who is responsible): NONE 32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: cPRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1G1ZU54834F196956 33.New Vehicle Year/Make/Model: 2004 Chevrolet Malibu 34..Upgrade ☑ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to (Standard Usage Formula = Current mileage/100,000 multiplied by purchase price; **NOTE: This may vary by 35. Usage/Depreciation Amount: individual State Lemon Laws) (If walved, please explain Why) -Please show how you arrived at this usage amount: 3,171 miles /120,000 X

JUL 26 2004 15:15 FR SITEL P.10/18

N/A

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

37.Lease Termination Terms: N/A

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

Explain: All, no finance charges.

39.1 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 hack to the cord; 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:

41.1 personally reviewed all the above items with the Customer and Dealer on (mm/dd/yvyy): 05/13/2004

Brad Harder Prepared by John Ramirez HOX 42.Authorizer Name:

43.GM Position:

AVM

44. VoiceMall Node:

80609 Mailbox Number: 58685

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@GMExpert.com Forward any supporting documentation to FAX- 886-927-1129

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

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME:

DENISE HAMPTON

DEPARTMENT:

BUSINESS RESOURCE CENTER

CUSTOMER:

FILE NUMBER:

OLD VEHICLE VIN:

1G1ZT54864F

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 39-522

BRAND: Chevrolet

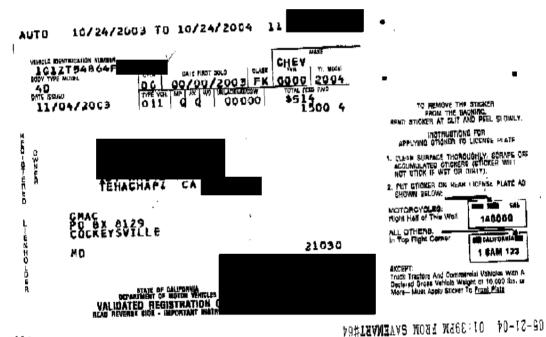
NEW VEHICLE VIN:

1G1ZT54824F

SPECIFY INCENTIVES TO BE SHUT-OFF:

ALL

07/19/2004



10d

11:53 MAY 25, 2004

TEL NO: 1888-200-4622

#241919 PAGE: 2/2

there therefore or incomplete information.	
WE MADE TO BE A STATE OF THE PROPERTY OF THE P	1
NOT YOUR CHARACTERS IN CAPITAL LETTERS UNAS EL COLO COLO TIL NICHEM X Y Z OL 23456 /	ı
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MAIL THIS PORM TO GIVE BY GENERAL CHECKET THE	1
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C SELLERS TRUETION TO LOCAL MANAGEMENT OF THE PROPERTY OF THE	
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H DELLEGOR ALLWINGS	- 1
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- CALL MILLIAN TO THE STATE OF	- 1
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	- 1
3.63.7754864F3.46542	_ 1
DO NOT OFTACH UNTIL SOLD	X I
THE CALLED THAT	201
STATE OF CALIFORNIA	A I
CERTIFICATE OF TITLE VENIOR HISTORY	239 \
CEHTIFICATE	And i
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If Buyer and Co-Buyer sign here, the pro- the back giving the Seller the right to reso to a financial institution will apply.	SCISSION RIGHTS visions of the Resolution Flights section on and if Seller is unable to	you and we must slop it. No graf changes are f
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of Motor Vahislee, or any combination thereof.	methods by the seller may be referred to the city attorney. The financing or payment terms unlock you agree in writin	the district alterney, or an Investigator for the Department g to the change. You do not have to agree to any change.
THERE IS NO COOLIN California law does not provide for a "cooling off" o Therefore, you cannot later cancel this cantract aimply vehicle costs too much, or wish you had acquired a d only cancel this contract with the agressment of the selfer-	y because you shange your mind, decide the plants of the filters yelicite. After you sign below, you may car for legal cause, such as fraud.	CKNOWLEDGE THAT YOU HAVE READ BOTH OF THIS CONTRACT BEFORE SIGNING BELOW. CKNOWLEDGE RECEIPT OF A TRUE AND COM- Y FILLED IN COPY OF THIS CONTRACT AND EVERY DOCUMENT THAT YOU SIGNED DURING CONTRACT ATTIONS.
loss not have to pay the debt. This co-haver or other owner	Date Date to 22/22/20 Co-Buyer Signature X the is responsible for paying the entire debt. An other extrement that the Creditor has a security interest in the vehicle an	Date *
Other Clumar Signature X	Date 0/2-7 53/03 By	This

Jul 22 04 04:20p

Russ Heek

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July 22, 2004

Telmellopi, CA

TRADE SETTLEMENT OFFER

Subject: Repurchase of HIRS Cherriet Malibu, VINSIG17/I 54864F

Case Number: 1-209751125

and that our attempts to We regret that you are dissatisfied with your 2004 Chevrolet Multhu, VINN CIZT \$48640 resolve your converns have not met your expectations.

This offer to assist yets suto a replacement vehicle is being made as an offert to keep you a unished Chevrolet customer. Chevrolet will again you into VIN 1G17.734824P200016 2004 Chevrolet Malibu. Your responsibilities may be, but not limited to, taxes, state fore, dealership fees, mage, damage, upgrade, odd-cas, and convergious. This offer is calculated by using the following figures:

\$24,115.63 Payoff of original Valuate good until 8/13/04 225.00 Plus Upgrade 8 618.81 Plus Usage £ n/a Plus Taxes \$ yy/a Plus registration, tag, title fees TOTAL RESPONSIBILTY OF CUSTOMER 324,959,44

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

General Motors will repurchase VIN#1G12/154864F in exchange for the release of liability stemming from warranties. express or implied, covering this vehicle.

Please return this document to far number 266-349-3279 by July 23, 2004, 12pm Fasters time. The conditions of the trado-repurctuse are as fullows:

- ⇒ the vehicle is free from 649 showered damage or alterations which impair tta coale value.
- ⇒ all fectory installed equipment are intest and functional
- a free and clear title is provided at the time of reportures (payoff original toan)
- a "Power of Autorney" form is signed at the time of repurchase-used only for title corrections, if needed (supplied by
- -- an "Odometer Diadosure Statement" is signed at the time of the repurensia (supplied by General Motors)
- this offer is contingent upon the approval of your tending drawing institution
- no coch back rebates or insentives of any kind are applicable towards that transaction
- > the enclosed release agreement is signed and returned with this offer letter

If this trade-repurchane offer is acceptable, please sign the bulkon of this letter and return it to my anention via the fast manber above along with a cray of your third's facease. Upon receipt of your signed acceptance, a cheek will be processed and forwarded to Three-Way Chevrolet. Picase allow up to 7 beamane days for every processing. I will contact you to set up a anguing date. You will be required to complete the transaction on the signing date of this transaction will be voided. I can be reached at (XIII) 231-1841 cal. 58723 if you have any questions or construe.

Sincercly. Denise Hampson Business Resource Center



Jul 22 04 01:29p

P.17/18

Russ Meek

661-283-6773

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Dealer Confirmation Letter- Trade Repurchase (Dealer Participation) Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610 Phone (800) 231-1841 x 58723, Donise Hampton

Trade Repurchase Agreement between Chevrolet and its dealer partner Three-Way Chevrolet .

The state of the s	
Custome 's Na	
Tructorum is NA	
CORP	
CARA PULBUTURA	
Case Number	

Thank you for assisting Chewritet in the trade repurchase transaction for our mutual customer. The death will issue a check in the amount of \$2,80\$.10 to Element Mobile Corporation in order in utilain free and clear title of negligible. Once all of the first repunchase poportwork, including your dealer check, has been sent back to the Reacquired Vehicle Disposition Contor (RVDIC), General Motors will issue a check in the amount of \$24,115.63 to GMAC.

When writing the color agreement for the bade repurchase, please use the numbers below. This should be please note on the worksheet that GM is paying the taxes and feed below. This should be shown when you prepare the purchase order.

Replacement VIN: New Vehicle Sales Price:	1012T54824F \$19,983.45 \$19,119.64
Used Vehicle Trade Value:	AB 47 74
Customer cost	es see (GM nave-Ply note on IXII of Sale)
Cost to transfer Altermarket items:	S144.37 (GM pays PIS note on this or sele)
Taxes:	[Not Applicable]
Rebates:	\$24,115. 63
Lien on old vehicle, good only until 8/13/04	\$196.00
Plus tite and license feet	[(fapplicable]
Miscellaneous State Fees:	(Not paid by claner party)
Document Fees:	[\$200 applied as warranty credit via W.I.N.S.]
Dealer Processing Fee:	

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

Payott of Original Vehicle Deage / depreciation = Upgrade = Total Customer Contribution =	5. 225.00	illiming with the lien holder that financing (substitution of
NOTE: Prior to closing deale	is responsible for cor	MITTELL TO THE PARTY OF THE PAR
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collateral, financing of refinancing) has been approved.

Three-Way Clievrolet egrees to sign a Power Of Attorney to enable ISM to make the necessary arrangement, with the above referenced a storner's lending institution on the Deuter's behalf to facilitate recovering a free and dear title to the old vehicle.

If you are in agreement with this offer, classe sign and onto helms and return this agreement along with a signed Bill at Sale to my albertion at the following tax # 566-566-567.9.

Three-Way Chevrolet/BAC 114634 Management Agent's Signature and Title.

Inne-Way Chevrolet/BAC 116634 Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Printed Name

Thank you for againsting Chevrolet in this trade repurchase for our minual customers

	, THREEWAY CHE	DIEGLET PAGE 01		
85/83/2084	THREEWAY CHE	SALES 1 _ Namenia		
CUSTOMER	INSTRUCTIONS			
LENDER KSFCU		MANAGER VANBICKE		
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U3	EQUITY(L) \$	EXTRA MILES (LDYR		
PAYOFF				
ACV	ACCOUNTING	FINANCE		
PROGRAMS □ EMP GMS AUTH#	EMP GMB \$			
GMS AUTH#	GM8 \$	ROS DO NOT ROS		
SUPP DIETTER	5UPP \$	AUTO APPROVAL		
□coll AUTH#	COLL \$	LEASE BUYOUT		
.	LOY \$	GM CERT C EC CERT CAS IS		
□ LOY AUTH#	DC \$	1 \$22472		
DC PRGMe		\$ 20869		
□ DC PRGM#	pc \$	B \$		
<u> </u>	<u> </u>			
OFFICE INSTRUCTIONS	40	FINANCE INSTRUCTIONS		

Russ Meek



A Symbol Of Quality For Over 45 Years • DATE: TO: FROM: COMPANY: FAX NO.: FAX NO. TELEPHONE NO.: 661 TELEPHONE NO .: NO. OF PAGES (INCLUDING COVER): RE: **Two Locations!** ☐ URGENT ☐ FOR REVIEW ☐ ACTION REQUIRED ☐ PLEASE REPLY 3800 California Avenue Bakersfield, CA 93309 MESSAGE: 4500 Rudnick Court Bakersfield, CA 93313 Phone (661) 283-3300 And Online! www.3waychevrolet.com



Replacement Vehicle:

Russ Meek



Of MAIBU VIN 1512T54824F

Selling Price Accessories:

> REAR TINT FINISHING TOUCH ThefroDe EX-1 ALARM

\$ 19963.45

702,20 360.00 225,00 360.00

TOTAL Selling Price \$ 21,110.95 plus TAX (7.25% RATE) plus License Fee \$191.00 plus Tire Fee 5.00

2004 MALIBU LS SEDAN CHEVROLET MOTOR DIVISION 41U BLACK /V6G GENERAL MOTORS CORPORATION 14C GRAY 100 RENAISSANCE CENTER STOCK NO. DETROIT MI 48243-1114
VEHICLE INVOICE 1AD38611611 ORDER NO. HCVNKJ/TRE VIN 1G1 ZT54 82 4F MSRP INV AMT RETAIL - STOCK 1ZT69 MALIBU LS SEDAN 20770.00 19004.55 INVOICE 04/13/04 LX9 3.5L VA ENGINE 0.00 0.00 SHIPPED 04/13/04 0.00 0.00 EXP I/T 04/29/04 300.00 270.00 INT COM 04/29/04 PRC EFF 04/13/04 LX9 3.5L V6 ENGINE MX0 4-SPEED AUTO TRANSMISSION UC6 AM/FM 6 DISC CD PLAYER (REPLACES STD/OPT RADIO) VK3 FRONT LICENSE PLATE BRACKET 0.00 0.00 KEYS G2378 G2378
YF5 50-STATE EMISSIONS N/C N/C WFP-S QTR OPT-1
1SB MALIBU PREFERRED EQUIP GRP 1SB 800.00 720.00 BANK: GMAC - 085
* FLOOR MATS, FRONT & REAR VK3 FRONT LICENSE PLATE BRACKET
YF5 50-STATE EMISSIONS * FLOOR MATS, FRONT & REAR * DRIVER SEAT 6-WAY POWER * HEAD CURTAIN SIDE AIR BAGS * REMOTE VEHICLE START SYSTEM SHIP WT: 3182 HP: 32.9 GMS: 20038.45 SUPPLR: 20940.18 MRM: 22495.00 DAN: DM MEMO 1018.50

TOTAL MODEL & OPTIONS	21870.00	19994.55	ACT 231	19963.45
DESTINATION CHARGE	625.00	625.00	H/B 261	656.10
LAM DEALER CONTRIBUTION		284.31	ADV 261	284.31
LAM GROUP CONTRIBUTION		109.35	EXP 65A	109.35

22495.00 21013.21 PAY 310 21013.21 TOTAL.

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 20045.56

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

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

> REMIT TO GMAC NO. 085 VIN 1G1ZT54824F \$ 21013.21 INV 1AD38611611 DUE 04/29/04 DEALER 39-522

2004 MALIBU LS SEDAN CHEVROLET MOTOR DIVISION 88U MEDIUM GRAY METALLIC /V6G GENERAL MOTORS CORPORATION 14C GRAY 100 RENAISSANCE CENTER ORDER NO. GPVT6N/TRE STOCK NO. DETROIT MI 48243-1114 VIN 1G1 ZT54 86 4F VEHICLE INVOICE 1AD25804047 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK 1ZT69 MALIBU LS SEDAN 20370.00 18638.55 INVOICE 10/07/03 0.00 0.00 SHIPPED 10/07/03 0.00 0.00 EXP I/T 10/19/03 175.00 157.50 INT COM 10/20/03 300.00 270.00 PRC EFF 10/07/03 LX9 3.5L V6 ENGINE MX0 4-SPEED AUTO TRANSMISSION T43 REAR DECKLID SPOILER UC6 AM/FM 6 DISC CD PLAYER (REPLACES STD/OPT RADIO) KEYS G0413 G0413 VK3 FRONT LICENSE PLATE BRACKET 0.00 0.00 WFP-S QTR OPT-1
YF5 50-STATE EMISSIONS N/C N/C BANK: GMAC - 085
1SB MALIBU PREFERRED EQUIP GRP 1SB 800.00 720.00 CHG-TO 39-522 * FLOOR MATS, FRONT & REAR * DRIVER SEAT 6-WAY POWER SHIP WT: 3186 * HEAD CURTAIN SIDE AIR BAGS HP: GMS: 19786.70 * REMOTE VEHICLE START SYSTEM SUPPLR: 20677.10 MRM: 22270.00 DQ DAN: MEMO 1057.25

TOTAL MODEL & OPTIONS	21645.00	19786.05	ACT 231	19761.70
DESTINATION CHARGE	625.00	625.00	H/B 261	649.35
LAM DEALER CONTRIBUTION		216.45	ADV 261	216.45
LAM GROUP CONTRIBUTION		108.23	EXP 65A	108.23

TOTAL 22270.00 20735.73 PAY 310 20735.73

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 19780.83

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

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

REMIT TO GMAC NO. 085 VIN 1G1ZT54864F \$ 20735.73 INV 1AD25804047 DUE 10/20/03 DEALER 39-522







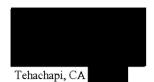






GENERAL MOTORS BUSINESS RESOURCE CENTER

June 15, 2004



TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, VIN#1G1ZT54864F

Case Number: 1-209751125

Dear Mr. & Ms.

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN#1G1ZT54864F 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 VIN# 1G1ZU54834F 2004 Chevrolet Malibu. Your responsibilities may be, <u>but not</u> <u>limited to</u>, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 7/15/04	\$24,870.76
Plus Upgrade	\$ 2,830.00
Plus Usage	\$ 618.81
Plus Taxes	\$ n/a
Plus registration, tag, title fees	\$ n/a
TOTAL RESPONSIBILTY OF CUSTOMER	\$28,319.57

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

General Motors will repurchase VIN#1G1ZT54864F in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-549-8879 by June 21, 2004. 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

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 Three-Way Chevrolet. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58723 if you have any questions or concerns.

Sincerely, Denise Hampton Business Resource Center

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











Signature and Date



To:	From: Denise Hampton
Fax: 661 283 6773	Fax: 866-549-8879
Pages: 2	Phone: 800-231-1841 Ext. 58723

Attached is the Settlement Offer. Please sign and return via fax. After I have received the document, I will send the file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax Document.

I CANNOT PROCESS CASE WITHOUT THE:

• Signed Settlement Offer

Thanks,
Denise Hampton
Repurchase Coordinator

	*REPRINT***	NAD: 026300		DRIVER/OWNER INFORMA	TION INVOI	ÇE: C83599
TEHACHAPI	CA WORK:		TEHACHAPI HOME:		CA	
	POR OFFICE USE			TTCE	MATION NSE NUMBER: C	
TAG: 6873	ADV: 974 EZ INVOICE: FIMAL TAX RULES: YYNNN INVOICED: 04/	. CUS C W TB	VIN 1G1ZT5486			GRAY
		DIST: 161	04 4	STOCK# 0	852776D	
ODOMETER IN DATES BEG	: 8010 IN: 04/21/04 DONE: 04/23/04			ICE: 102403		LD: 102203
- 4	- 4 = 5 4 = 4 =			OPERATION	TECH	AMOUNT
	CUSTOMER REQUEST LUBE, OIL AND OIL	FILTER CHANGE.		LOF	025	* 9.00
ÇAUSE	CHANGE OIL, OIL FILTER, LUBE CHASS	SIS AND CHECK FLUX	p LEVELS.			
CORRECTION	PART NUMBER PO#	NOTE DESCRIP		QTY	SELL	
	000 025010792	OIL FLT	R	1	5.29	5-29
	010 12345621QD	GOG 10-30WT	OIL	5	2.00	10.00
				su	BTOTAL	
				PARTS		5.29
				GA\$-OIL-GREASE		10.50
				LAB-MECHANICAL		9.00
				SERVICE SPECIAL :	adjustment	2.34-
TYPE: C				TOTAL CHARGE FOR	CONCERN	21.95
•					TECH	AMOUNT
CONCERN 52	CUST STATES USING OIL STILL SEE H	ISTORY / START OIL	. CONSUPTIO SHE			.00
CAUSE	•			NOTE	099	
CORRECTION	STARTED OIL CONS.					
COMMENT	SHEET IN VEHICLE					
				SU		.00
TYPE: CU\$				TOTAL CHARGE FOR	CONCERN	.00

PAGE 02

----- Invoice to ----- Invoice: c83599 NAD: 026300 TAG: 6873 ADV: 974 RODRIGUE INVOICED: 04/26/2004 10:06:00 TB 04 MALIBU GRAY LICENSE NUMBER: CA SUMMARY OF CHARGES FOR INVOICE C83599 PAYMENT DISTRIBUTION FOR INVOICE C83599 PARTS TOTAL CHARGE 5.39 GAS-OIL-CREASE 10.00 SERVICE DRIVE OUT NAD 026300 22.89 9.00 LAB-MECHANICAL SERVICE SPECIAL ADJUSTMENT GONZALES, LUPE 2.34-SUB-TOTAL 21.95 TAX . 94 TOTAL CHARGE 22.89 ATTENTION: THE FOLLOWING INVOICES ALSO EXIST WAR - WARRANTY ESTIMATE \$25.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DAVID F RODRIGUEZ
PLEASE NOTE: ALL PARTS DENOTED WITH A ASTERIK "*" AND PAID FOR BY YOU,
CARRY A GM GOODWRENCH SERVICE PLUS LIFETIME WARRANTY, PARTS AND LABOR,
HERE AT THREE WAY CHEVROLET.

PAGE 2 LAST PAGE

TYPE: W

------ INVOICE TO ------ INVOICE: WB3599 *REPRINT*** TEHACHAPI TEHACHAPI HOME: HOME: ----- FOR OFFICE USE ----TAG: 6873 ADV: 974 RODRIGUEZ INVOICE: FINAL WAR C W LF VIN 1G1ZT54864F LICENSE NUMBER: CA MFG: 67T001 TAX RULES: YY2NN INVOICED: 04/29/2004 12:52:29 04 CHEVROLET MALIBU LS 4DR SDN GRAY ODOMETER IN: 8010 DIST: 1G1 STOCK# 0852776D DATES BEGIN: 04/21/04 DONE: 04/23/04 DATES INSERVICE: 102403 SOLD: 102203 CONCERN 29 RENTAL VEHICLE OPERATION TECH HOURS AMOUNT CAUSE 27902 0.9 0 .00 CORRECTION RENTAL VEHICLE COMMENT 2 DAYS WARRANTY PER DB QTY PART NUMBER PO# NOTE DESCRIPTION SELL ENTERP NPND530591 1 FAÇTORY COMPL CODE: MJ PAIL CODE : 98 AUTH 2 . . ----- SUBTOTAL -----MISCELLANEOUS 78.99 TYPE: WAR TOTAL CHARGE FOR CONCERN 78.99 CONCERN 51 CUST STATES POWER STEERING ASSIST INOP / HAD STEERING COLUMN REPLACED LAST OPERATION TECH HOURS AMOUNT TIME IN N6628 036 .5 115.82 CODE COSSO. CHECKED ALL WIRING 1 1 CORRECTION ***UP TO .5/OLH EXTRA **** COMMENT CT OK RC TECH NOTES CHECKED ALL WIRING AND CONNECTIONS. FOUND POOR PIN CONNECTION AT MOTOR TO COLUMN CONNECTOR. REPAIRED CONNECTION, RECALIBRATED MODULE AND SENSOR. CHECKED OPERATION OF STEERING SYSTEM, OPERATING TO DESIGN FACTORY MGR APPROVAL: RC 042204 13:59 COMPL CODE: OJ PAIL CODE : 6N AUTH ----- SUBTOTAL -----LAB-MECHANICAL

PAGE 1

115.82

115.82

TOTAL CHARGE FOR CONCERN

PAGE 04

DRIVER/OWNER INFORMATION -- INVOICE; W63599 ----- FOR OFFICE USE ---------- VEHICLE INFORMATION ------TAG: 6873 ADV: 974 RODRIGUE INVOICED: 04/28/2004 12:52:29 LP 04 MALIBU GRAY LICENSE NUMBER: CA 5EMP603 ______ ----- GRAND TOTALS SUMMARY OF CHARGES FOR INVOICE W83599 PAYMENT DISTRIBUTION FOR INVOICE W83599 LAB-MECHANICAL TOTAL CHARGE 115.82 MISCELLANEOUS 78.99 TOTAL CHARGE 194.81 FAC WARRANTY 194.81 ESTIMATE----ESTIMATE \$25.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DAVID F RODRIGUEZ

| DRIVER OF START TIME: 042104 1538 STOP TIME: 042204 0813 STOP TIME: 042304 1254 STOP TIME

TOTAL: 1:37 UNITS: 1.62

PAGE 3 LAST PAGE

COMPL CODE: OL

FP-022687709

PAGE 06

----- DRIVER/OWNER INFORMATION -- INVOICE: W76748 REPRINT*** TEHACHAPI TEHACHAPI ĊА CA HOME: HOME: ----- VEHICLE INFORMATION -----TAG: 6500 ADV: 974 RODRIGUEZ INVOICE; FINAL WAR W KW VIN 1G1ZT54864F LICENSE NUMBER: CA MFG: 67T001 TAX RULES: YY2NN INVOICED: 03/26/2004 14:56:00 04 CHEVROLET MALIBU LS 4DR SDN GRAY ODOMETER IN: 6360 DIST: 1G1 STOCK# 0852776D DATES BEGIN: 03/12/04 DONE: 03/23/04 DATES INSERVICE: 102403 SOLD: 102203 CONCERN 29* RENTAL VEHICLE OPERATION TECH HOURS AMOUNT CAUSE 27906 0.9 .0 CORRECTION RENTAL VEHICLE СОММЕЙТ 12 DAYS WARRANTY PER DB - MALIBU ELECTRIC P/S PART NUMBER PO# NOTE DESCRIPTION QTY SELL ENTERP NPND530041 1 FACTORY COMPL CODE: MJ FAIL CODE : 98 AUTH : H. LINE AUTH: KW 032604 14:55 ----- SUBTOTAL -----MISCELLANEOUS TYPE: W TOTAL CHARGE FOR CONCERN 448 99 ______ CONCERN S1 CUST STATES WHEN DRIVING WOULD LOOSE FOWER STEERING ASSIST/LIGHT WITH TECH HOURS OPERATION AMOUNT 036 1.0 WRENCH WOULD COME ON E7680 72.39 CAUSE SEE SCREEN 5 CT FOR LABOR OP 010 1.0 72.39 CORRECTION COLUMN REPLACED STEERING COLUMN PER TECH ASSIT COMMENT TECH NOTES RAN CIRCUIT TESTS, FOUND CODES C0545 SYMPTOM 00 AND C0460 SYMPTOM 00 CHECKED ALL CIRCUITS. CONTACTED TAN FOR CONCERN PER BULLETIN. ORDERED STEERING COLUMN PER TAN. CASE # 7212535 LABOR OF IS ST PART NUMBER POII NOTE DESCRIPTION QTY SELL SPO 022687709 COLUMN KI 1 273.19 273.19 PARTS: COUNT FACTORY MGR APPROVAL: RC 032204 08:32

FAIL CODE : 6C

AUTH

; В

6612832479

THREEWAY CHEUROLET

PAGE 07

----- DRIVER/OWNER INFORMATION -- INVOICE: W76748 ---- INVOICE TO ---------- VEHICLE INFORMATION -----LICENSE NUMBER: CA TAG: 6500 ADV: 974 RODRIGUE INVOICED: 03/26/2004 14:56:00 KW 04 MALIBU CDAY ----- SUBTOTAL ***-----LAB-MECHANICAL 144.78 TOTAL CHARGE FOR CONCERN 527.25 TYPE: W CONCERN 52 CUST STATES LEFT AND RIGHT FRONT WINDOW SHUDDERS WHEN USING AND GETTING OPERATION TECH HOURS AMOUNT NORMAL 504 .0 STREAMS ON GLASS INNER WINDOW WEATHYERSTRIP. CAUSE CORRECTION RAR BOTH FRONT DOOR PANELS TO CLEAN INNER BOTTOM WEATHERSTRIPS. HOWEVER BOTH FRONT WINDOWS ARE OPPERATING NORMAL AT THIS TIME-COMMENT ----- SUBTOTAL -----TOTAL CHARGE FOR CONCERN TYPE: W TECH HOURS AMOUNT CONCERN 53 CUST STATES WHEN DRIVNIG AND HAS HEATER ON DRIVING FOR AWHILE SMELLS LIKE OPERATION .фф ON FIRE? NOPROBLEM 012 . 0 CAUSE NO ABNORMAL SMELL FOUND CORRECTION . ----- SUBTOTAL -----TOTAL CHARGE FOR CONCERN .00 TYPE. W CONCERN 54 CUST STATES HAVING TO ADD OIL TO ENGINE. 1 QT BEFORE OIL SERVICE AND 2 OPERATION TECH HOURS TMUOMA AFTER? CKOUT 021 .0 .00 CAUSE FOUND OIL LEVAL 1/2 QT LOW. CORRECTION CHECKED FOR OIL LEAKS AND INTERNAL ENG VACCUM LEAKS. NONE FOUND COMMENT CMECKED PCV SYSTEM, NO EXCESSIVE OIL FOUND, TOPPED ENG OIL LEVAL TECH NOTES FILLED OIL CONSUMPTION SHEET. CUST TO START OIL CONSUMPTION TEST ------ SUBTOTAL -----TYPE: W TOTAL CHARGE FOR CONCERN ______ CONCERN 55* CUST CALLED ADDED THAT NEEDS TO TURN EVERYTHING OFF IN ORDER TO START OPERATION TECH HOURS AMOUNT 012 .0 MORMAL .00 VEHCILE, RADIO, HEATER? STARTS NORMALLY CAUSE CORRECTION .

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------ Invoice to ----- Triver/owner information -- Invoice: w76748 ----- FOR OFFICE USE --------- VEHICLE INFORMATION -----TAG: 6500 ADV: 974 RODRIGUE INVOICED: 03/26/2004 14:56:00 KW 04 MALIBU GRAY LICENSE NUMBER: CA COMMENT CUSTOMER ADDED AFTER WRITE-UP FACTORY MGR APPROVAL: RC 031504 13:57 LINE AUTH: RC 031504 13:57 ----- SURTOTAL -----TYPE: W TOTAL CHARGE POR CONCERN GRAND TOTALS ----SUMMARY OF CHARGES FOR INVOICE W76748 PAYMENT DISTRIBUTION FOR INVOICE W76748 PARTS 382.47 TOTAL CHARGE LAB-MECHANICAL 144.78 MISCELLANEOUS 448.69 FAC WARRANTY 976.14 TOTAL CHARGE 976.14

** CUSTOMER WAITING **

PREFERRED TREATMENT

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DAVID F RODRIGUEZ

----- INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: W76748 ----- VEHICLE INFORMATION FOR OFFICE USE TAG: 6500 ADV: 974 RODRIGUE INVOICED: 03/26/2004 14:55:00 KW 04 MALIBU GRAY LICENSE NUMBER: CA _______ SKILL 08 TECH# 012 START TIME: 031204 1429 STOP TIME: 031204 1436 SKILL 04 TECH# 010 START TIME: 032204 1650 STOP TIME: 032304 1217 SKILL 11 TECH# 021 START TIME: 031204 1645 STOP TIME: 031504 0859 SKILL 07 TECH# 504 START TIME: 031504 0906 STOP TIME: 031504 1012 SKILL 02 TECH# 004 START TIME: 032204 1311 STOF TIME: 032204 1312 SKILL 10 TECH# 099 START TIME: 032304 1258 STOP TIME: 032304 1258 LINE 51 010 BEGIN - 032204 1650 AW - 032304 0822 MRS: 3:38 UNITS: 3:63 - 032304 1200 036 BEGIN - 031204 1442 HT - 031204 1645 HRS; 2:03 UNITS: 2:05 BEGIN - 031904 1517 GH - 031904 1706 MRS: 1:49 UNITS: 1.82 ~ 032204 0818 END - 032204 0832 HRS: :14 UNITS: .23 BEGIN - 032204 0632 END - 032204 0939 HRS: 1:07 UNITS: 1:12 OTHER TOTAL: 8:51 UNITS: 8.85 LINE 52 \$04 BEGIN - 031504 1007 END - 031504 1012 HRS: :05 UNITA: .08 LINE \$3 012 BBGIN - 031204 1435 BND - 031204 1436 HRS: :01 UNITŠ: .02 LINE 54 021 BEGIN - 031504 0829 END - 031504 0857 HRS: :28 UNITS: .47 OTHER LINE SS 012 BEGIN - 031504 1319 END - 031504 1319 HRS: :00 UNITS: .00

> PAGE 4 LAST PAGE

FAC WARRANTY

----- INVOICE TO ----- INVOICE; W67267 DAVID ***REPRINT*** TEHACHAPI TEHACHAPI C'A HOME: HOME: TAG: 2117 ADV: 976 SMITH, ST INVOICE: PINAL WAR W KW VIN 1G1ZT54864F LICENSE NUMBER: CA X MFG: 67T001 TAX RULES: YY2NN INVOICED: 01/08/2004 10:49:27 04 CHEVROLET MALIBU L\$ 4DR SDN GRAY ODOMETER IN: 3171 DIST: 161 \$T\$\$K# 0852776D DATES BECIN: 12/31/03 DONE: 12/31/03 DATES INSERVICE: 102403 CONCERN 51 CUST STATES THE WARRING LAMP COMES ON AND MESSAGE CENTER SAYS POWER OPERATION TECH HOURS AMOUNT STEERISYS FAILURE E7690 014 .0 .00 CAUSE C0545 014 1.5 105.83 CORRECTION STORY ATTACHED ****UP TO 1.5/OLH EXTRA ON CLOCK B.M. COMMENT TECH NOTES CLOCKTIME IS FOR RUNNING SYSTEM CHECK COULD NOT FIND J-45289 IN SHOP LOOKED ALL OVER TOOL ROOM FOUND LOCKED IN DISPATCH OFFICE COULD NOT COMMUNICATE WITH CANDI WITH OUT ADAPTER. RAN SYSTEM CHECK ON PSCM FOUND CODES C0545 AND C0460 RAW CHECKS ON STEERING POSITION SENSOR AND TORQUE SENSOR FOUND BOTH WHERE OUT OF CLIBRATION, RECALIBRATED SENSORS CLEAREDCODES. FACTORY MGR APPROVAL: BM 123103 12:40 COMPL CODE: AV FAIL CODE : 60 ----- SUBTOTAL -----LAB-MECHANICAL 105.83 TYPE: W TOTAL CHARGE FOR CONCERN GRAND TOTALS -----SUMMARY OF CHARGES FOR INVOICE W67267 FAYMENT DISTRIBUTION FOR INVOICE W67267 LAB-MECHANICAL 105.83 TOTAL CHARGE 105.83 TOTAL CHARGE 105.83

PREFERRED TREATMENT

IF YOU HAVE ANY QUESTIONS - PLEASE SEE STEVE R SMITH

PAGE 1

105.83

PAGE 11

INVOICE TO ----- INVOICE: w67267 FOR OFFICE USE TAG: 2117 ADV: 976 SMYTH, S INVOICED: 01/08/2004 10:49:27 KW 04 MALIBU GRAY LICENSE NUMBER: CA X SKILL 02 TECH# 014 START TIME: 123103 1234 STOP TIME: 123103 1422 LINE 51 014 BEGIN - 123103 1239 END - 123103 1417 HRS: 1:38 UNITS: 1.63 OTHER BEGIN - 123103 1417 END - 123103 1422 HRS: :05 UNITS: .08

TOTAL: 1:43 UNITS: 1.71

PAGE 2 LAST PAGE

		***REPR	O	•				- DRIVER/O	WNER INFORM	ATION IN	Voi¢e:	C67082
TEHACHAPI HOME:			CA			TEHAC HOME:				ÇA		
	F	OR OFFICE U	SE									
			INVOICE: FI				G1ZT5486			RMATION		
			invoiced:						LS	ENSE NUMBER		
ODOMETER IN				,_,	DIST		DVRDDDI	PMALDO	\$TOCK#		GRA	Y
PATES BEG	IN: 12/30	/03 DONE:	12/30/03			·	INSERV	ICE: 1024		08527760		
••					~							102203
ÇONCERN 01	GOOD	WRENCH QUIC	K LUBE PLUS						OPERATION		•	
CAUSE	LOF									026	*	AMOUNT
CORRECTION	QUICK LU	BE							4-	524		9.00
COMMENT	PER COUP	אל										
	PART NUM	BER	PO#	NOT	E DES	SCRIPTION		QT	,	SELL		
	010 123	5621QL		GOG	10	-BOWT OIL			5	2.00		10.00
	010 PF4	7				FILTER		-		8.35		8.35
ACTORY			LINE A	ΨTH: MG	123003 :	15:59			•	8.33		0.35
									ישצ	BTOTAL	-	
								PARTS				8.35
								GAS-01	L-GREASE			10.00
								LAB-ME	CHANICAL			9.00
								258 CH	ARGE TO	65A		
YPE: C								TOTAL	CHARGE FOR	CONCERN		.00
					CRAN	D TOTALS				- -		
SUMMARY OF C	HARGES FO	R INVOIÇE (67082					PAYMEN	T DISTRIBUT	ION FOR INV	OICE (67082
ART\$			8.35									
AS-OIL-GREA	SE		10.00					INTERN	AL			.00
AB-MECHANIC			9.00					TOTA	L CHARGE			-00
58 CHARGE T	ro	65A	28.68-									
UB-TOTAL			1.33-									
AX			I.33									
OTAL CHARGE			.00									

PREFERRED TREATMENT

IF YOU HAVE ANY QUESTIONS - PLEASE SEE STEVE R SMITH

PLEASE MOTE: ALL PARTS DENOTED WITH A ASTERIK "*" AND PAID FOR BY YOU,

PAGE 1



	_
Chevrolet A Symbol Of Quality For	Over 45 Years • •
DATE: 7/22	• • •
Devise Hampton Russ Meel	
COMPANY: G-W FAX NO.:	•
FAX NO.: TELEPHONE NO.:	-
TELEPHONE NO.: NO. OF PAGES (INCLUDING COVER):	- •
RE:	
	Two Locations!
☐ URGENT ☐ FOR REVIEW ☐ ACTION REQUIRED ☐ PLEASE REPLY	3800 California Avenue Bakersfield, CA 93309
MESSAGE:	
	4500 Rudnick Court Bakersfield, CA 93313
Re-	-
	Phone (661) 283-3300
	- •
	- · · · · · · · · · · · · · · · · · · ·
	-
	• •
	And Online!
	www.3waychevrolet.com
	:
	•
	•



Dealer Confirmation Letter- Trade Repurchase (Dealer Participation) Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610 Phone (800) 231-1841 x 58723, Denise Hampton

Trade Repurchase Agreement between Chevrolet and its dealer partner Three-Way Chevrolet .

Customer's Na Case Number:

Thank you for assisting Chevrolet in the trade repurchase transaction for our mutual customer. The dealer will issue a check in the amount of \$3,508.12 to General Motors Corporation in order to obtain free and clear title of original vehicle. Once all of the final repurchase paperwork, including your dealer check, has been sent back to the Reacquired Vehicle Disposition Center (RVDC), General Motors will issue a check in the amount of \$24,115.63 to GMAC.

When writing the sales agreement for the trade repurchase, please use the numbers below: PLEASE NOTE ON THE WORKSHEET THAT GM IS PAYING THE TAXES AND FEES BELOW. THIS SHOULD BE SHOWN WHEN YOU PREPARE THE PURCHASE ORDER.

Replacement VIN: 1G1ZT54824F New Vehicle Sales Price: \$19,963.45 Used Vehicle Trade Value: \$19,119.64 \$843.81 Customer cost: Cost to transfer Aftermarket items: \$1,147.50 (GM pays-PIs note on bill of sale) \$144.37 (GM pays – PIs note on bill of sale) Taxes: [Not Applicable] Rebates: Lien on old vehicle, good only until 8/13/04 \$24,115.63 \$196.00 Plus title and license fees: [If applicable] Miscellaneous State Fees: Document Fees: [Not paid by either party] [\$200 applied as warranty credit via W.I.N.S.] Dealer Processing Fee:

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

 Payoff of Original Vehicle
 \$24,115.63

 Usage / depreciation =
 \$618.81

 Upgrade =
 \$225.00

 Total Customer Contribution =
 \$24,959.44

NOTE: Prior to closing dealer is responsible for confirming with the lien holder that financing (substitution of collateral, financing or refinancing) has been approved.

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

If you are in agreement with this offer, please sign and date below and return this agreement along with a signed Bill of Sale to my attention at the following fax # 866-549-8879.

Three-Way Chevrolet/BAC 114634 Management Agent's Signature and Title.

Three-Way Chevrolet/BAC 114634 Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

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

661-283-6773 Jul 22 04 01:23p Russ Meek ю. З METAIL INSTALLMENT SALE CONTRACT SIMPLE INTEREST FINANCE CHARGE Dealer Number Contract Number _ R.O.S. Number _____ Stock Number ____ Buyer (and Co-Buyer) Name and Address (Including County and Zip Code) Creditor - Seller (Name and Address) THREE WAY CHEUROLET 3800 CALIFORNIA AND. Tehachap 1, ca. BALLERSFIELD, CA You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

		VIVATION			
Non	2004	MATIBA	8	1612T54824F	personal, family or household business or commercial
Used	Year	and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased

	FEDERAL TRUT	TH-IN-LENDING	DISCLOSURES		STATEMENT OF INSURANCE
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of	NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. Vehicle Insurance Term Premium \$ Ded. Comp., Fire & Theft Mos. \$ Ded. Collision Mos. \$

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Bodily Injury

Property Damage \$

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(e)



Chevrolet A Symbol Of Quality Fo	FOURT AE Vann
	Ver 43 rears
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DATE: 7/22	•
TO:	_ :
Denise Hampton FROM: Teuss Meel	
COMPANY: FAX NO.:	1
FAX NO:	•
TELEPHONE NO.:	
TELEPHONE NO.:	
NO. OF PAGES (INCLUDING COVER):	•
RE:	-
	Town I ii
☐ URGENT ☐ FOR REVIEW ☐ ACTION REQUIRED ☐ PLEASE REPLY	Two Locations!
MESSAGE:	3800 California Avenue Bakersfield, CA 93309
	= Danotonela, CA 93309
	4500 Rudnick Court
Re -	- Bakersfield, CA 93313
1-209751125	Phone (661) 283-3300
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	And Online!
	www.3waychevrolet.com
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Dealer Confirmation Letter- Trade Repurchase (Dealer Participation) Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa F1 33610 Phone (800) 231-1841 x 58723, Denise Hampton

Trade Repurchase Agreement between Chevrolet and its dealer partner Three-Way Chevrolet .

Customer's Name:

Case Number: 1-209751125

Thank you for assisting Chevrolet in the trade repurchase transaction for our mutual customer. The dealer will issue a check in the amount of \$3,508.12 to General Motors Corporation in order to obtain free and clear title of original vehicle. Once all of the final repurchase paperwork, including your dealer check, has been sent back to the Reacquired Vehicle Disposition Center (RVDC), General Motors will issue a check in the amount of \$24,115.63

When writing the sales agreement for the trade repurchase, please use the numbers below: PLEASE NOTE ON THE WORKSHEET THAT GM IS PAYING THE TAXES AND FEES BELOW. THIS SHOULD BE SHOWN WHEN YOU PREPARE THE PURCHASE ORDER.

Replacement VIN:	1G17T54904F
New Vehicle Sales Price:	1G1ZT54824F
Used Vehicle Trade Value:	\$19,963.45
	\$ 19,119.64
Customer cost	\$ 843.81
Cost to transfer Aftermarket items: Taxes:	\$1,147.50 (GM pays-PIs note on bill of sale)
	\$144.37 (GM pays – PIs note on bill of sale)
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 8/13/04	\$24,115.63
Plus title and license fees:	\$196.00
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	
3	[\$200 applied as warranty credit via W.I.N.S.]

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

 Payoff of Original Vehicle =
 \$24,115.63

 Usage / depreciation =
 \$618.81

 Upgrade =
 \$225.00

 Total Customer Contribution =
 \$24,959.44

NOTE: Prior to closing dealer is responsible for confirming with the lien holder that financing (substitution of collateral, financing or refinancing) has been approved.

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

If you are in agreement with this offer, please sign and date below and return this agreement along with a signed Bill of Sale to my attention at the following fax # 856-598-8879.

Three-Way Chevrolet/BAC 114634 Management Agent's Signature and Title.

Three-Way Chevrolet/BAC 114634 Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

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

Daniara				SIMP	LE INTERES	NT SALE CONTR FINANCE CHAR	GF
Dealer N	umber		Co	ontract Number		_ R.O.S. Number	Stock Number
Tel	~Ad~		Address.	Ancluding County a	ind Zip Code)	Creditor - Seller (Names)	E and Address) WAY CHEUROLET CALIFORNIA ANP.
You, the E agreemen Charge ac	Buyer (and ts on the footening to	Co-Buyer, if ront and back the payment s	any), may of this cor chedule be	buy the vehicle bek ntract. You agree to low. We will figure yo	ow for cash or on pay the Creditor - our finance charge	credit. By signing this o	ontract, you choose to buy the vehicle on credit under the or "us" in this contract) the Amount Financed and Finance h-In-Lending Disclosures below are part of this contract.
New Used	Year	Mai and M	10	Odometer	- 1	Identification Number	Primary Use For Which Purchased
NON	low 2004 CHEY MALIBU 8		16127	54824F	personal, family or household business or commercial		
		FEDERA	TRUTH	I-IN-LENDING I			
The c your co a year	IUAL ENTAGE ATE cost of redit as ly rate. % (MENT SCH	FINAN CHAR The do amount credit v cost yo \$ #EDULE WILL	GE GE Illar the vill ou.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount yo will have paid aff you have made payments as scheduled.	Total Sale Price The total cost of	Property Damage \$ Limits Mos. \$
Nur	nber of Payr		Aı	mount of Payments:	When		Medical Mos. \$
One Paymone Pa	ent of Payments		2	4954.4	Monthly, Be	Payments Are Due:	Total Vehicle Insurance Premiums \$ (a) UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT
repayment Security Inte Additional I epayment in	. If you pay offerest. You are nformation: full before the	fall your debt ear	y, you may be nterest in the v t for more in minimum finan	charged a minimum financ	e charge.	ge of 5% of the part of the	You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Buyer X Co-Buyer X Seller X
1. Total 4. Ca 1. 2. 3. B. Doo C. Sm D. Sai E. Opl F. (Op G. (Op H. Prio (see I. (Opt)	Cash Price ash Price of I Cash Price Cash Price Other (Nont Describe Describe cument Prep tog Fee Paid tes Tax (on ta tional DMV to tional) Servi tional) Servi tr Credit or L tes downpaym tional) Gap (Motor Vehicle a Vehicle Accessories axable) Daration Fee (not I to Selier axable items in Electronic Filing ice Contract* ice Contract* ease Balance p ent and trade-in Contract (to who	ort a government a	\$ 19763.4 \$ \\47.5 = \$ =	3508.1	(B) (C) (D) (E) (F) (G)	If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions. Application for Optional Credit Insurance Credit Life: Buyer Co-Buyer Both Credit Disability (Buyer Only) Term Exp. Premium Credit Life Mos. \$ Credit Disability Mos. \$ Total Credit Insurance Premiums \$ (b) Insurance Company Name Home Office Address Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments.
For . Total Ca . Amount A. Licer B. Regi C. Calife	ash Price (A ts Paid to P use Fees stration/Tran prnia Tire Fe	A through J) ublic Officials usfer/Titling Fee	s	\$ \$ \$	(3) 3) 3) 3)	payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above. You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date (3) Only the Primary Buyer is

IDIA UTICIAL Fees (A through E)	\$_196.00	L plinible for disability in
3. Amount Paid to Insurance Companies	-,	I I INSURANCE MAY NOT COVER COM
(Total premiums from Statement of Insurance colu	mn a + b)*	I I HONO FOR WHICH YOU HAVE GEEN
4. Smog Certification Fee Paid to State	\$(3	DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities")
5. Subtotal (1 through 4)	\$(5	
6. Total Downpayment	\	You want to buy the credit insurance.
A. Agreed Trade-In Value Yr OH Make C	<u>uev \$191(9,64(A)</u>	<u> </u>
Model MAHBU Odom	-	Date Buyer Signature Age
B. Less Prior Credit or Lease Balance		
C. Net Trade-In (A loss B) (indicate it	\$ <u>24115.43</u> (B)	Date Co-Buyer Signature Age
Net Trade-In (A less B) (indicate if a negative nu Deferred Downpayment	mber) - \$ 4995.99 _(C)	OPTIONAL GAP CONTRACT A
E. Manufacturer's Rebate	\$(D)	
F. Other G-M	\$(E)	charge, if you choose to buy a control the ext
G. Cash		it provides this a part of the protection
l .	\$(G)	Term Mos
(If negative, enter zero on line 6 and enter the amount less th	\$(6) \$(6) an zero as a positive number on line 1H above) \$_ 24959,4 (7)	Term MosName of Gap Contract
7. Amount Financed (5 less 6)	an zero as a positive number on line (H above)	You want to buy a gap contract.
*Seller may keep part of these amounts.	\$ 27707. (/)	Buyer X
SELLER ASSISTED LOAD	1	OPTIONAL
PUTER MAT BE RECORRED IN DISEASE SECURITY FOR THE COLUMN	AUTO BROKER FEE DISCLOSURE	OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(jes) for the term(s) which is the following company(jes) for the term(s) which is the following company(jes) for the term(s) which is the following company(jes) for the term(s) which is the following company(jes) for the term(s) which is the following company(jes) for the term(s) which is the following contract to the follo
WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.	IT this contract reflects the retail sale of a	I I The character is a supplied to the character is a supplied
	I liew motor vehicle the sale is not auticat	andor i.d above.
Proceeds of Loan From:	lo a lee received by an autobroker from up	1.F Company
Amount \$ Finance Charge \$	diffess the following box is checked:	Term Mos. or Miles
Pavable in	☐ Name of autobroker receiving fee, if	1.G Company
installments of \$\$	applicable:	Term Mos. or Miles
from this Loan is shown in item 6D.		Buyer X Wiles
If Purer and C. T. NOTICE OF RES	CISSION RIGHTS	HOW THIS CONTRACT CAN BE CHANGED
If Buyer and Co-Buyer sign here, the provide back giving the Seller the right to rescir	sions of the Rescission Rights section on	Tills Contract Contains the antico passes
the back giving the Seller the right to rescir to a financial institution will apply.	nd if Seller is unable to assign this contract	between you and us relating to this contract. Any change to the contract must be in writing and both
Buyer X	and dorinact	you and we must sign it No oral changes are
Buyer XC	o-Buyer X	binding.
The Annual Percentage Rate May	/ bo Nogotial Lawy	X
	be Negotiable with the Dealer.	X X Co-Buyer Initials
OPTION: You pay no finance charge if the Amount Finan	and it. 7	
THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS BE	nced, item 7, is paid in full on or before OVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURE IN THE EVENT OF AN ACCIDENT,	, Year SELLER'S INITIALS
WARNING	ROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PL NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, DAMAGE OR MAY NOT RECYPE TO THE OWNER.	URCHASES A VEHICLE JE VOU ARE UNRUPE WATERLIER
YOUR PRESENT POLICY MAY NOT COVER COLLISION I	DAMAGE OF MAN ACCIDENT,	YOU SHOULD CONTACT YOUR INSURANCE AGENT.
DEALER, HOWEVER UNI ESS OTHERWENTAL COVERAGE F	DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT OF COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH THE DEAL FOR THE OFFICE OF THE OFFICE OF THE OFFICE OF THE OFFICE OF THE OFFIC	COSTS FOR THE VEHICLE BEING PURCHASED IF YOU DO
THE UNPAID BALANCE REMAINING AFTER THE VEHICLE WAS	DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT OF COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH THE DEALER PROTECT BEEN REPOSSESSED AND SOLD	IGH YOUR INSURANCE AGENT OR THROUGH THE SELLING
THE BUYER SHALL SIGN TO ASSESSED THAT WILL PROTECT YO	OR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROU COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECT BEEN REPOSSESSED AND SOLD. UINTHE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE OF	S ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF
STATE STATE STATE TO ACKNOWLEDGE THAT HE/SHE	UNDERSTANDS THESE PUBLIC LIABILITY TERMS	SHOULD CONTACT YOUR INSURANCE AGENT
Representations of B	 X	
You represent that you have given a true payoff at 6.B as "Prior Credit or Lease Balance," you must item 6.B as "Prior Credit or Lease Balance," Seller we be a super X. Notice to have:	he truth and accuracy of the information provided	h
6.B as "Prior Credit or Lease Balance." you must	nount on the vehicle traded in. If the payoff amount	by you in connection with the Trade-In Vehicle.
nem 6.8 as "Prior Credit or Lease Balance," Seller w	ill refund the difference to you	mount is less than the amount shown above in item
Buyer X	Co Day	and amount shown above to
Notice to buyer:	Co-Buyer X	
n copy of this agreement before you read	it or if it contains any blank anacca to the	
(1) Do not sign this agreement before you read n copy of this agreement. (3) You can prepay to of your obligations under this agreement, the	he full amount due under this agreement et an	in. (2) You are entitled to a completely filled
in copy of this agreement before you read in copy of this agreement. (3) You can prepay to your obligations under this agreement, the indebtedness evidenced by this agreement.	vehicle may be repossessed and you may be	y time. (4) If you default in the performance
VOII have a complete	<u> </u>	and hability for the unpaid
you have a complaint concerning this sale, you should try to omplaints concerning unfair or deceptive practices or moti	resolve it with the seller.	
		district attorney, or an investigator for the Development
practice for the seller to make a	unilateral change in writing to	the change. You do not be not
uyer Signature X	windered change.	and change, rou do not have to agree to any change,
uyer Signature X	Co-Buyer Signature X	
I HEDE IS NO COOLING		
California law does not provide for a "cooling off" or off Therefore, you cannot later cancel this contract simply be	OFF PERIOD YOU ACK!	NOWLEDGE THAT YOU HAVE READ BOTH
Therefore, you cannot later cancel this contract simply bed we could be contract simply bed we could be could be contract simply bed with could be		
reflicte costs for much or wich you had	It vehicle. After you sign below your man	UWLEDGE RECEIPT OF A TRUE AND COM-
	legal cause such as froud	IMENT THAT YOU CONTRACT AND EVERY
yer Signature X	NEGUNANO	1101
uyer Signature X Buyers and Other Owners — A co-buyer is a person who is es not have to pay the debt. The co-buyer or other owner knows her Owner Signature X	responsible for paying the autiliary Signature X	Date
The co-buyer or other owner knows	that the Orally big tile entire dept. An other owner is a n	erson whose name is on the title to the vehicle but
ner Owner Signature X		serius to the security interest.
o induce us to sell the vehicle to Buyer, each person who signs as ach Guarantor must pay it when asked. Each Guarantor will be lia guarantor's demand for reimbursement. Each Guarantor agrees to	GUARANTY s a Guarantor individually quarantoes the	
ach Guarantor must pay it when asked. Each Guarantor will be lia iuarantor's demand for reimbursement. Each Guarantor agrees to full or partial release to any other Guarantor; (3) release any secur	ble for the total amount owing even if other persons also sign and	If Buyer fails to pay any money owing on this contract,
extend the contract. Each Guarantor acknowledges receipt of a	Tyr (4) accept less from the Buyer than the total amount owing or	(5) otherwise result of those payments; (2) give
uarantor waives notice of acceptance of this Guaranty, notice of thoon the Buyer.	e Buyer's non-payment, non-performance and date time of signing	g.
- 	notice	s of the amount owing at any time, and of any demands
uarantor Y	D .	11
ddress	Date Guarantor X	
	Address	/,
r Signature X THREE-WAY CLEVA	Net alast	
FORM NO. 553-CA (REV. 100) U.S. PATENT NO. DAGG 783	_ Date By	Title 68 cm

05/03/2004 09:03 661283247	9 THREEWAY CHEUROL	LET PAGE 01
CUSTOMER GIONZALES		SALES 1 <u>Namenia</u>
LENDER KSFCU	INSTRUCTIONS	SALES 2
	DEAL .	MANAGER Van Sickel
☐ Retail ☐ Fleet ☐ Emp	<u> </u>	
2 / / 7		F&I
PRICE \$ 22472.50	CASH \$	рмт <u>. 335</u>
\$ DMV\$_494_TIRE\$_5	REB 1 \$ /0-0-00	TERM <u>84</u> DAYS <u>44</u> OPT E
	REB 2 \$	CR 5.75 BR 5.75
YR_MKMDL	REB 3 \$	
GROSS \$ 850.00 PAYOFF \$ 263.00	D1\$	
ACV \$ 850.00	D2\$	
YR_MKMDL	\$	RES (L) \$
GROSS PAYOFF	\$	LOW MILES (L)
PAYOFF	EQUITY(L) \$	EXTRA MILES (LYR
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PROGRAMS	TOTAL(L) \$ 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	DRIVEOFE (L) \$
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05/03/2004	79 THREEWAY CHEUR	ROLET PAGE 03
	*LYPKOJTN: \$ 550.00 (A)	INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN
Model VINAGES Odom 157	230 A (A)	
	.ś	LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
B. Less Prior Credit or Lease Balance	\$ 44 8.53_(B)	30 22/EX33
C. Net Trade-in (A less B) (indicate if a negative nu D. Deferred Downpayment		Date Burne Age
E. Manufacturer's Rebate	\$(D)	14 722/1003 x
F. Other	Φ(E)	Date Co-Buyer Signature Age
G. Cash		OPTIONAL GAP CONTRACT A gap postered (date
Total Downson + + + + + + + +	Ф <u> </u>	provided unloce you after he to obtain cracit and will not be
(If negative, enter zero on line 6 and enter the amount less th	\$	cost. If you choose to buy a gap contract, the cost is shown in item 1H. See your gap contract for cost is shown
7. Amount Financed (5 less 6)	277657 CS	it provides a sep contact for details on the protection
*Seller may keep part of these amounts.	φ(7	
	<u> </u>	Name of Gap Contract
SELLER ASSISTED LOAN	AUTO PROVED THE SILE	Buyer X
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT AS ECCURIFICATION.	AUTO BROKER FEE DISCLOSURE	OPTIONAL SERVICE CONTRACT You want to purchase
RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.	If this contract reflects the retail sale of a new motor vehicle, the sale is not subject	
Proceeds of Loan From:	I to a ree received by an autobroker from up	the term shown below for the price shown in term 1F. Company
Proceeds of Loan From: Amount \$ Finance Charge \$ Total \$	unless the following box is checked:	Term 40000
Edvapie III	Name of autobroker receiving for if	Buyer X Miles
1 "Installine IIIs Of \$\$\$	j applicable:	HOW THIS CONTRACT CAN BE CHANGED.
from this Loan is shown in item 6D.		I I THE CONTROL CONTAINS THE ANTICO AND
NOTICE OF RES	CISSION RIGHTS	between you and us relating to this contract. Any change to the contract must be in writing and both
If Buyer and Co-Buyer sign here, the provi the back giving the Seller the right to rescir	sions of the Rescission Rights section an	I Jou and We must sign it. No oral chappes are
the back giving the Seller the right to rescir to a financial institution will apply.	d if Seller is unable to ession this	binding.
Burea V		xx
C C	o-Buyer X	Buy X Co-Buyer Initials
OPTION: You pay no finance charge if the Amount Final	3 Politect and Company Medical Service Company (Active Company Company)	
THE MINIMUM PUBLIC LIABILITY INSURANCE UNITS BE	iced, item /, is paid in full on or before	, Year, SELLER'S INITIALS
NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR	NOVIDED IN LAW MUST BE MET BY EVERY PERSON WHO I	PURCHASES A VEHICLE HE YOU ARE UNGUIDE WHETHER AND
YOUR PRESENT POLICY MAY NOT COVER COLLISION I	SAMAGE OR MAY NOT PROVIDE FOR THE	COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO UGH YOUR INSURANCE AGENT OR THROUGH THE SELLING ITS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF
DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED THE	OR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THRO	COSTS FOR THE VEHICLE BEING PURCHASED, IF YOU DO
THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS	BEEN REPOSSESSED AND SOLD.	TS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF
THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE	BEEN REPOSSESSED AND SOLD. U INTHE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOUNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONT	U SHOULD CONTACT YOUR INSURANCE AGENT
3/3 A		Control College on the College of th
Representations of Buyer: Seller has relied on the You represent that you have given a true payoff at 6.B as "Prior Credit or Lease Balance," you must	he truth and convey of	The first confidence on the property of the confidence of the conf
You represent that you have given a true payoff at	mount on the vehicle traded in If the navott area	by you in connection with the Trade-In Vehicle
You represent that you have given a true payoff at 6.B as "Prior Credit or Lease Balance," you must item 6.B as "Prior Credit or Lease Balance," Seller we be a support of the following seller we be a support of the following seller we be a support of the following seller we be a support of the following seller we support of the following seller we support of the following seller we support of the following seller we support of the following seller we support of the following seller with the following seller we support of the following seller we support of the following seller with the following seller we support of the following seller we support of the following seller we support of the following seller we support of the following seller we support of the following seller we support of the following seller with the following seller we support of the following seller we support of the following seller we support of the following seller with the following seller we support of the following seller we support of the following seller with the following seller we support of the following seller we support of the following seller we support of the following seller with the following seller we support of the following seller we support of the following seller with the following seller we support of the following seller with the following seller we support of the following seller with the following seller with the following seller with the following seller we support of the following seller with the following seller we support of the following seller with the following seller with the following seller with the following seller with the following seller with the following seller with the following seller with the following seller with the following seller with the following seller with the following seller with the following seller with the following seller with the following seller with the following seller with the following seller with the following seller with the following seller with the following seller with the	pay Seller the excess on demand. If the payoff	amount is less than the amount shown above in item
Buyer X	or retario are difference to you.	The street and the amount shown above in
Notice to buyer:	Co-buyer X	
(1) Do not sign this agreement before	it or if it contains any blank areas to the	
in copy of this agreement. (3) You can prepay of your obligations under this agreement, the indebtedness evidenced by this agreement, the	the full amount due under this agreement at a	in. (2) You are entitled to a completely filled
of your obligations under this agreement, the indebtedness evidenced by this agreement.	vehicle may be repossessed and you may b	e subject to suit and liability for the unpaid
if you have a complaint and the second		
If you have a complaint concerning this sale, you should try to Complaints concerning unfair or deceptive practices or met of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the	resolve it with the seller. hods by the seller may be referred to the size of	
After this contract is signed, the seller may not change the	floaring and selection to the city attorney, the	e district attorney, or an investigator for the Department
and it is an unfair or deceptive practice for the seller to make a	initations or payment terms unless you agree in writing to	o the change. You do not have to agree to any change.
Buyer Signature X	Co-Buyer Signature X	, *,
THERE IS NO COOLING	OFF PERIOD YOU ACI	NOWLEDGE THAT YOU HAVE READ BOTH
California law does not provide for a "cooling off" or of Therefore, you cannot later cancel this contract simply be vehicle costs too much, or wish you had acquired a different contract.	ner cancellation period for vehicle sales.	TAIS CONTRACT BEFORE SIGNING BELOW.
vehicle costs too much, or wish you had acquired a differe	nt vehicle. After you sing below you may PLETELY	NOWLEDGE RECEIPT OF A TRUE AND COM-
autor the seller of the seller of the	r legal cause, such as fraud.	FILLED IN COPY OF THIS CONTRACT AND EVERY COMMENT THAT YOU SIGNED DURING CONTRACT
Buyer Signature X	Date 30/22/2007 Co. Punity Pinner Pinner N	10/22/2003
loes not have to pay the debt. The co-buyer or other owner know	s that the Creditor has a security interest in the vehicle and co	nsents to the security interest.
Other Owner Signature X Seller Signature X	Address	
Senier Sidnature X	Date Bv	Title

Title _



Service Request: 1-209751125

Customer Relationship Manager: Rachel Thirlwall

Dear Ms.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

11:53 MAY 25, 2004 TEL NO: 1800-200-4622 #241919 PAGE: 1/2

GMAC

To: Denise

Company: 085904322149

Fax Number: 9,1,8665498879

Phone Number:

From: Nichole D. Bennegfield

Phone Number 1-800-200-4622

Time Sent: Tuesday, May 25, 2004 11:52AM

Pages: 2

Description:

COPY OF TITLE

The information contained in this facsimile message is privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone at the above number.

TEL NO: 1800-200-4622 #241919 PAGE: 2/2

	NOTICE OF RELEASE OF LIABILITY MAIL THIS FORM TO DMV	
YERS TRUE FULL NAME (1 AST)	(FIRS1) (MIDDLE) B IF DEALER	R, CHECH
YER'S ADDRESS	D ODOMETER READING	
	STATE ZIP CODE F DATE OF SALE	YA
	(FIRST) (MIDDLE)	
ELERS TRUE FULL NA'H (LAST)	1 SELLING PRICE	
ELLER S ADDHESS	V SELVEDO SIGNAVIDE	
	STATE ZIP CODE K SELLER S SIGNATURE X	
VEHICLE ID NUMBER 3.61ZT54864F11654	12 2004 CHEV SEMP603	
よ らよ とする り はない。 1384 (REV 11797)	DO NOT DETACH UNTIL SOLD	_
	STATE OF CALIFORNIA	
	CERTIFICATE OF TITLE VEHICLE HISTORY	
ALITAMANTI		
AUTOMOBILE VEHICLE D NUMBER	WODEL MAKE OF THE NUMBER	_
1G1ZT54BL4F	ORDINEN AX WEIGHT FUEL TRANSFER DATE FEES PAID EXPIRATION DATE AT A TOTAL A T	_]b
4 D	YR IST SOLD CLASS "YR MO EQUIPMT/TRUST NUMBER ISSUEDATE	1
	EUVPU\LL YF ATTAMODO STAD RETEMODO STAD RETEMODO	г
	ACTUAL MILEAGE 10/22/2003 10 M	-
TEHACHAPI CA		
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IN THE VEHICLE.	under the laws of the State of California, that THE SIGNATURE(S) BELOW RELEASES INTERE	_
DATE	SIGNATURE OF REGISTERED OWNER X	
Federal and State law requires	SIGNATURE OF REGISTERED OWNER that you state the mileage upon transfer of ownership Failure to complete or providing the and/or imprisonment	
The odometer now reads 1.1 mileage unless one of the follow	(no tenths), miles and to the best of my knowledge reflects the act	ual
WARNING Codometer reading	rg is not the actual mileage. Mileage exceeds the odometer mechanical limits	4
	rjury under the laws of the State of California that the foregoing is true and correct.	\dashv
PRINTED TAKES OF AGENT SIGNING HITH A COMPANY	PRINTED NAME OF AGENT INCOMING FOR A COMPANY	\dashv
Any channo of Llanholder (b-	IMPORTANT READ CAREFULLY older of security interest) must be reported to the Department of Motor Vehicles within	<u>_</u> 1
Any change of Lienholder (ho 10 days. LIENHOLDER(S)	v	
GMAC	Signature releases interest in vehicle. (Company	
	names must be countersigned)	
COCKEAZAITTE BO BX 8754	Release Date	



To: Russ Meek	From: Denise Hampton
Fax: 661 283 6773	Fax: 866-549-8879
Pages: 2	Phone: 800-231-1841 X58723

Attached is the Dealer Confirmation Letter and Repurchase Worksheet. Please sign and return via fax along with a New Bill of Sale. After I have received the documents, I will send the file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax Documents.

I CANNOT PROCESS CASE WITHOUT ALL DOCUMENTS.

- Signed Dealer Confirmation Letter
- A New Bill of Sale base off of Worksheet Dealer Sign Only

Thanks,
Denise Hampton
Repurchase Coordinator

Dealer Confirmation Letter- Trade Repurchase (Dealer Participation) Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa F1 33610 Phone (800) 231-1841 x 58723, Denise Hampton

Trade Repurchase Agreement between Chevrolet and its dealer partner Three-Way Chevrolet .

Customer's Name: Case Number: 1-209751125

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

The dealer will issue a check in the amount of \$5,199.77 to General Motors Corporation in order to obtain free and clear title of original vehicle. Once all of the final repurchase paperwork, including your dealer check, has been sent back to the Reacquired Vehicle Disposition Center (RVDC), General Motors will issue a check in the amount of \$24,489.54.

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

PLEASE NOTE ON THE WORKSHEET THAT GM IS PAYING THE TAXES AND FEES BELOW. THIS SHOULD BE SHOWN WHEN YOU PREPARE THE PURCHASE ORDER.

Replacement VIN:	1G1ZU54834F
New Vehicle Sales Price:	\$22,267.30
Used Vehicle Trade Value:	\$18,818.49
Customer cost:	\$3,448.81
Taxes:	\$267.28 (GM Pays)
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 7/27/04	\$24,489.54
Plus title and license fees:	\$ 204.00 (GM Pays)
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. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

Payoff of Original Vehicle = \$24,489.54 Usage / depreciation = \$618.81 Upgrade = \$2,830.00 Total Customer Contribution = \$27,938.35

NOTE: Prior to closing dealer is responsible for confirming with the lien holder that financing (substitution of collateral, financing or refinancing) has been approved.

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

If you are in agreement with this offer, please sign and date below and return this agreement along with a signed Bill of Sale to my attention at the following fax # 866-549-8879.

Three-Way Chevrolet/BAC 114634 Management Agent's Signature and Title.
[Dealership Name BAC] Management Agent's Printed Name and Title.
Authorized General Motors BRC Representative Signature
Authorized General Motors BRC Representative Printed Name

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

File Number 1-209751125

BRC REPURCHASE WORKSHEET

<u>Customer Name</u>

Worksheet filled out by:

Denise Hampton

Old Vehicle VIN: 1G1ZT54864F New Vehicle VIN: G1ZU54834F

<u>Date:</u> 7/7/04

DEALER'S SAMPLE PURCHASE ORDER

			DEALER'S SAMPLE PURCHASE ORDER	
TRADE REPURCHASE			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	22,267.30	G	Purchase Price (New Unit)	22,267.30
Adjustment to line 1	0.00	М		
Conversion Cost	0.00		State Sales Tax	267.28
Tax	267.28	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	204.00	s		
Miscellaneous	0.00	Р	Reg./Lic./Title Fees (opt)	204.00
Other	0.00	0		
State Fees	0.00	N S	Additional Aftermarket Items	0.00
Cost to transfer Aftermarket Items	0.00	11	State Fees	0.00
Service Contracts/GMPP	0.00	В		
Miscellaneous	0.00		Miscellaneous	0.00
Transportation Fees	0.00	1-1		
		Y	Other	0.00
Total Replacement Price	22,738.58			
CUSTOMER'S	,	R	Less Dealer Contribution	0.00
Tax	0.00	TET.		
Luxury Tax	0.00	s	Subtotal	22,738.58
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	 -	Trade In	18,818. 4 9
Additional Alternarket Items	0.00	N	Trade III	10,010.43
Usage/Depreciation	618.81	s	Payoff	24,489.54
Damage	0.00	Til-	l ayen	1 .,
Upgrade	2,830.00	В	Net Allowance	(5,671.05
Downgrade (deducted)	0.00	 	10001 4100100	(5,51.1155
Reimbursement of Aftermarkets	0.00	1-1	Cash on Delivery (Paid by GM)	471.28
Other	0.00	TY		
Dealer Contribution (deducted)	0.00		Total Balance Due	27,938.35
Total Customer Cost	3,448.81			
rotal oustomer oost	0,440.01	_	Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	19,289.77			
Trade Reputeriase Amount	15,205.11			
Total Payoff Amount	24,489.54		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/y)				
Dealer Due to GM	5,199.77			

Estimated Auction Price	18,180.76		**This is a "work in process" until signed
Projected (Loss)	(1,109.01)		by a GM Authorized Representative**
			Rev 5/5/04

2004

DEAL # 856494



California Ave 3800 California Ave Bakersfield, CA 93309 Phone: (661) 283-3300 **Auto Mall** 4600 Wible Rd. Bakersfield, CA 93309 Phone: (661) 834-3400

ACKNOWLEDGEMENT OF PURCHASE OF AFTER SALE PRODUCTS

JULY 19, 2004		
DATE OF CONTRACTCHEVR		
YEAR MAKE	111111111111111111111111111111111111111	
1.447 7 7 7 0		
MODEL 1G1ZT54824F		
BERIAL NUMBER		
understand that I have purchased the following	g after-sale products.	
FIN TOUCH ITEM	PRICE	360.00
THEFT CODE		225.00
EX-1 ALARM	•	360.00
WINDOW TINT	***************************************	202.50
		, , , , , , , , , , , , , , , , , , , ,
	1	
	,	
he total cost of these items is shown on the "A	Accessories" line of my contra	act
	•	Customer Initials
understand these items were voluntarily purch price consideration. I also acknowledge that no equirement.		
Manager's Signature	Customer's Sig	gnature
	ļ 	
	Date	9. 2004
	Date	

6612832494

Chevrolet

A Symbol Of Quality For Over 45 Years . .



DATE: TO: FROM: COMPANY FAX NO.: TELEPHONE NO.: 661 NO. OF PAGES (INCLUDING COVER): Two Locations! URGENT ☐ FOR REVIEW ☐ ACTION REQUIRED ☐ PLEASE REPLY 3800 California Avenue Bakersfield, CA 93309 MESSAGE: 4500 Rudnick Court Bakersfield, CA 93313 Phone (661) 283-3300 And Online! www.3waychevrolet.com



Russ Meek

Chevrolet A Symbol Of Quality For C	Over 45 Years • •
	:
DATE:	•
TO: FROM:	- ·
	<u>el</u> :
<u>GM</u> <u>GGI 283 3530</u>	
FAX NO.; TELEPHONE NO.: 283 2437	-
TELEPHONE NO.: 800 231 1841 X 58723	- •
RE:	- :
	Two Locations!
☐ URGENT ☐ FOR REVIEW ☐ ACTION REQUIRED ☐ PLEASE REPLY MESSAGE:	3800 California Avenu Bakersfield, CA 93309
ALBOAGE:	4500 D. Haid Co
<u> </u>	4500 Rudnick Court Bakersfield, CA 9331;
	Phone (661) 283-3300
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	And Online!
	www.3waychevrolet.com
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GENERAL MOTORS BUSINESS RESOURCE CENTER

July 22, 2004



TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, VIN#1G1ZT54864F116942

Case Number: 1-209751125

Dear Mr. & Ms.

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN#1G1ZT54864F116942 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 VIN 1G1ZT54824F208016 2004 Chevrolet Malibu. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 8/13/04	\$24,115.63
Plus Upgrade	\$ 225.00
Plus Usage	\$ 618.81
Plus Taxes	\$ n/a
Plus registration, tag, title fees	<u>\$ n/a</u>
TOTAL RESPONSIBILTY OF CUSTOMER	\$24,959.44

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

General Motors will repurchase VIN#1G1ZT54864F116942 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-549-8879 by July 23, 2004, 12pm Eastern time. 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

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 Three-Way Chevrolet. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58723 if you have any questions or concerns.

Sincerely, Denise Hampton

Business Resource Center



1-22-04 DATE











GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

July 23, 2004



RE: Repurchase for 2004 Chevrolet Malibu, VIN#1G1ZT54824F208016

Dear Mr. & Ms.

The following parties,

Three-Way

Chevrolet have a closing date outlined below as the date that the Repurchase is to be completed. This is the date the *final package* will arrive. Please make sure the customer completes the repurchase on this day and that you return the documents to the RVDC immediately after for completion of the repurchase.

The closing date has been set for July 29, 2004. Once you are in receipt of the packet, please contact the customer. The customer will be notified to coordinate the time with you.

Thank you for your cooperation.

Sincerely,
Denise Hampton
Repurchase Specialist
1-800-231-1841 ext. 58723

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~ (VIN - This is not mall R) - POWER Workstation

Vehicle Functions File Subscreens Tools Display Print Go To



Window Sticker

THREE WAY CHEVROLET HUMMER

Stock#: 0856395D

OHCCSQG

Vin: 1G1ZU54834F

Status: Ready to Sell

MEEKRUSS 05/21/04 10:03 TAYLORMI 05/20/04 11:36

CO02366918L 11005010401

Location: H

Order#:

Shipped Date: 03/24/04

DAN: DT

04 CHEVROLET MALIBU

LT

4DR SDN

Odometer: 000002

Model#: 1ZU69

Color: MEDIUM GRAY METALLIC

/ MEDIUM GRAY METALLIC

Trim: GRAY

List: 25100.00 Option Package: 1SB

STD* STANDARD EQUIPMENT

23270.00

1SB MALIBU PREFERRED EQUIP GRP 1SB

905.00

F1=Help		
Alt =Menu	Home/End=Top/End of File	Esc=Return
	SUBWSTKR MEEKRUSS	67T001 Y28

To: John RAMIZEZ

Re:

This is the one she

PILLED OUT

VIN#
161\$U54834F

Customer Request # 1-209751125 BBB # CHV0440361

Straight 0 Trade 0 Mandated 0 Mediated 0

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

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

Use the charts below to help determine overallowance and incentives.

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

Purchase Price (from dealer Bill of Sale) -- (Selling Price) \$22,472.50 (before tax, tag, etc)

MSRP (from BARS Invoice)

\$22,270.00

Difference \$202.50

Difference

(If positive, look for Overallowance)

Trade Allowance (from dealer Bill of Sale) \$850.00

*ACV Amount (from the dealer's ACV form) - (from dealer)

\$850.00

(If

\$0.00

positive, this is the Overallowance amount)

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

Purchase Price (from dealer Bill of Sale) - (before tax, tag, etc.) \$22,472.50

Incentives not included in Purchase Price (from BARS) \$0.00 (Do not include fuel fill credit, dealer incentives or GM card credited back to customer)

Overallowance (difference between Trade Allowance & ACV) \$0.00

Actual price of Vehicle that should be presented to BBB for ATA \$22,472.50?????

09/10/04

BRC REPURCHASE WORKSHEET File Number Customer Name 1-209751125

Worksheet filled out by:
Denise Hampton

Old Vehicle VIN: 1G1ZT54864F New Vehicle VIN: 1G1ZT54824F <u>Date:</u> 7/22/04

			DEALER'S SAMPLE PURCHASE ORDER	
IRADE REPURCHASE			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	19,963. 4 5	G	Purchase Price (New Unit)	19,963. 4 5
Adjustment to line 1	0.00	М		
Conversion Cost	0.00		State Sales Tax	144.37
Tax	144.37	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	196.00	s		
Miscellaneous	0.00	Р	Reg./Lic./Title Fees (opt)	196.00
		0		
		N		
		s		
Cost to transfer Aftermarket Items	1,147.50			
Service Contracts/GMPP	0.00	В		
Miscellaneous	0.00		Miscellaneous	0.00
Transportation Fees	0.00	Т		
		Y	Other	0.00
Total Replacement Price	21,451.32			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	0.00	ΙE		
Luxury Tax	0.00	s	Subtotal	20,303.82
Reg./Lic./Title Fees (opt)	0.00	Р		
Additional Aftermarket Items	0.00	0	Trade In	19,119.64
		N		
Usage/Depreciation	618.81	s	Payoff	24,115.63
Damage	0.00			
Upgrade	225.00	В	Net Allowance	(4,995.99)
Downgrade (deducted)	0.00			
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	340.37
Other	0.00	Υ		
Dealer Contribution (deducted)	0.00		Total Balance Due	24,959.44
Total Customer Cost	8 4 3.81			4 4 4 = = =
			Amount to Dealer for additional Fees	1,147.50
Trade Repurchase Amount	20,607.51			
Total Payoff Amount	24,115.63		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy	08/13/04			
Dealer Due to GM	3,508.12			
GM Due to Dealer	NA	<u> </u>		
		_		

Estimated Auction Price	18,180.76		**This is a "work in process" until sign	ned
Projected (Loss)	(2,426.75)		by a GM Authorized Representative**	
				Rev 5/5/04

Dealer Confirmation Letter- Trade Repurchase (Dealer Participation) Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa F1 33610 Phone (800) 231-1841 x 58723, Denise Hampton

Trade Repurchase Agreement between Chevrolet and its dealer partner Three-Way Chevrolet .

Customer's Name:	
Case Number: 1-20	9751125

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

The dealer will issue a check in the amount of \$3,508.12 to General Motors Corporation in order to obtain free and clear title of original vehicle. Once all of the final repurchase paperwork, including your dealer check, has been sent back to the Reacquired Vehicle Disposition Center (RVDC), General Motors will issue a check in the amount of \$24,115.63 to GMAC.

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

PLEASE NOTE ON THE WORKSHEET THAT GM IS PAYING THE TAXES AND FEES BELOW. THIS SHOULD BE SHOWN WHEN YOU PREPARE THE PURCHASE ORDER.

Replacement VIN:	1G1ZT54824F
New Vehicle Sales Price:	\$19,963.45
Used Vehicle Trade Value:	\$ 19,119.6 4
Customer cost:	\$ 843.81
Cost to transfer Aftermarket items:	\$1,147.50 (GM pays-PIs note on bill of sale)
Taxes:	\$144.37 (GM pays – PIs note on bill of sale)
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 8/13/04	\$24,115.63
Plus title and license fees:	\$196.00
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.

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

Payoff of Original Vehicle = \$24,115.63 Usage / depreciation = \$618.81 Upgrade = \$225.00 Total Customer Contribution = \$24,959.44

NOTE: Prior to closing dealer is responsible for confirming with the lien holder that financing (substitution of collateral, financing or refinancing) has been approved.

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

If you are in agreement with this offer, please sign and date below and return this agreement along with a signed Bill of Sale to my attention at the following fax # 866-549-8879.

Three-Way Chevrolet/BAC 114634 Management Agent's Signature and Title.
Three-Way Chevrolet/BAC 114634 Management Agent's Printed Name and Title.
Authorized General Motors BRC Representative Signature
Authorized General Motors BRC Representative Printed Name

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



To: Russ Meek	From: Denise Hampton
Fax: 661 283 6773	Fax: 866-549-8879
Pages: 2	Phone: 800-231-1841 X58723

Attached is the Dealer Confirmation Letter and Repurchase Worksheet. Please sign and return via fax along with a New Bill of Sale. After I have received the documents, I will send the file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax Documents.

I CANNOT PROCESS CASE WITHOUT ALL DOCUMENTS.

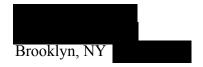
- Signed Dealer Confirmation Letter
- A New Bill of Sale base off of Worksheet Dealer Sign Only

Thanks,
Denise Hampton
Repurchase Coordinator

CMPP Request for Processing

SR#	1-211	569851]						
New/Used:	New		Division:	Chevrolet	Veh	icle Style:	Car		
Complete VIN:		10	61ZS52F64F		Veh	icle Year:	2004		
Divisi	on - Deale	r Code:	Chevrole	et 13-32888					
General Motors has agreed to :									
		Approve and pay for a new plan - no GMPP Coverage currently							
Special Instructions: Check if applicable									
☐ Transfer all claims to new policy ☐ Endorse selling dealer code to Division co							on code		
(Selling dealer to keep profit. Division is debited the dealer's profit)									
Delivery I	Date:	03/11/04		Odomete	r Reading:	965			
Plai	n Purchase	e Date:	06/14/04 Customer Ownership: Owner			ner			
Business	Name:								
Custome	r Name -	- Title: Mrs.		(First - M.I La	ast):				
Address I	Line 1:								
Address I	Line 2:								
City:	Brooklyn			State:	NY	Zip:			
Plan	Туре:	SmartCare		# of Months:	12 Months	Mileage:	12000		
Plan	Туре:			# of Months:		Mileage:			
		Deductible:		\$0					
Plan Lien Holder (Select Division below):									
	Division A	sion Address: Chevrolet - PO Box 33170 Detroit, MI 48232-5170							
CRM (Decision Maker): Jennifer Legler									
Team Manager / Liaison: Scott Pettigrove/Cynthia Warren									
Team CA	ARS Site:	Port	tland		Date:	06/1	5/04		

□ AVM Requested



Service Request: 1-211569851

Customer Relationship Manager: Jennifer Legler

Dear Mrs.

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 2004 Chevrolet Malibu, Vehicle

Identification Number 1G1ZS52F64F is for the following:

• 12 months or 12,000 miles, whichever occurs first, beginning on June 14, 2004and ending on June 14, 2005, and begins with 965 miles and ends with 12,965 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 your local GM Dealer if you have coverage 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,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Barefoot Bay, FL

Service Request: 1-213232261

Customer Relationship Manager: Sally Reilly

Dear Mr.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

September 10, 2004



Service Request: 1-214371436

Customer Relationship Manager: Cornelia Bright-Smith

Dear Ms.

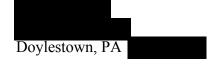
We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 866-952-4368 extension 57582 on Monday through Friday during the hours of 8:00 a.m. and 4:45 p.m. EST. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

September 10, 2004



Service Request: 1-214469903

Customer Relationship Manager: Marty Butler

Dear Mr.

We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu, 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 1-866-952-4368 extension 57878 Monday through Friday during the hours of 11:00 a.m. to 6:30 p.m., EST. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

TO:

LAW OFFICES OF

STEVE LEHTO

31275 Northwestern Highway ■ Suite 121 ■ Farmington Hills, MI 48334

Telephone (248) 855-0866 Fax (248) 855-9756

Steve Lehto Adam S. Alexander

http://www.lehtoslaw.com E-Mail Lehto@Kennon.com

TO:

OF PAGES (INCL. COVER SHEET):

COMMENTS:

The information contained in this facsimile message is attorney privileged and confidential information intended for the use of the individual or entity named above. If the reader of this message is not the intended recipient or the employee or agent responsible to deliver it to the recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this in error, please notify us by telephone and return the original message to us at the above address via U.S. Postal Service.

LAW OFFICES OF STEVE LEHTO

31275 Northwestern Highway ■ Suite 121 ■ Farmington Hills, MI 48334

Telephone (248) 855-0866 Fax (248) 855-9756

Steve Lehto Adam S. Alexander

http://www.lehtoslaw.com E-Mail Lehto@Kennon.com

June 4, 2004

Deborah Arias MSX General Motors BRC Attn: Legal Group C/O MSX International 1464 John A. Papalas Drive Lincoln Park, MI 48146

Re: Spencer v. G.M.

Dear Ms. Arias:

My client has rejected your offer of June 2, 2004. I have enclosed an independent analysis of the current problems from a certified mechanic at Southside Auto Repair. As you can see, the mechanic confirmed the drift:

"found mostly LH drift on various road surfaces. Constantly need to correct to right to stay in lane. Recommend front end alignment to see where specs at"

Since the problem has been independently confirmed, and since this problem certainly impairs the value and use of the vehicle, please treat this letter as a re-newed request for repurchase under Michigan's Lemon Law.

Please contact after you have reviewed this proposal.

Sincerely,

Adam S. Alexander, Esq.

AA/zb Enc.





GENERAL MOTORS BUSINESS RESOURCE CENTER

July 7, 2004

VIA FAX ONLY

Adam Alexander, Esq. Law Offices of Steve Lehto 31275 Northwestern Highway Suite 121 Farmington Hills, MI 48334

Re:

CARS File No.: 1-214728434 2004 Chevrolet Malibu VIN # 1G1ZT52884F

Dear Adam:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2004 Chevrolet Malibu for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Payoff to lienholder (good through 7/19)

\$21,608.71

The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lienholder if the amount should change.

Total due to attorney: \$1,500.00

This offer requires a contribution of \$701.10 by your client in the form of a certified check or money order to complete this repurchase.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and your federal tax ID. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

July 8, 2004 Page 2							
General Motors requests you make this offer available to your client at the earliest possible opportunity.							
If this offer is acceptable to your client(s), please have your client(s) sign this offer letter and return it to me at the fax number shown below.							
Sincerely,							
Deborah Arias BRC Legal Case Manager Ph# 800-231-1841, prompt 9, prompt 5, extension 57889 FAX# 866-214-0880 cc: FILE							
Client's Signature Client's Signature							

Date

Date

Law Offices of Steve Lehto 31275 Northwestern Hwy., Suite 121 Farmington Hills, MI 48334



Attn: Legal Group/Robert Fick C/O MSX International 1464 John A. Papalas Drive Lincoln Park, MI 48146

5 2004

LAW OFFICES OF **STEVE LEHTO**

31275 Northwestern Highway ■ Suite 121 ■ Farmington Hills, MI 48334

Telephone (248) 855-0866 Fax (248) 855-9756

Steve Lehto Adam S. Alexander http://www.lehtoslaw.com E-Mail Lehto@Kennon.com

May 4, 2004

MSX General Motors BRC Attn: Legal Group/Robert Fick C/O MSX International 1464 John A. Papalas Drive Lincoln Park, MI 48146

Re: v. G.M.

Dear Mr. Fick:

I have enclosed supporting documentation relating to the above Chevrolet customer. Mr. has experienced steering problems, and alignment/pulling problems which still exist. The vehicle has been out of service at least six (6) times for these problems. I feel very strongly that it meets the criteria for Michigan's Lemon Law. (See enclosed repair invoices).

Please treat this letter as a demand for a repurchase under Michigan's Lemon Law. Please contact me after you have reviewed this matter.

Sincerely,

Adam S. Alexander, Esq.

AA/mc Enclosure

5246 So. Division PART HO DESCRIPTION KENTWOOD, MI 49548 AMOUNT AMOUNT 616-249-1060 F 151220 PM AM. Name Pain Adulress City Phone wash ready Name of Additional Person Yes_ Who May Authorize Repair Vitch Licenso No. Ord Cider Ko. 114 CM. PRECOL 1 8 CM 1 ROL Enteredor/Writer Petein Paris □ No ☐ Yes Clarrostic Cherus \$ Deliv Blarage S ☐ Chame Costs Check Credit Card ☐ Hriv. □ noth □ FM Unless otherwise provided by law, the seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchanishility or fitness for a periodiar purpose, and neither essumes not authorizes any other person to essume for it any liability in connection with the sale of said products. Estimated Amount Actual Amount REPAIR ORDER . LABOR INSTRUCTIONS ORDER REPAIR CECCIÓN DESAIRE **BROUGHT FORWARD** TOTAL PARTS Estimated Cost of Repair Work YOU ARE ENTITLED BY LAW TO THE RETURN OF HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WATH NECESSARY MATERIALS YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE Total Labor VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK, AN EXPRESS MECHANICS LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO THE AMOUNT OF REPAIRS THERETO YOU WILL NOT BE HELD RESPONSIBLE FOR **Total Parts** LOSS OR DAHAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, BE SENT BACK TO THE MANUFACTURER OR DIS-THEFT, ACCIDENT OR ANY OTHER CAUSE HEYOND YOUR CONTROL Environmental Charges TRIBUTOR BECAUSE OF WARRANTY WORK OR AN Special Repairs EXCHANGE AGREEMENT. YOU ARE ENTITLED TO IN-Gas, Oil, Grease SPECT THE PARTS WHICH CANNOT BE RETURNED Tires, Tubes TO YOU. GAL, GASOLINE . Total QT9, CIL Tex Less Deposit LBS. GREASE TOTAL AMOUNT TOTAL GAS - OIL - GREASE

INVOICE



2929 Burlingame, S.W. P.O. Box 909

Grand Rapids, Michigan 49509-0909 Phone (616) 249-2199

DUPLICATE 1 PAGE 1

HOME: SERVICE ADVISOR: 249 LLOYD VONK MICHAGE IN OUT TOTAL COLURY YEAR! WAKEANDEL T224 5133/5133 1G1ZT52884F CHEVROLET MALIBU BLACK 17FEB2004 210CT2003 17:00 23FEB04 82.00 CASH STK: 2095 DLR: 44214 ENG: LX9 TRN: MX0 R OF OPPONS:

11:01 10FEB04 17:01 17FEB04 LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER STATES OF INTERMITTENT POWER STRERING INOP-AFTER SETTING

OVERNIGHT/RESTART ALL OK

CAUSE: STEERING COLUMN

WYOMING, MI

E7680 COLUMN ASSEMBLY, STEERING REPLACE

339 KRAGT, RYAN LIC#: M238352

WS 4.21 1 22687709 F-COLUMN KI (N/C)

(N/C)

PARTS:

PARTS:

0.00 LABOR:

0.00 OTHER:

0.00 TOTAL LINE A: 00.0

5133 STEERING COLUMN WS TEST DROVE TO VERIFY CUSTOMER CONCERN. CHECKED FOR DTC INFORMATION. FOUND DTC C0545, AND C0460. CALLED TAN FOR ANY RELATED CONCERNS. STEERING COLUMN NEEDS TO BE REPLACED. ORDERED STEERING COLUMN THROUGH TAN. RECIEVED STEERING COLUMN. REPLACED

STEERING COLUMN AND TEST DROVE TO VERIFY REPAIRS *********

B RENTAL VEHICLE OUTSIDE SERVICE CAUSE: RENTAL

Z7906 7 DAY RENTAL CHARGE 999 WS 0.00



SUBL ENTERPRISE/INV#D244327/PO#326746/7~DAY RENTAL @ \$42 PER

DAY/2.10.04 11:19AM

0.00 LABOR:

PO#46600

I understand that Clessic Cheurolas, inc. complex with all cust Act and as required by their conspany policy.

CUSTOMER SIGNATURE X

WS

0.00 OTHER:

0.00 TOTAL LINE B:

THIS AMOUNT

(N/C)0.00

70.00 D S

ENTERPRISE/VIN#1GNDT135342306803/INV#D244307 PO#326746

SERVICE DEPT. HOURS DISCLAIMER OF WARRANTES emplying to this parties are those which may be effered by the merutach is express or implied, including any implied warmships of merciantishing about the property of the common of the -Certification-All repairs and parts listed were furnished in compliance with Michigan auto rapair act. (P.A. 300)

SAFEGLIARD ÁCT:

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS. OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS ADJUSTMENTS	0.00
BALES TAX	0.00
PLEASE PAY	

DESCRIPTION LANGUE STOTALS

INVOICE



2929 Burlingame, S.W. P.O. Box 909 Grand Rapids, Michigan 49509-0909 Phone (616) 249-2199

WYOMING, MI

PAGE 1

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CUSTOMER SIGNATU	RE X						THIS AMO	NUNT 3		

INVOICE



2929 Burtingame, S.W. P.O. Box 909 Grand Rapids, Michigan 49509-0909

Phone (616) 249-2199

WYOMING, MI

PAGE 2

HOME: 249 LLOYD VONK SERVICE ADVISOR: DEPART TO TABLE AGE IN COLUMN TO TABLE CDLOR : YEAR : MAKEMADE : WAS COME ! T391 6802/6802 1G1ZT52884F CHEVROLET MALIBU BLACK 04 COLUDATE *** WAIT 10MAR04 82.00 | CASH 10MAR2004 210CT2003

OPTIONS: STK: 2095 DLR: 44214 KNG: LX9 TRN: MXO

12:01 10MAR04 10:56 10MAR04

TOTAL LIST NRT LINE OPCODE TECH TYPE HOURS

E** 3,000 MILE MAINTENANCE SERVICE

CAUSE: MISC

JO ... A

27410 COMPLIMENTARY LUBE, OIL AND FILTER SERVICE

339 KRAGT, RYAN LIC#: M238352

WS 0.40

(N/C) 1 25010792 OIL FLTR (N/C) 5 12345615 QIL 5W30B

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PARTS:

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339 KRAGT, RYAN LIC#: M238352

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LINE E OIL CHANGE LABOR OP Z7410, FAILURE CODE 98, AUTH CODE "G", INSERT AMOUNT IN NET ITEM COLUMN. ORIGINAL LETTER ATTACHED TO HARD COPY AND

SHOULD BE RETAINED IN CUSTOMER'S FILE.



SERVICE DEPT. HOURS DISCLAMER OF WARRANTIES The only worresties applying to fait partial are those which neep he offered by the market of warrantee, either express or implied, including any implied warrantee or supplied any other patient to assume for it any faithful in connection with the entitled on recover into the self-page depler any consequential demages, damages to prince or any other incidental demages. -Cartification-All repairs and parts listed were furnished in compliance with Michigan auto repair act. (P.A. 300) BAFEGUARD ACT: CUSTOMER SIGNATURE X

COPSERSOROR	AND TOTALS
LABOR AMOUNT	15.95
PARTS AMOUNT	0.00
GAS. OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	15.95
LESS ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	
I NIS AMOUNT	

CUSTOMER SIGNATURE X

257286

INVOICE 2929 Burlingame, S.W. P.O. Box 909 Grand Rapids, Michigan 49509-0909 WYOMING. MT PAGE 1 Phone (616) 249-2199 HOME: 198 KATHY MORSE SERVICE ADVISOR: TO THE REPORT OF THE PARTY OF T CHEVROLET MALIBU 1G1ZT52884F **T710** BLACK *7773/777*3 DELIDATE PRODUCTION WARRIES PROVIDED PR 210CT2003 17:00 31MAR04 82.00 CASH 30MAR2004 R.O. SPECED TREADY TO OPTIONS: STK: 2095 DLR: 44214 ENG: LX9 TRN: MX0 10:12 30MAR04 | 15:49 30MAR04 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A CUSTOMER STATES, STEERING VEERS LEFT OR RIGHT, FEELS SLOPPY. CAUSE: PULLS E2020 WHEEL ALIGNMENT CHECK AND/OR ADJUST 174 NAMBY, PAUL LIC#: M114269 WS (N/C)1.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 0.00 TOTAL LINE A: 7773 WS ROAD TEST AND CHECK ALIGNMENT CHECK CAMBER CASTER AND TOE , C RENTAL VEHICLE - OUTSIDE SERVICE CAUSE: RENTAL 27901 ONE DAY RENTAL 999 IPS 0.00 SUBL ENTERPRISE/INV#D245033/PO#329603/1-DAY RENTAL S \$30 PER DAY/10:53A SERVICE SPACES 3.20.04 PO#46600 (N/C) **IPS** PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 0.00 TOTAL LINE C: ENTERPRISE/VIN#1GCDT136X48132446E/INV#D245033/ PO#329603 ***** D** CUSTOMER STATES, DRIVERS POWER WINDOW CHATTERS WHEN WET-ADD ON APPROVED BY KATHY MORSE CAUSE: LUBED C1043 WEATHERSTRIP WEATHERSTRIP/CHANNEL, FRONT DOOR WINDOW RUN (WINDOW FRAME) LEFT ALIGN OR REPLACE 338 POLDERMAN, JONATHAN LICH: M2384 VH WS \$0.00 } € (N/C)FC: PART#: COUNT: CLAIM TYPE: SERVICE DEPT. HOURS LABOR AMOUNT PARTS AMOUNT DISCLAIMER OF WARRANTIES on applying to this pertist and those which may be othered by the elementary. The saling flow express or implied, including any implied evertetties at merchanicality or threes for orders any other person on assume for it only legably in consuming with the sale of this pert over from the saling deuter any consequential distinguis, demages to properly, demages GAS, CIL, LUBE SUBLET AMOUNT MISC. CHARGES -Certification-TOTAL CHARGES All repairs and parts listed were furnished in compliance with Michigan suce repair act. (P.A. 300) LESS ADJUSTMENTS GAFEGUARD ACT:

Classife Chevrolet, inc. complies with all customer safequent laws and requisitors as required by the Gramm-Leach-Billing and by their company policy. SALES TAX

PLEASE PAY

THIS AMOUNT

INVOICE



2929 Burlingame, S.W. P.Q. Box 909

Grand Rapide, Michigan 49509-0909 Phone (616) 249-2199

NET

WYOMING, MI HOME:

PAGE 2

SERVICE ADVISOR: 198 KATHY MORSE TAG COLOR CHEVROLET MALIBU 1G1ZT52884F1 7773/7773 T710 PROD DATE WATE EXP. PROMISED PAYMENT SAINVEDATES OF DATE 210CT2003 17:00 31MAR04 CASH 30MAR2004 82.00 HO OFENED. OPTIONS: STX:2095 DLR:44214 ENG:LX9 TRN:MX0 10:12 30MAR04 15:49 30MAR04

PARTS:

0.00 LABOR:

LINE OPCODE TECH TYPE HOURS

AUTH CODE:

0.00 OTHER: 0.00 TOTAL LINE D:

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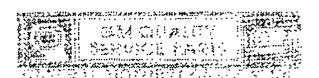
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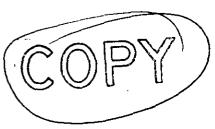
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CHECKED WINDOW OPERATION. WINDOW WORKING PROPERLY.

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SERVICE DEPT, HOURS

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DISCLAIMER OF WARRANTIES

those which may be affirmed by the magnifunturier. The selling dealer remains appreciate discioling any implied warrantee of merchanishing any implied warrantee of merchanishing or fibrasis for a pretional purpose, and neither manuals for its my liability in commercion with the sale of the party and/or specifical fluory stale inst. sale of time, or commercial damages, demages, to property, damages for lose of use, lose of time, or

-Certification-

All repairs and parts listed were turnished in compliance with Michigan auto regain act. (P.A. 300)

I understand that Classic Charrolds. Inc. complies with all most Act and an required by their company policy. ŚAFEQUARĎ ACT; DUTOMO EXPONENT INVE

CUSTOMER SIGNATURE X

DESERVEDA	40mls
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL. LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



PAGE LOF 1

CUSTOMER COPY

P.O. Box 310 • 3156 Highland Drive Hudsonville, MI 49426 Phone 616-669-6683 F-148983



AGES TO PROPERTY, DANAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITE, OR INCOME OR ANY OTHER MICHELITAL DAMAGES.

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DUR SERVICE MANAGER - DOUGL	AS BAKER 1-616-669-6	583			COMPLIANCE WITH MICHIG	AN AUTO REPAIR ACT P.A. 300
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[END OF INVOICE] 11:11em



2929 Burlingame, S.W. P.O. Box 909 Grand Rapids, Michigan 49509-0909 Phone (618) 249-2199

INVOICE

WYOMING, MI

PAGE 1

HOME: SERVICE ADVISOR: **421 TRAVIS BUDZYN** MEGERSE MARKAGENICUTO . . "-8420/8420" | T527 BLACK CHEVROLET MALIBU 1G1ZT52884F HATE PARMENTS HATE SEX DEC BATE () SEROD DATE AVAITE EXP. 10 TO SEED 12 CONF. 12 CONF. 14:00 16APR04 210CT2003 82.00 | CASH 16APR2004 OPTIONS: STK: 2095 DLR: 44214 ENG: LX9 TRN: MXO RIC OFFIED THE READY 14:11 15APR04 09:00 16APR04 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A CUST STATES VEH DRIFTS LEFT E2020 WHEEL ALIGNMENT CHECK AND/OR ADJUST 174 NAMEY, PAUL LIC#: M114269 POTIPSTICUSO COLUMN STANDING SON STORY (N/C)

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PARTS:

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Z7901 ONE DAY RENTAL

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CENERAL MOTOR COMPOSITION CI

SUBL ENTERPRISE/INV#D245302/PO#330597/1-DAY RENTAL @ \$30 PER DAY/2:17PM

4.15.04 PO#46600 -

PARTS:

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SERVICE DEPT. HOURS

DISCLAIMER OF WARRANTIES

The only warrontes applying to this portial are those which may be offered by the regrute of warrantes, either exposes or implied, including any implied warrantes of microhetistic sesumes or purchasts any other paranon to assume for it any indigit of connection with the be outlided to recover from the celling doctor any consequential damages, damages to present our orange or any other texticentatic damages.

-Certification-

All repairs and parts listed were furnished in compliance with Michigan auto repair act. (P.A. 300)

CUSTOMER SIGNATURE X

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AND DESCRIPTION AND	To be successful the same
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC, CHARGES	0.00
TOTAL CHARGES	0.00
LESS ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY	
THIS AMOUNT	**************************************

id. All a repeal offe Pursasan's Aucadore Signature (A) PURCHASERS NOTE: IF VEHICLE TITLE IS NOT RECEIVED WITHIN SO DAYS, CONTACT THE BUREAU OF AUTOMOTIVE REGULATION AT 1-800-282-4204

LIFE INVESTORS INSURANCE COMPANY OF AMERICA

23 330930

Home Office: Cedar Rapids, Iowa 52499 Herein called: The Company 1-800-445-8154

Group Policy No. 2004	ರ ಸಕ್ಷಣಕ್ಕೆ ಬಳಿಗೆ ಗಟ್ಟ	SCHEDULE		Certificate N	۷o.
Account Name (Polley Holder)	. (1) The second of the second		Date of First Payment 11/20/2603	MI-908	3617
Debr	\$.5		Dat	Account Number	
Co-Debtor (Also Called You)	S.s.		Date of Birth	☐ FixeX Term	☐ Truncated
Street	oning hi	City	_ /1	State.	"ZIP
Name of Castor			Secondary Beneficiary ESTATE	1	
Effective Date Maximum Is Age LIFE - 70 DISABILITY	**055 551 0	Scheduled Maturity Date of Loan 10/20/2009	of Insurance (I Insurance Mos.) Disability 72	Interest Rates
INSURANCE REQUESTED	TOTAL & PERME		EFIT	PREMIUM	TOTAL & PERM PREMIUM
01,16 Decreasing Single Life.		Initial Amount of Life Insura (Total of Payments)	ince	to the topping on a	
02;26 GROSS Balance Decreasing Joint Life	The state of the s	Initial Amount of Life insure (Total of Payments)	ince		
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14;89 Decreasing Joint Life	Yes No	Initial Amount of Life Insure	ınce		
03 Single LEVEL Life		Amount of Life Insurance .			
04 Joint LEVEL Life		Amount of Life Insurance			1
26;63 After 14-day Waiting Period, Benefits begin on the 1st day month in which disability beg		Monthly Disability Benefit Special Whole Monthly Ben	nefit		
55;49 Disability beginning 15th day	1.771482 (7.140)	Monthly Disability Benefit 14E			
53;13 Disability beginning 1st day after 14-day Waiting Period	☐Yes ☐No	Monthly Disability Benefit 14R	364.03	1323.61	
56;16 Disability beginning 31st day after 30-day Waiting Period	☐Yes ☐No	Monthly Disability Benefit 30E	., =		
54;14. Disability beginning 1st day after 90-day Walting Period	1 -1:100	Monthly Disability Benefit 30R			****
Initial Amount of Loan 5	daximum Life Benefit	Maximum Monthly Disability Benefit	Total Disability - Aggregate Benefit	Total Insura	nce Charges
* Tatal & Parm — Total and Barrason Dis-	\$60,000	\$1000	\$60,000	1323.61	<i>i</i>

* Total & Perm. = Total and Permanent Disability Jt. Dis. = Joint Disability

Total & Permanent Disability premium disclosed as charges for additional coverage provided. See section Total and Permanent Disability.

**MAXIMUM TERM: LIFE - 84 months or when you attain age 71, whichever comes first. DISABILITY - 84 months or when you attain age 66, whichever comes first.

REQUEST FOR INSURANCE

You are applying for group credit life and disability insurance under Group Policies shown on the above Schedule. You will be required to provide Evidence of Insurability. Please read and understand the following:

- 1. THIS INSURANCE MAY DIFFER FROM THE TOTAL LOAN OBLIGATION AND MAY NOT COMPLETELY PAY OFF YOUR INDEBTEDNESS OR COVER PAYMENT OF ALL UNPAID SCHEDULED INSTALLMENTS.
- 2. YOU ARE NOT ELIGIBLE FOR LIFE INSURANCE COVERAGE, IF YOU HAVE REACHED YOUR 71ST BIRTHDAY. NO LIFE INSURANCE COVERAGE WILL BE PROVIDED BEYOND YOUR 71ST BIRTHDAY.
- 3. YOU ARE NOT ELIGIBLE FOR DISABILITY INSURANCE COVERAGE, IF YOU HAVE REACHED YOUR 66TH BIRTHDAY. NO DISABILITY INSURANCE COVERAGE WILL BE PROVIDED BEYOND YOUR 66TH BIRTHDAY.
- 4. YOU ARE NOT ELIGIBLE FOR TOTAL AND PERMANENT DISABILITY INSURANCE COVERAGE, IF YOU HAVE REACHED YOUR 66TH BIRTHDAY. NO TOTAL AND PERMANENT DISABILITY INSURANCE COVERAGE WILL BE PROVIDED BEYOND YOUR 66TH BIRTHDAY.
- 5. EITHER TOTAL AND PERMANENT DISABILITY COVERAGE OR TOTAL DISABILITY COVERAGE MAY BE SELECTED. BUT NOT BOTH, IF BOTH ARE SELECTED, THE TOTAL AND PERMANENT DISABILITY SHALL BE

TERM LIFE INSURANCE.

- 6. YOU ARE ELIGIBLE FOR LIFE INSURANCE ONLY IF: A) YOU ARE ABLE TO DO THE NORMAL ACTIVITIES OF I PERSON OF THE SAME AGE AND SEX; OR B) YOU HAVE REGULARLY WORKED FOR COMPENSATION OF PROFIT, AT LEAST 30-HOURS PER WEEK, FOR THE TWO WEEKS PRIOR TO THE EFFECTIVE DATE OF INSURANCE.
- 7. YOU ARE ELIGIBLE FOR TOTAL DISABILITY OR TOTAL AND PERMANENT DISABILITY INSURANCE ONLY IF YOU THAVE REGULARLY WORKED FOR COMPENSATION OR PROFIT, AT LEAST 30 HOURS PER WEEK, FOR THE TWO WEEKS PRIOR TO THE EFFECTIVE DATE OF INSURANCE.

DISABILITIES CAUSED BY PREEXISTING CONDITIONS *** ARE NOT COVERED FOR THE FIRST SIX MONTHS

GROUP CREDIT INSURANCE CERTIFICATE

The Debtor and the Co-Debtor, if any, are insured as stated in the Application for Insurance and for the term shown. The Schedule in Application designates which coverage(s) apply. Coverage(s) not designated are not in effect. All insurance is subject to the terms of the Grt Policy issued to the Creditor.

A DÉFINITIONS

DEBTOR: The borrower of money or a purchaser or lessee of goods, services, property rights or privileges for which payment is arrang through a credit transaction.

CO-DEBTOR: A person, other than the Debtor, who also has become indebted to the Creditor under the same indebtedness as the Debtor ε

has signed the contract of indebtedness.

LEASES: When used in this Certificate, the term "Loan(s)" also applies to "Lease(s)". The terms "Debtor" and "Co-Debtor" also refer to "Less

SICKNESS: Any sickness or disease resulting in loss covered by this insurance, Refer to Limitations.

INJURY: Any bodily injury caused by an accident resulting in loss covered by this insurance. Refer to Limitations.

TOTAL DISABILITY: That condition resulting from injury or sickness which prevents you, during the first 12 consecutive months of total disabil from performing the duties of your occupation or employment. After the first 12 months, total disability means you are unable to perform duties of your own or any other occupation for which you are suited by reason of education, training or experience. The Company reserves right to require medical evidence of actual total disability from a legally qualified physician or surgeon, other than yourself, in order to jus payment of benefits hereunder. Proof of continuing disability may be required at reasonable intervals taking into account the schedu frequency of the payments and the nature of the disability.

AC 1434 (MI) Rev. 7/00

INSUBED COPY

AN 1431

Application For Insurance To CLASSIC CHEVROLET, LIFE INVESTORS INSURANCE COMPANY OF AMERICA

23 330930

Home Office: Cedar Rapids, Iowa 52499 Herein called: The Company 1-800-445-8154

Group Policy No.	SCHEDULE							Certificate No. MI-9083617				
Account Name (Policy Holder)	_					Oate of	First Payment 1/20/20	03	7 MI	-966	330	17.
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O2;26 GROSS Balance Decreasing Joint Life	[Yes	□ 80	Initial Amoun (Total of Paye	t of Life Insuments)	rance				•		
13;88	_ [Yes	□No	Initial Amoun	t of Life insu	rance						
14;89		Yes	□ No	Initial Amoun	t of Life Insu	rance						
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04 Joint LEVEL Life				Amount of Lif	e Insurance							
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Total & Perm. = Total and Permanent	Disability	Jt. Dis.	= Joint	Disability								

Total & Permanent Disability premium disclosed as charges for additional coverage provided. See section "Total and Permanent Disability"

SHORT FORM HEALTH STATEMENT FOR CREDIT INSURANCE

- READ AND ANSWER THE FOLLOWING QUESTIONS AS INSTRUCTED -

NOTE: ALL QUESTIONS MUST BE COMPLETED IN ORDER TO DETERMINE YOUR ELIGIBILITY FOR INSURANCE DISABILITIES CAUSED BY PREEXISTING CONDITIONS ARE NOT COVERED FOR THE FIRST SIX MONTHS

- **INSTRUCTION** For life and/or disability coverage, answer question 1. 1. a) Have you, within the past 2 years, been diagnosed or treated by a physician for having any of the following conditions or diseases: Diabetes, Neurological Disorder, Stroke, Cancer, Tuberculosis, or Disease of the Lungs, Liver or Kidney, Uncontrollable Hypertension or Heart Disease, or Disorder of the Circulatory System?
 - b) Have you, within the past 10 years, been treated or been diagnosed as having Acquired Immune Deficiency Syndrome (AIDS) or have you been tested positive for HIV?

Proposed Primary Insured	Proposed Joint Insured
YES NO	YES NO
V/155	
YES NO	YES NO

^{**}MAXIMUM TERM: LIFE - 84 months or when you attain age 71, whichever comes first. DISABILITY - 84 months or when you attain age 66, whichever comes first.

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Other owner signs here X	Date Address	29 BURL TREAMP SUPERINE	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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You agree to the terms of this co			e, completely filled
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MARVIN K SPEACER	ي		
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DUPLICATE ORIGINAL -BUYER'S CC

RETAIL INSTALMENT SALE CONTRACT GMAC FLEXIBLE FINANCE PLAN Theater Number. Contract Number.

Dealer Number	Contract number -
d address (include county and zip-code) ৷ ানিক্তিন্ত্রিক ক্রিন্ত্রিক ক্রিন্ত্রেক ক্রিন্ত্রেক ক্রিন্ত্রেক ক্রিন্ত্রেক ক্রিন্ত্রেক ক্রিন্ত্রেক ক্রিন্ত্রেক ক্রিন্ত্রেক ক্রিন্ত্রেক ক্রিন্ত্রেক ক্রিন্ত্রেক ক্রিন্ত্রেক ক্রিন্ত্রেক ক্রেন্ত্রেক ক্রিন্ত্রেক ক্রেন্ত্রেক ক্রিন্ত্রেক ক্রিন্ত্রেক ক্রিন্ত্রেক ক্রিন্ত্রেক ক্রিন্ত	CRAND RAPIDS 2NI CARDO SAND RAPIDS CONTROL OF THE CONTROL OF THE CONTROL OF THE CARDO SAND RAPIDS AND THE CONTROL OF THE CARDON SAND RAPIDS AND THE CONTROL OF THE CARDON SAND RAPIDS AND THE CARDON SAND RAPIDS A
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der the agreements on the front and back of this contract. You agree to payment schedule shown below. We will rigure the charge on a daily bas	
ew or Used Year Make and Model Year Yehide	Identification No. Primary Use for Which Purchased
NEW 2004 MALIBU 1612T5288	and the second s
FEDERAL TRUTH-IN-LENDING DISCLOSURES	Insurance. You may buy the physical damage insurance
ANNUAL FINANCE Amount Total of Payments. PERCENTAGE CHARGE Financed The amount you mill have paid after. The cost of your amount the credit provided to you have made all credit as a yearly credit will cost you or on your payments as rate. 2 90 2179.94 24030-22 26210-16	this contract requires (see back) from anyone you choose who is authorized to self-such insurance in Michigan You are not required to buy any other insurance to obtain credit including are not required to buy any other insurance to obtain credit including are not required to buy any other insurance to obtain credit including are not required to buy any other insurance to obtain credit. Fairy insurance is thecked below, policies or certificates your downtones will describe the terms and compliants.
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72 \$64-03 Monthly beginning 11/20/03	Credit Life: TBüyer Criy) Credit Disability (Buyer Criy) Premium:
Lafe: Charge. If a payment is not received in full within 10 days after it is ductoring of \$% of the part of the payment that is late, with a minimum charge of \$Prepayment. If you pay off all your debt early, you will not have to pay a penalt security interest. You are giving a security interest in the vehicle being purchased interest. In the relation: See this souther for more information, including nonpayment, default any required repayment infull before the scheduled date, a	Credit Life \$ 1/A Credit Life \$ 1/A Credit Life \$ 1/A LIFE INVESTORS
TEMIZATION OF AMOUNT FINANCED	(Horné Office Address)
Cash price A Taxable part of cash price 19632-65 I. Vehicle II. Accessories and installation charges III. Decument preparation fee	Credit life and credit disability Insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you said all your payments on time.
B Sales tax C Non-taxable part of cash price L Negative equity value of taxable in (from line 2A below) \$ N/A Total non-taxable part of cash price Total cash price	\$ 12036-00 increase in your payment or in the number of \$ 1277-96 payments. Coverage for credit-life insurance and credit disability insurance ends on the original due
Downpayment = A Trade in (if net equity value is negative; enter '0' here, and show on line 10() above.)	\$ 22505 c (1)
If Amount owed on trade in paid to Not equity value of trade in	Type of Instrance
B Cash Consecution REBATE	\$ 250.00 STONEBRIDGE CASUALTY INS COM

IF YOU ANSWER "YES" TO QUESTION 1, YOU DO NOT INSTRUCTION - For disability and/or total and permanent of the state of the		
Do not answer if life only. Have you, within the past 2 years, been diagnosed or tree physician for having any of the following conditions or Back or Neck Disorder, Nervous or Mental Disorder, Chroni Syndrome, Epilepsy, Fibromyalgia, or Drug or Alcohol Abus 	diseases: Primary Insure c Fatigue YES NO	YES NO
3. Are you currently unemployed or working less than 30 h week?		YES NO
		tial appropriate box)
IF YOU ANSWER "YES" TO QUESTIONS 2 OR 3, YOU IF YOU ANSWERED "NO" TO QUESTION 1 YOU QUALI		ABIĻITY COVERAGE. HOWEVER,
I/we represent the information and answers to all questions to be untrue may result in no coverage. I/we agree that the for issuing the insurance in connection with my/our loan. I/w the terms of my/our coverage. I/we acknowledge receipt of a IF YOU ANSWER "YES" TO ANY QUESTION, YOU DO COVERAGE WILL BE VOID AND WE WILL PROMPTLY INTERPRED TO YOUR ACCOUNT.	se answers be relied upon by to we understand I/we will receive a copy of this form. TO NOT QUALIFY FOR THE C	he insurance company as the basis a certificate of insurance describing OVERAGE APPLIED FOR. SUCH
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File Number 1-214728434

BRC REPURCHASE WORKSHEET <u>Customer Name</u>

Worksheet Filled Out By: Arias

Old Vehicle VIN:

New Vehicle VIN:

<u>Date:</u> 02-Jun-04

					02-Jun-04	
TRADE REPURCHASE			STRAIGHT REPURCHASE		PAYMENT / LEASE REPUR	CHASE
					Lease Terms MO MI Lease Usage M	
1 Replacement Vehicle Costs	\$0.00		Base Price	\$19,632.65	1 Down Payment / Cap Cost Reductio	\$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	\$1,177.96	3 Reg./Lic./Title (opt)	\$0.00
4 Reg./Lic./Title (opt)	\$0.00	4	Reg./Lic./Title (opt)	\$97.00	4 Aftermarket Items	\$0.00
5 Aftermarket Items	\$0.00		Finance Charges	\$0.00	5 Collateral Costs	\$0.00
6 Collateral Costs	\$0.00	6	Aftermarket Items	\$0.00	6 Pre-Judgement Interest	\$0.00
7 Pre-Judgement Interest	\$0.00	7	Collateral Costs	\$0.00	7 Annoyance / Inconvenience	\$0.00
8 Annoyance / Inconvenience	\$0.00	8	Pre-Judgement Interest		8 Other	
9 Dealer Admin / Vehicle Transfer			Annoyance / Inconvenience	\$0.00	9 Total Additions	\$0.00
10 Other		10	Other		10	
11 Total Replacement Price	\$0.00	11	Total Purchase Price	\$20,907.61	11 Usage/Depreciation	\$0.00
12 Usage/Depreciation	\$0.00	12	Usage @ 5,133	\$1,007.75	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 (review L.L.)	\$0.00	17	Total Deductions		17 Total Deductions	\$0.00
18		18			18	
19 Repurchase Subtotal	\$0.00	19	Repurchase Subtotal	\$20,907.61	19 Total Refund to Customer	\$0.00
20 Loan Payoff	\$0.00			\$21,608.71		\$0.00
21 Total to Dealer & Customer	\$0.00	21	Total Refund to Customer	-\$701.10	21 Dealer Buy Out / Payoff Amount	\$0.00
22 Attorney's Fees	\$0.00	22	Attorneys Fees	\$1,500.00		
23 Total Repurchase	\$0.00	23	Total Repurchase	\$22,407.61		\$0.00
24 NADA			NADA	\$16,852.55		
25 Estimated Auction Price	\$0.00	25	Estimated Auction Price	\$12,470.89	25 Estimated Auction Price	\$0.00
26 Projected Loss	\$0.00		Projected Loss		26 Projected Loss	\$0.00
		0	VER ALLOWANCE CALCULATION	ON		
PURCHASE PRICE (before t/t/t)			TRADE ALOWANCE - N/A		PURCHASE PRICE	
MSRP (FROM BARS INVOICE)			PAYOFF OF TRADE		INCENTIVE* (from BARS)	
DIFFERENCE	\$ -		DIFFERENCE	\$ -	OVERALLOWANCE	
if positive look for over allowance			if negative=negative equity		ACTUAL PRICE	\$ -
			TRADE ALOWANCE			
			ACV OF TRADE			
			DIFFERENCE	\$ -	do not include fuel file credit	
			acv=actual cash value		include GM card points	
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INVOICE



2929 Burlingame, S.W. F.O. Box 909 Grand Rapids, Michigan 49509-0909

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INVOICE



2929 Burlingame, S.W. P.O. Box 909

Grand Rapids, Michigan 49509-0909

PAGE 2 HOME: Phone (616) 249-2199 SERVICE ADVISOR: 198 KATHY MORSE THE MAKENMODERS TO THE TOTAL LICENSE MILEAGE IN/ OUT TAG BLVCK 04CHEAROITEL MVITIBA 1G1ZT52884F 7773/7773 **T710** : APPL HATE PRODUCATE LAMARE EXP. TO PROMISED PO NO. PAYMENT ... INV. DATE 17:00 31MAR04 82.00 CASH 30MAR2004 OPHONS: STK: 2095 DLR: 44214 ENG: LX9 TRN: MX0 10:12 3UMAR04 15:49 30MAR04 LINE OFCOOR TECH TYPE BOOKS LIST NET. LATOT

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DESCLABATE OF WARRANTIES

The digy wiscenses opening to this points) one they are which may be differed by the manufacturer. The colling dealer hereby expressly disclaims of wiscenses, active some case or implied, including any limpled warrander of merchantability or thousands for a particular purpose, and neither as prospectively and person to an earth lock case beliefly in connection with the sale of this particular purpose, and neither as prospective to prove the form the colling fundament of the purpose, damages to property, damages for loss of use, loss of time, or maketer, we very other to depend any connection of the provestion of the property.

-Contification-

All commissions and party listed were furnished in complicit a with Michigan auto repair act. (P.A. 300)

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Act and presented by the december paley.

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LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE X

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INVOICE



2929 Burlingame, S.W.

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SALES TAX PLEASE PAY THIS AMOUNT

256163

INVOICE



2929 Burlingame, S.W. P.O. Box 909 Grand Rapids, Michigan 49509-0909

MYCMINIG, MI PAGE 2 HOME: BUS: Phone (616) 249-2199 SERVICE ADVISOR: 249 LLOYD VONK TIXT E MAKEVEODELLE section (VIN_{Sur}a) are green LICENSE MILEAGE IN/ OUT AG . BUACK 04 | CHEVROLET MALIBU 1G1ZT52884F 6802/6802 FOR DATE PRODEDATE WAND EXP. 1888 PROMISED PO NO. PAYMENT INVEDATE 210Cr2003 WAIT LOMARO4 82.00 CASH LOMAR2004 L. C. OPENDER ALL PRACY OPTIONS: STK: 2095 DLR: 44214 ENG: LX9 TRN: MX0 10:55 LONARO4 JE:01 LOMARO4 LINE OPCODE THEE TYPE HOURS LIST 184 3,000 MIDE MAINTENANCE SERVICE NET. TOTAL CAUSE: MIEC EV410 COMPLIMENTARY LUBE, OIL AND FILTER SERVICE 339 KRAGT,RYAN LIC#: M238352 VV3 0.40 (N/C)1 25010792 OIL FLTR (N/C)5 12345615 OTT 5W30B (N/C)PARTS: 0.00 TABOR: 0.00 OTHER: 0,00 TOTAL LINE E: 0.00 5802 MATRY, LOP P** ROTATE 4 TIRES AND ADJUST TIRE PRESSURE 2A ROTATE 4 TIRES AND ADJUST TIRE PRESSURE

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> SERVICE DEPT. NOURS

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-Certification-

All regard and parts listed were furnished in compliance with Michigan auto repair act. (P.A. 300)

CARECULARD ACT.

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Act and has required by the Greatern has gomedice with all distributions subgrated taxes and regulations as required by the Greatern Loads-Bilay. CUSTOMATER SCHNATERS X

DESCRIPTION	TOTALS
LABOR AMOUNT	15.95
PARTS AMOUNT	0.00
GAS, OIL, LUGE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	15,95
LESS ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	15.95

254499

INVOICE

DUPLICATE 1

PAGE 1

2929 Burlingamo, S.W. P.O. Box 909 Grand Rapids, Michigan 49509-0909 Phone (616) 249-2199

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SERVICE ADVISOR: 249 LLOYD VONK Maria de La VINTE CARRESTA DE LA CONTRA DELIGIA DE LA CONTRA DEL CONTRA DE LA CONTRA DEL CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DEL CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LA CONTRA DE LICENSE MILEAGE IN OUT TAG IG1ZT52884F 5133/5133 T224 PROMISER TWANTER OVER THE PROMISER TO THE en apo no. Gene PAYMENT INV. DATE

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TANK OPCODE TECH TYPE HOURS

LIST TOTAL NET

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OVERWIGHT/RESTART ALL OK

CAUSE: STREETING COLUMN

E7680 COLUMN ASSEMBLY, STEERING REPLACE

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CHEVROLET MALIBU

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D RENTAL VEHICLE , OPTSIDE SERVICE

Z790C 7 DAY RENTAL CHARGE 999 WS 0.00

(N/C)

SUBL ENTER PRISE/INV#D244327/PO#326746/7-DAY RENTAL @ \$42 PER

DAY/2.10.04 11:19AM

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PERCLARMES OF WARRANTIES

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Chevrolet Motor Division Refail Incentive Acknowledgement and/or Assignment

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REMIT TO GMAC NO. 045 VIN 1617T52884F \$ 19779.55 INV 1A025186643 DUE 10/05/03 DEALER 44-214

CLASSIC CREVENEEL, INC.

258194 2

8349

8420

NTF.

reset veh. was repaired

04/13/04

04/15/04

Privileged and Confidential Information

CASE ASSESSMENT FORM

By: Jonathan Jaslow State: Michigan

Customer I	Name:			Service Request: 1-214728434 GM Legal File No.: NISM	
		T52884F 2004, Chevro		Service Date: 10/21/03 Vehicle is: New BAC Code: 115182	
			VEH	HICLE REPAIR HISTORY	
Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.					
PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.					
☐ <u>Brakes</u>	<u>5</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
	e/Fuel/Ex				
Date: ☐ Restra	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
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Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:	
02/10/04	254499	7	5133	Customer States: Intermittent power steering inop. after sitting overnight/restart all ok. Dlr. Diag. as steering Column Assembly. Steering Column was ordered and replaced, vehicle was tested to verify repair. Customer was given 7 day rental.	
03/10/04	256163	1	6802	Customer States: Steering Wheel Off center. Dlr Test drove veh to verify concern, tech straightened steering wheel, and test drove to verify repairs	
03/30/04	257286	2	7773	Customer States: Steering Veers Left, Or Right, Feels sloppy. Dlr Road testes vehicle and checked alignment, found required toe adjustment, vehicle was aligned.	

Customer States: Vehicle pulls to left and steering wheel is off center. Dlr.

tested vehicle. found steering wheel to be on center, and no pull to left.

Customer States: Veh. Drifts Left. Dlr states Toe was slightly off, toe was

	Days Out: Days Out:	Mileage:	Description of Complaint and Repair Performed:
	<u>Days Out</u> :	Mileage:	
	<u>Days Out</u> :	Mileage:	
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<u>m</u>			
O #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
57286	*	7773	Customer States: Drivers Power window chatters, when wet. Dlr Lubed window track and inspected drivers window, window operation checked window working properly.
<u> </u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
l			
_	Days Out:	Mileage:	Description of Complaint and Repair Performed:
56163	*	6802	Customer States that the brake pedal electric adjustment inoperative sin steering column repair @ 5133 miles inv.# 254499. Dir found Brake Pedal Electric adjustment connector unplugged, plugger in harness, and then road tested to verify repair.
			, ,,,
<u> </u>	<u>Days Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
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<u>Date:</u> <u>RO #:</u> <u>Days Out:</u> <u>Mileage:</u> <u>Description of Complaint and Repair Performed:</u>

Do the number of repair attempts meet the lemon law requirement:

No the days out of service meet the lemon law requirement of 30:

Yes

Total days out of service: 13

Does the case meet the criteria for any federal/state law or code?

Yes

If yes, which one: Mag/Moss

CRM FINAL OFFER: {CASH/REP/TRADE}: OFFER TO CUST: \${Amount} ATTORNEY FEES: \$1,500

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

According to the states consumer protection act , MCL 257.1403 Section 5, Part A, and B this vehicle has had approximately 4 attempts to repair steering/alignment concerns. This does meet the Michigan criteria for Presumption. Additionally all concerns happened within one year and within the 3/36 warranty. The problems indicated do not imply "substantial impairment" to the use of the vehicle. CRM suggests cash settlement.

REASON FOR REMOVAL

{TEXT}

TEAM MANAGER APPROVING: {Name} Date: {Date}

COMPONENT	DESCRIPTION		
Axle	Includes all components related to the axle, differential, driveline, & rear end.		
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.		
Brakes	All mechanical, electrical, or fluid related components of the Brake system.		
Chassis	All frame, bumper and hitch components.		
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.		
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.		
Glass	All glass and window components.		
HVAC	All components related to heating, air conditioning and temperature.		
Paint	All paint specific issues (Not metal related).		
Restraints	All SIR, airbags and seatbelt issues.		
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.		
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.		
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.		
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.		

^{*} SES light is to be captured under affected component above.



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 19, 2004

Adam Alexander, Esq. Law Offices of Steve Lehto 31275 Northwestern Highway Suite 121 Farmington Hills, MI 48334

RE:

Service Request: 1-214728434

2004 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT52884F

Customer Relationship Manager: Deborah Arias

Dear Adam:

We have not received your response to our settlement counter-offer dated July 14, 2004. After further review, we do not believe that an additional adjustment of our settlement offer is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for three (3) calendar days, or until July 21, 2004. If your client has not responded within that timeframe, this offer will be withdrawn and the file will be closed.

Sincerely,

General Motors Corporation Business Resource Center 1-800-231-1841, prompt 1, prompt 4,

cc: FILE

LG0068-T



P.O. Box 310 • 3156 Highland Drive Hudsonville, MI 49426 Phone 616-669-6683 F-148983

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
40409	PETER	720		04/13/04	CVCS136623
	LABOR RATE		ILEAGE	BLACK/	STOCK NO.
	YEAR / MAKE / MODE			DELIVERY DATE	DELIVERY MILES
WYOMING, MI	04/CHEVRO VEHICLE I.D. NO.	<u>LET/4 DOOR SEDAN</u>		SELLING DEALER NO.	PRODUCTION DATE
	1 G 1 Z	r 5 2 8 8 4 F			
	F. T. E. NO.	P. O. NO.		04/13/04	
BUSINESS PHOP	E COMMENTS	· ·			
JOB# 1 CHARGES					
LABOR			_		
THE TORCYZ SUSPENSION CUST STATES VEHICLE PU	HOURS LLS TO THE LEFT ALSO THE S	5):696 TEERING			
WHEEL IS OFF CENTER. NO PROBLEM FOUND					
TEAM MGNT TEST DROVE AI AND NO PULL TO LEFT OR	ND VEHICLE WHEEL STRAIGHT				
	KIGH				
JOB# 1 TOTALS				in	
	JOB# 1 JOURNAL PREFIX	CVCS JOB# 1 TOTAL	0.00	Deris Deris	
TECHNICIAN CERTIFICATION	TREVOR DAVIS	M232916	••		<u>S</u>
TOTALS				1000	۲,
************				1/2	
* NEXT RECOMMENDED SERVICE:		*			
* 07/16/2004 / 11349 MI 02CVZ	LUBE OIL FILTER	*****		·	
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME	TOTAL LABOR	0.00		
WARRANTY ON CUSTOMER PAID REPAIRS		TOTAL PARTS TOTAL SUBLET	0.00		
UPON REQUEST.ALL REPLACED PARTS CAN BEFORE LEAVING EXCEPT WARRANTY REPAI	BE RETURNED TO YOU, IR PARTS.	TOTAL G.O.G TOTAL MISC CHG.	0.00 0.00		
MISCELLANEOUS CHARGES REPRESENT SHOP		TOTAL MISC DISC	0.00 0.00		
WASTE DISPOSAL FEES. PAYMENT TYPE:		TOTAL INVOICE	****		
CASHCHECK#VISAM/C	AMEXDISC	1017211110101	- 0.00		
HAVE A GREAT DAY AND THANK YOU FROM	SERRA CHEVROLET				
IF FOR ANY REASON YOU ARE NOT COMPLE	TELY SATISFIED CALL			ALL REPAIRS AND PARTS I	ICATION • JETED WERE FURNISHED IN NAUTO REPAIR ACT P.A. 300.
OUR SERVICE MANAGER - DOUGLAS BAKER	1-616-669-6683		ŀ		NEW UNLESS
				SPECIFIED	OTHERWISE.
CUSTOMER SIGNATURE	LICATE INVOI	C E *********	******	<u> </u>	SAVE DISCARD OMPLETED & CHECKED
		• -		nerwing Procedure	OMPLEZED & OFFICIALD
				BY:	F WARRANTIES
				THE ONLY WARRANTIES APT THOSE WHICH MAY BE O	LYING TO THIS PART(S) ARE TERED BY THE MANUFAC-
				TURER. THE SELLING DEAL CLAIMS ALL WARRANTIES, E	ITHER EXPRESS OR IMPLIED,
				INCLUDING ANY IMPLIED W ABILITY OR FITNESS FOR A NEITHER ASSUMES NOR	PARTICULAR PURPOSE, AND
				PERSON TO ASSUME FOR I	FANY LIABILITY IN CONNEC- IS PART(S) AND/OR SERVICE.
				SELLING DEALER ANY CONS	LED TO RECOVER FROM THE SEQUENTIAL DAMAGES, DAM-
PAGE 1 OF 1	FILE CÓÐY	I END OF INVOICE	CE 1.00:22		OR INCOME OR ANY OTHER













GENERAL MOTORS BUSINESS RESOURCE CENTER

June 2, 2004

VIA FAX ONLY

Adam Alexander, Esq. 31275 Northwestern Highway Suite 121 Farmington Hills, MI 48334

Re:

File No. 1-214728434 2004 Chevrolet Malibu VIN # 1G1ZT52884F

Dear Adam:

We regret that your client(s) is dissatisfied with his 2004 Chevrolet Malibu 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.

\$4,000.00

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 and return it to me at the fax number shown below.								
Sincerely,								
Deborah Arias BRC Legal Case Manager Ph# 800-231-1841, prompt 9, prompt 5, extension 57889 cc: FILE	FAX# 866-214-0880							
Client's Signature	Client's Signature							
 Date	Date							













GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 2, 2004

Ann Nigro Michael Chevrolet Summerville, SC BAC 114017

Re:

Siebel Request: 1-216704329 2004 Chevy Malibu

VIN #1G1ZT52824F

Dear Ann:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- ñ All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- ñ The incentives acknowledgement form
- ñ The Actual Cash Value statement of any trade
- ñ All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Regina Nelson BRC Customer Relationship Manager Ph# 800-231-1841, prompt 9, prompt 5, extension 58524 FAX# 866-589-3985

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ı	CHENDOLET	l

Service Satisfaction Survey

MAY 1 1 2804

Branchville SC	
Tublishalakelia	1411

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

Home telephone
Change to: ()

Please provide us with your preferred Email address:

Dear Mamie L Evans:

Our records indicate that you had your 2004 Malibu serviced at Michael Chevrolet on March 31, 2004. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Michael Chevrolet.

Sincerely,

Charles F. Ugolino

Director of Operations

Instructions	
--------------	--

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

Please check this box if you no longer own/lease this 2004 Malibu, and return the questionnaire.

PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON MARCH 31, 2004, COMPLETE THIS SURVEY.

About Your Chevrolet Dealership's Service Department How satisfied were you with the convenience of the Service Department's hours?..... Does Not Con't Apply/Nat Required Were services available to you on both an appointment and ⊡ non-appointment basis?..... When arriving for service, were you greeted promptly? How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? About Your Service Consultant/Advisor How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? Were you offered transportation options? How satisfied were you that you were kept informed about the status of

Please complete other side

your service request?

Was your vehicle ready by the original time promised?

119365

	About Your Service Consultan	ıt/Advisor	· · Cont	inued			
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
9.	How satisfied were you with the explanation you were given of all services performed?	🗆				7	
10.	Overall, how satisfied were you with your Service Consultant?	🗆			<u>u</u>		
_	About Service D	lalivary					
	About contice i				,		
11.	When you picked your vehicle up, how satisfied were you with:	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	- The time it took to complete the transaction?	🗖				€	
	- The ease of getting your vehicle?	🗆					
	The condition in which it was returned?	🗆				2	
		Yes	No				
12.	Were ALL of your service concerns corrected on this service visit?						
	IF NO, why not? (check all that apply)			-	<i>u</i> (S	
	Condition explained - repair not necessary	Parts not a	vailable	1 05	red the	e Servi	الالا
	☐ Work performed did not correct the problem ☐	Parts not a l declined Other (plea	repai د ۱۷	Bultan Linerah	+ rore	piace u	DK Stei
	Service Department could not duplicate problem	Other (plea	ase specif	y) - 1	W. 00=	Tan:	<u> </u>
	Service Department was too busy	Don't know				e with	
		Completely		•	Somewhat	Not At All	
13	How satisfied are you that your vehicle was fixed right	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	W. per
13.	on this service visit?	🗆					
	Management of the completed one in adaptavities	Yes 1851	No.				
14.	Were you given a copy of the completed repair order/invoice?	552		Dan't Knav	ul		
15.	Were you contacted shortly after this service visit to determine your	Yes	No sea	Not Sure			
	satisfaction with the dealership's service?	🛚					
	Summing Up Your I	Fyneriena					
	outline and the second	EXPONEN					
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
16.	Based on this service visit, overall, how satisfied are you with Michael Chevrolet?	. 🗆			75		
	Alfi laicing: Cueal Oret;	Definitely	Probably	Might	Probably	Definitely	
		Would	Would	Might Not		Not	
17.	Would you recommend this dealership for service?	🗆			₽.		
		Completely	Verv		Somewhat	Not At All	
10	Charall how esticited are you	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	
10.	Overall, how satisfied are you with your 2004 Malibu?	🗆				-7	
	•						
19.	Are you Male 📰 Female 🕆					•	
20.	Your age Under 25 25 - 34 35 - 44	2 45	- 54	□ 55 -	64 🗆] 65 or old	ler
				Yes	No	,	
21.	May we include your name when providing this survey information to	your dealers	ship?]	
							1.
22.	Do you have any other comments/recommendations about Michael C		'r A	701	/ + 1/ -	T: 1/1	Nile
	I will never get a car offintern	et WI	th E	10-71	<u>/ Y </u>	1001	V(41-C-
₩.	out being told. This was	demo	o Cal	27. 9	9/1//	1e ver	- -
	again purhase a Car Without	+ i+ ba	eing	on th	e 16+	•	
1	f you have an issue with your vehicle or a concern requiring your dealer, if further assistance	immediate a			ourage yo	u to first c	ontact
	your dealer, it further assistance of Chevrolet Customer Assistance	• .	•				
	Thank Us	u!!				4	
	Your opinions will help us		better				
	Please return this questionnaire in the self-add			d envelo	pe to:		
ı	CHEVROLET MOTOR DIVISION, P.O. BOX	10054, TOL	EDO, OF	1 43699-0	0054		
							1

1G1ZT52824F 16014 21413445046 8758055843 253018

May 3, 2004 Dirty fingerprint Was left firstland second visit 2 I asked the SCHUICE Consultant to replace the wiper. There Should have not service been any questions 3. I live about an hour from the dealership. H. I will get the wiper. 5. I am having trouble with the steering System

Confidential Information

CASE ASSESSMENT BY: Regina Nelson CARS Request No: 1-216704329								
Customer I	Name:							
Year of Vehic	le: 2004	Make: Chevy	Model: Malibu	Current Mileage: 8,000				
Vehicle ID No	o.: 1G1ZT52824F		In Service Date: 12/27/03	Purchased: New/Used If used: (date/miles)				
What is customer seeking: Replacement								
What is custo	omer eligible fo	r: Repurchase/R	deplacement/Repairs					
		VEH	ICLE REPAIR HISTORY					
CUSTOMER'S	PRIMARY SYMP	TOM / COMPLAIN	T Computer information center	failed				
Date:	Mileage:	Days Out:	Description of Repair					
Date.	MIIIeage.	Days out.	Never addressed by dir	<u>.</u>				
			Never addressed by dir					
Trunk piece l								
6/9/04	6,705	1	Gasket worn, needs new ga	asket, sop from Michigan				
Window motor	or failure							
			Never addressed by dir					
OTHED SAME	TOM / COMPLAI	NT: Window						
Date:	Mileage:	Days Out:	Description of Repair	<u>:</u>				
3/16/04	3,707	1	SOP					
3/31/04	4,470	1		being warped and making				
			trembling noise					
6/9/04	6,705	1	Lubed rails glass glides on					
Wiper								
3/31/04	4,470	1	Could not duplicate conditi	ion at this time				
5/12/03	6,036	9	Replaced both wiper insert					
0/12/00	0,000	•	Replaced Both Wiper moert					
Power steerii	20							
	•	٥	Panlaged steering column	accombly.				
5/12/03	6,036	9	Replaced steering column	assembly				
\(\frac{1}{2} \rightarrow \fr	4							
	teering wheel							
6/9/04	6,705	1	Could not duplicate					
Start up								
6/3/04	6,705	1	Could not duplicate					
Recall								
6/3/04	6,705	1	Airbag warning label					
	,		5 5					
Total Days R	enorted Out of	Service:13_						
. Otal Days IV	oportou out or		_					
VEHICI E ME	ETC DDECLIMO	TION: VEC.	NO.	 -				
AEUICTE INF	ETS PRESUMP	TION: YES:	yes NO:					
Arbitrate cas	e:	Settle	case: yes					
	Team 1	Manager Appro	val:	Date:				

Revised by A. Allen Payne 050203

Confidential Information

CASE RECOMMENDATION FOR CUSTOMER SATISFACTION (based on a review of documentation):

Crm recommends GM continue to honor the warranty for any verifiable manufacturing defects. For customer satisfaction crm may consider offer a GMPP SmartCare 12/12. Cust does meet the presumptions of the SC LL, however crm doesn't feel cust claim merits a buyback at this time.

AVM and/or DEALER RECOMMENDATION:

No recommendation given

Team Manager Approval:

Overallowance / Incentives / Negative Equity Form

Customer	Request #	1-216704329	BBB#	<u>CHV0445464</u>						
Straight Trade		Mandated	Mediate	ed						
This form may be used to identify possible overallowance and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale. You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives										
	prior to arbitration or voluntary repurchase.									
Use the charts below to help determine over allowance and incentives.										
* PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!										
Purchase Price (from dealer Bill of Sale)	(Selling Pri	ce)	\$							
MSRP (from BARS Invoice)		_	\$ 21,075.00							
Difference			\$							
(If positive, look for Over Allowance) If explain why customer paid more than I		have Dealer								
Trade Allowance (from dealer Bill of Sa	le)	-	\$							
Actual Cash Value Statement		<u>-</u>	\$							
(A) Over Allowance		_	\$							
(If positive)										
Payoff			\$							
Actual Cash Value Statement (B) Negative Equity (If positive)			\$							
If Over Allowance and/or Incent		ided in Purchase P		, verify with						
		<u>-</u>								
Purchase Price (from dealer Bill of Sale)	– (before tax,	tag, etc.)	\$							
Incentives not included in Purchase Price (Do not include fuel fill credit, dealer ince) minus	\$							
(A Over Allowance) + (B Negative Equ	nity) min	ıus	\$							
Actual price of Vehicle that should be pre-	esented to BB	B for ATA	\$							

sc

BRANCHVILLE,

20.55

PLEASE PAY THIS AMOUNT

240430

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

252282

ACCOUNTING

PAGE 1

MICHAEL CHEVROLET

P.O. BOX 2770 SUMMERVILLE, SC 29484

SERVICE: (843) 875-8034

SWITCHBOARD: (843) 873-1810

HOME: BUS:	PAGE I	SWITCHBOAND: 14	140,070 10.0
none:	SERVICE ADVISOR:	365 ZACHARY STI	RICKLAND
COLOR YEAR MAKE/MODEL	VÍN	LICENSE	GE IN/ OUT TAG
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	1ZT52824F PO NO	BAYMENT	
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COST, SALE, & COMP TOTALS 12:	38 1995 0 T STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE	The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	7.97
SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO	the sale of this item/items. The Seller hereby expressly disclaims all	PARTS AMOUNT	11.98
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED	warranties either express of amolled including any implied	GAS, OIL, LUBE	0.00
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE RECORDS SUPPORTING THIS	warrenty of merchantability or fitness for a particular purpose.	SUBLET AMOUNT MISC, CHARGES	0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	Seller neither assumes nor authorizes eny other person to assume for it any liability in	TOTAL CHARGES	19.95
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	connection with the sale of this item/items.	LESS INSURANCE	0.00
	Activitorio.	SALES TAX	0.60

CUSTOMER SIGNATURE

BRANCHVILLE SC

240430

253018

ACCOUNTING

MICHAEL CHEVROLET P.O. BOX 2770 SUMMERVILLE, SC 29484

SERVICE: (843) 875-8034 SWITCHBOARD: (843) 873-1810

	HOME:	E S	C	BUS:				PAGE	1	SW	TCHBOAR	D: (84)	3) 873-1	B10	
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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with mappet to the sale of this item/items, The	DESCRIPTION LABOR AMOUNT	0.00
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED	Seller hereby expressly disclaims all warranties either express or	PARTS AMOUNT GAS, OIL, LUBE	0.00
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS	implied, including any implied warranty of merchantability or fitness for a particular purpose,	SUBLET AMOUNT	0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	Soller neither assumes nor authorizes any other person to	MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.	sesume for it any liability in connection with the sale of this item/items,	LESS INSURANCE	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DAYE)	CUSTOMER SIGNATURE	SALES TAX	0.00
	· - · · · · · · · · · · · · · · ·	PLEASE PAY THIS AMOUNT	0,00

240430

254820

ACCOUNTING

MICHAEL CHEVROLET P.O. BOX 2770 SUMMERVILLE, SC 29484

SERVICE: (843) 875-8034

BRANCHVILLE, SC			PAGE 2			SWITCHBOARD: (843) 873-1810				
HOME:	BUS:		SERV	ICE ADV	ISOR::	L28 TA	MMY HOLI	FIELD		
2011 SERVICE BY 57:11	MAKE/MODEL			VIN		LICENSE	MILITA SERVICE	AGE IN/ OUT	TAG	
GALAXY SIL 04	CHEVROLET MA	T.TRII	1G1ZT5	52824F			603	6/6036	T2024	
	DATE WARRIEXP			PO NO		RATE	PAYMENT	INV	DATE	
31DEC2003	•	17:30 24	MAY04			VAR.	CASH	31 <u>MAY</u>		
R.O. OPENED	READY	OPTION	s: STK:	240430	DLR:16	014 EN	G:3.5_Li	ter_SFI		
	12.50.211010	TRN:M	KO							
19:14 12MAY04 LINE OPCODE TEX	13:58		COST	SALE	COMP	LIST	NI	TO TO	TAL	
COUNT	: 2									
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			VERALL,	HOW WAS	YOUR	SERVIC	E EXPER	ENCE?		
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ACCOUNT SALE	COST	CONTR	OL A	CCOUNT	SALE			CONTRO	Œ.	
211	86 6270		2767	nan ananan Sinanan	4081 8900	T. 11.1 (1.15)	29153 ****			

-	ACCOUNT SALE COST CONTROL	ACCOUNT SALL COST
	21186 6270	40815 29153
	27002 27002 193707	89003 ******

62425 89003 SALE & COMP TOTALS COST STATEMENT OF DISCLAIMER DESCRIPTION ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE The factory warranty constitutes all LABOR AMOUNT The factory warranty constitutes all of the warrantios with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE PARTS AMOUNT SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE GAS, OIL, LUBE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED SUBLET AMOUNT UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS MISC. CHARGES CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT TOTAL CHARGES NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (SIGNED)

TOTALS 0.00 0.00 0.00 0.00 Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. 0.00 0.00 0.00 LESS INSURANCE 0.00 SALES TAX CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT

0.00

240430

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(SIGNED)

254820

ACCOUNTING

MICHAEL CHEVROLET P.O. BOX 2770 SUMMERVILLE, SC 29484

SERVICE: (843) 875-8034

BRANCHVILLE. SC HOME: BUS:

PAGE 1 SWITCHBOARD: (843) 873-1810 128 TAMMY HOLIFIELD SERVICE ADVISOR: MILEAGE IN/ OUT TAG LICENSE MAKE/MODEL COLOR T2024 6036/6036 G1ZT52824F CHEVROLET MALIBU GALAXY SIL 04 PAYMENT INV. DATE RATE PROMISED PROD DATE WARR EXP. PO NO. OEL DATE 31MAY2004 VAR. CASH 17:30 24MAY04 31DEC2003 STK:240430 DLR:16014 ENG:3.5 Liter SFI R.O. OPENED READY OPTIONS: TRN:MXO 13:58 31MAY04 19:14 12MAY04 TOTAL COMP LINE OPCODE TECH TYPE A/HRS S/HRS COST A VEHICLE HAS NO PWR STEERING CAUSE: SHORTED E7680 COLUMN ASSEMBLY, STEERING REPLACE 199.02 199.02 19902 5890 303WPC94 3.10 3.10 38247 0 479.28 382.47 382.47 1 10373948 COLUMN KIT 27319 FC: 6G PART#: 10373948 COUNT: 1 CTAIM TYPE: AUTH CODE: 27319 38247 TPARTS 19902 TLABOR 5890 B ENTERPRISE RENTAL CAUSE: Z7907 EXCESSIVE RENATL DUE TO PARTS DELAY .00 0.00 274WPC94 0.00 0.00 0 FC: 98 PART#: COUNT: CLAIM TYPE: AUTH CODE: 0 TPARTS 0 O TLABOR SUBL 270.02 270.02 27002 27002 WPC94 C** LEFT WIPER DRAGS CAUSE: WARPED B1783 REPLACE BOTH WIPER INSERTS 12.84 12.84 380 1284 0.20 303WPC94 0.20 12.84 12.84 917 1284 1 22688086 F-BLADE KIT 12.84 12.84 0 18.34 1284 917 1 22688087 F-BLADE KIT FC: 4N PART#: 22688086 TOTALS STATEMENT OF DISCLAIMER DESCRIPTION ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE The factory warrenty constitutes all The factory warrenty constitutes all of the werranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warrenties either express or implied, including any implied warrenty of merchantability or threes for a particular ourpose. Soller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. LABOR AMOUNT INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE PARTS AMOUNT GAS, OIL, LUBE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY SUBLET AMOUNT ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS MISC. CHARGES CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT TOTAL CHARGES NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY LESS INSURANCE MANUFACTURER'S REPRESENTATIVE.

CUSTOMER SIGNATURE

SALES TAX

PLEASE PAY THIS AMOUNT

FOREMAN'S SIGNATURE 240430

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(SIGNED)

255785

ACCOUNTING

MICHAEL CHEVROLET

P.O. BOX 2770 SUMMERVILLE, SC 29484

SERVICE: (843) 875-8034

SWITCHBOARD: (843) 873-1810 PAGE 1 BRANCHVILLE. BUS: HOME: 128 TAMMY HOLIFIELD SERVICE ADVISOR: MILEAGE IN/OUT TAG LICENSE VIN MAKE/MODEL COLOR YEAR 6705/6705 T2225 1G1ZT52824F GALAXY SIL 04 CHEVROLET MALIBU PAYMENT | INV. DATE HATE PROMISED PO NO. PROD. DATE: WARR, EXP. DEL DATE 03JUN2004 CASH WAIT 03JUN04 31DEC2003 STK:240430 DLR:16014 ENG:3.5 Liter SFI OPTIONS: READY R.O. OPENED TRN: MXO 13:26 03JUN04 11:38 03JUN04 TOTAL SALE COMP LINE OPCODE TECH TYPE A/HRS S/HRS COST A LUBE OIL, &FILTER LOF LUBE, OIL, &FILTER 7.97 0.30 195 797 252 CPCM 0.30 4.98 4.98 0 498 323 1 25010792 OIL FLTR 1.60 8.00 525 800 0 1.60 5 12345616 OIL10W30Q B TIRE ROTATION & BALANCE (INCL. BRAKE INSPECTION) R&B TIRE ROTATION & BALANCE (INCL. BRAKE INSPECTION) 252 CPCM 0.80 0.80 520 2995 C CK RT REAR WINDOW FOR DRAGGING WHEN GOING UP 33 LUBE CHANNELS 0.00 0.00 0 252 ISPL 0.00 0.00 D CK FOR VIBRATION IN STEERING WHEEL WHEN DRIVING APPROX 55 CND COULD NOT DUPLICATE CONDITION AT THIS TIME 0 **:0** 252 ISPL 0.00 0.00 E CK FOR SEAL AROUND TRUNK KEY HOLE KEEP COMING LOOSE-HAVE TO KEEP PUSHING IN SOP SPECIAL ORDER PARTS 252 ISPL 0.00 0.09 0 0 F CK FOR NOT WANTING TO START UP WHEN TURNING IGNITION-SEEMS TO DRAG-INTER PROBLEM CND COULD NOT DUPLICATE CONDITION AT THIS TIME 0 0,00 0,00 252 ISPL 0.00 0.00 G** RECALL 04011 CAUSE: RECALL V1119 INSTALL LABEL ON BOTH SUN VISORS 252WPC94 0.20 0.20 130 1284 FC: 96 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: MA O TPARTS 0 130 1284 TLABOR TOTALS DESCRIPTION STATEMENT OF DISCLAIMER ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE The factory warranty constitutes all LABOR AMOUNT The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Saller hereby expressly disclaims all warranties aither express or implied, including any implied warranty or merchantability or titness for a particular purpose. Seller neither essumes not authorizes any other person to assume for it any liability in connection with the sale of this item/items. INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE PARTS AMOUNT SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE GAS, OIL, LUBE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY SUBLET AMOUNT ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS MISC. CHARGES CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT TOTAL CHARGES NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY LESS INSURANCE MANUFACTURER'S REPRESENTATIVE. Item/items. SALES TAX

CUSTOMÉR SIGNATURE

PLEASE PAY THIS AMOUNT

BRANCHVILLE,

240430

SC

PRESIDENCE CONTRACTOR

255785

ACCOUNTING

MICHAEL CHEVROLET

P.O. BOX 2770 SUMMERVILLE, SC 29484

SERVICE: (843) 875-8034 SWITCHBOARD: (843) 873-1810

PAGE 2

HOME: BUS:	SE	RVICE ADVISOR:	128 TAMMY HOL	IFIELD
COLOR YEAR MAKE/MOD		VIN		EAGE IN/OUT TAG
GALAXY SIL 04 CHEVROLET		T52824F	67 HATE PAYMEN	05/6705 T2225 T INV DATE
31DEC2003 ROOPENED READY	WAIT 03JUN04	K:240430 DLR:1	VAR. CASH .6014 ENG:3.5_I	03JUN2004 Liter_SFI
11:38 03JUN04 13:26 03JU		SALE COMP	LIST N	ET TOTAL
LINE OPCODE TECH TYPE A/H	WERE YO	U GREETED PROM	MPTLY ON ARRIVA	
	WERE YO	YES U KEPT INFORM YES	NO VEHICLE S NO	yatus?
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440188 3792 715 442188 0 0		441188 1	298 848 2 84 130	
322088 65 0 740488 0 ******		The second contract to the second contract to	155 ****** 284 ******	
	· 人名英格兰			

	+		
	93 6374 0	DESCRIPTION	TOTALS
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	The lactory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	37.92
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO	the sale of this item/items. The Seller hereby expressly disclaims all	PARTS AMOUNT	12.98
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	werranties either express of	GAS, OIL, LUBE	0.00
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	implied, including any implied warranty of merchantability or	SUBLET AMOUNT	0.00
ACCIDENT NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS	titness for a particular purpose. Suller neither assumes nor	MISC. CHARGES	0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	authorizes any other person to easume for it any liability in	TOTAL CHARGES	50.90
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	connection with the sale of this	LESS INSURANCE	0.00
MANOPACTORER S REPRESENTATIVE.	item/items.	SALES TAX	0.65
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	51, 55

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY					
START BROWSE PROCESSING SOURCE: CH	15:11:01				
INCENTIVE CODE/LVL: C4C			PAGE NO: 1		
FN INCTV	START	END ST	LAST ACTIVITY		
CD CD LVL DESCRIPTION	DATE	DATE CI	DATE / VOLUME		
(S)					
_ C4C 017 CCC ** LATE IN-TRANSIT INT CR	01/01/90	P	07/02/04 6		
C6V 040 DEMO 02 DLR EARLY TERMINATION	06/26/01	03/31/03 P	12/27/02 1		
_ DBD 001 \$500 BONUS CASH/SAN DIEGO,CA	05/19/04	ν	0		
_ DCB 005 FLT 03 COMM CELEBRATE DLR CASH	10/01/02	07/02/03 P	06/26/04 1		
_ DCB 002 FLT 02 COMM CELEBRATE DLR CASH	10/01/02	04/02/03 P	12/05/03 1		
_ DCG 002 FLT COMMERCIAL KICKOFF DLR CASH	01/03/03	06/30/03 P	04/28/04 1		
_ DCI 002 FLT 03 LIGHT DUTY DLR CASH SLS	08/26/02	12/04/02 P	05/01/03 2		
_ DCN 003 REG 02 SER INCREM CONSUMER CASH	08/10/01	12/31/01 P	02/18/03 1		
_ DCS 034 RDC 03 SER DEALER CASH PR/VI	09/06/02	06/30/04 P	03/31/04 1		
_ DCS 029 RDC 02 SER DEALER CASH PR/VI	08/30/01	12/31/02 P	04/15/03 1		
_ DCU 003 DIR* 02 REAR SEAT VIDEO CASSETT	06/20/02	10/08/02 P	10/24/02 1		
_ DCZ 007 RDC 03 *** DLR CASH PGM	01/15/03	05/01/03 P	04/07/04 1		
COMMAND ===> MORE RECORDS					
PF01=HELP 03=PRV SCRN					
PF07=PGUP 08=PGDN P/W:					

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY			07	/02/04		
START BROWSE	EVROLET		15	:10:39		
INCENTIVE CODE/LVL: CS	SE			PAGE	NO: 1	
FN INCTV		START	END ST	LAST ACT	IVITY	
CD CD LVL DESCRIPTION	1	DATE	DATE CI	DATE /	VOLUME	
(S)						
_ CSE 173 REG 05 SER	CONSUMER CASH PGM	06/02/04	11/02/04 E	07/02/04	8	
_ CSE 170 REG 04 SER	CONSUMER CASH PGM	07/08/03	11/02/04 E	07/02/04	169	
_ CSE 163 REG 03 SER	CONSUMER CASH PGM	07/02/02	09/30/04 P	07/02/04	1	
_ CSE 119 REG 02 SER	CONSUMER CASH PGM	06/01/01	04/02/03 E	06/08/04	1	
_ CSF 001 \$500 CONSUN	MER/LMG/ST LOUIS MO	07/25/04	J.	Ī	0	
_ CSG 003 REG 04 LMG	INCREM* BONUS CASH	07/02/04	10/11/04 P)	0	
_ CSG 002 REG 03 LMG	INCREM* BONUS CASH	07/02/04	10/11/04 E	•	0	
_ CSG 001 \$500 CONSUN	MER/HOUSTON TX LMG	06/25/04	D.	Ī	0	
_ CSR 172 REG 05 SCR	CONSUMER CASH PGM	06/02/04	11/02/04 E	07/02/04	5	
_ CSR 169 REG 04 SCR	CONSUMER CASH PGM	07/08/03	11/02/04 P	07/02/04	186	
_ CSR 165 REG 03 SCR	CONSUMER CASH PGM	07/02/02	09/30/04 P	07/02/04	1	
$_{-}$ CSR 116 REG 02 SCR	CONSUMER CASH PGM	06/01/01	04/02/03 E	06/02/04	10	
COMMAND ===> MORE RECORDS					DS	
PF01=HELP 03=PRV						
PF07=PGUP 08=PGDN	1			P/W:		

FORMATTED INVOICE DATA INQUIRY RCMPR029

PROCESSING SOURCE: BARS PAGE NO: 04

DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

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

REMIT TO GMAC NO. 023

RIZER CHEVROLET-OLDSMOBILE CO., INC. VIN 1G1ZT52824F

PO BOX 1425 WALTERBORO

15:10:08

\$ 19335.55 INV 1AD27054914

07/02/04

SC 29488-0014 DUE 11/05/03 DEALER 16-633

COMMAND ===> NO MORE RECORDS PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

TOTAL MODEL & OPTIONS	20450.00	18710.55	ACT 231 18722.05
DESTINATION CHARGE	625.00	625.00	H/B 261 613.50

21075.00 19335.55 PAY 310 19335.55

APPROX WHOLESALE FINANCE CREDIT 18416.50

TOTAL

MEMO: TOTAL LESS HOLDBACK AND

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO

COMMAND ===> ____ MORE RECORDS PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W: RCMPR029 FORMATTED INVOICE DATA INQUIRY 07/02/04 15:09:40 PROCESSING SOURCE: BARS PAGE NO: 02

HP: 32.9
GMS: 18747.05
SUPPLR: 19590.67
MRM: 21075.00
DAN: LSMAL
MEMO 997.50

RCMPR029	FORMATTED INVOICE DATA	INQUIRY 07/02/04
15:09:25	PROCESSING SOURCE: BARS	S PAGE NO: 01
2004 MALIBU LS SEDAN		CHEVROLET MOTOR DIVISION
12U GALAXY SILVER M	ETALLIC /V6G	GENERAL MOTORS CORPORATION
14C GRAY		100 RENAISSANCE CENTER
ORDER NO. GQZH2D/TRE	STOCK NO.	DETROIT MI 48243-1114
_		

*******	*****	*****	*******
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00	18638.55	INVOICE 10/24/03
B37 FLOOR MATS, FRONT & REAR	80.00	72.00	SHIPPED 10/24/03
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 11/05/03
LX9 3.5L V6 ENGINE	0.00	0.00	INT COM 11/05/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 10/23/03
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	KEYS SECURED

VIN 1G1 ZT52 82 4F

WFP-F QTR OPT-1
BANK: GMAC - 023
CHG-TO 16-633

VEHICLE INVOICE 1AD27054914

SHIP WT: 3168

COMMAND ===> ____ MORE RECORDS

PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT

PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 07/02/04

PROCESSING SOURCE: BARS 15:08:45

VIN: 1G1ZT5282 4F SELLG SCE: 13 MDL YR: 04 ORD NO: GQZH2D PAGE NO: 1

ODATE: 09/19/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 16014
DDATE: 12/31/03 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 01/06/04 ORDER BY:

CANC: 12/27/03 CANC DOE: 01/06/04

TRADE: 12/27/03 DLVY TO: ML EVANS

TRD DOE: 12/30/03 711 DORANGE ROAD

SC 29432 SRVC IN: BRANCHVILLE

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	TUUOMA	MTHD	DLR SHR	STAT
CSE	01	13 16014	00025098341	01/07/04	1,000.00	OA	0.00	9
C4C	01	13 16633	00024879917	11/29/03	40.28	OA	0.00	9
FFC	01	13 16014	00025061493	12/31/03	17.82	OA	0.00	9

COMMAND ===> ____ NO MORE RECORDS

PF01=HELP 02=CURR INV 03=PRV SCRN PF07=PGUP 08=PGDN

PF09=CURR OPT 10=SPL INST 11=CURR ORD P/W:

September 10, 2004



Service Request: 1-216704329

Customer Relationship Manager: Regina Nelson

Dear Ms.

We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a more timely manner, please contact me 800-231-1841, extension 58524 on Monday through Friday during the hours of 8:00 am to 5:00 pm. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

Overallowance / Incentives / Negative Equity Form

Customer		Request #	<u>1-216704329</u>	BBB#	<u>CHV0445464</u>
Straight	Trade		Mandated	Media	ated
This form may be used t paid, but may not be eas				any customer i	ncentives which were
You must determine the prior to arbitration or vo			cle and identify any	over allowance	e and/or incentives
	Use the charts belo	ow to help deter	mine over allowance a	and incentives.	
* PLEASE NOTE:			OAN CLOSEOUT RED NEGATIVE		HIGHER THAN
Purchase Price (from dea	ler Bill of Sale)	(Selling P	rice)	\$ 21,075.00	
MSRP (from BARS Invo	oice)			\$ 21,075.00	
Difference				\$ 0.00	
(If positive, look for Ove explain why customer p	,		n, have Dealer		
Trade Allowance (from	dealer Bill of Sa	ale)		\$ 2,158.00	
Actual Cash Value States	ment			\$ 1,000.00	
(A) Over Allowance (If positive)				\$ 1,158.00	
Payoff				\$ N/A	
Actual Cash Value States (B) Negative Equity (If				\$ \$	
If Over Allowan			luded in Purchase mitting information		nd, verify with
Purchase Price (from dea	ler Bill of Sale)	– (before tax	t, tag, etc.)	\$ 21,075.00	0
Incentives not included in (Do not include fuel fill of	n Purchase Price	e (from BAR	, C, ,	\$ 1,000.00	
(A Over Allowance) + (·	,	inus	\$ 1,158.00	0
Actual price of Vehicle t	hat should be pr	esented to RI	RR for ATA	\$ 18 917 0	n







GENERAL MOTORS BUSINESS RESOURCE CENTER

<u>VIA FAX ONLY</u>

July 2, 2004

Ann Nigro Michael Chevrolet Summerville, SC BAC 114017

Re:

Siebel Request: 1-216704329 2004 Chevy Malibu VIN #1G1ZT52824F

Dear Ann:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

 \tilde{n} /All sales, purchase and finance agreements, including a conversion invoice (if applicable)

 \tilde{n} $\sqrt{1}$ The incentives acknowledgement form

n The Actual Cash Value statement of any trade

All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Regina Nelson BRC Customer Relationship Manager Ph# 800-231-1841, prompt 9, prompt 5, extension 58524 FAX# 866-589-3985

USED VEHICLE APPRAISAL

NAME
ADDRESS
CITYZIP
HOME PHONE OFFICE
INTERESTED IN
SALESMAN
MAKE LYEAR 96 SERIES CON
BODY BOOK AUTENGE/45
BODY STYLE COLONSON C
REMARKS:
(1000)

APPRAISED BY_____DATE___

ALLOWANCE GOOD FOR FIVE DAYS ONLY

DS-571 ORDER FROM DEALERS SUPPLY CO., BOX 100, TROY, MI 48099

NAODLRACU/FRI 10/25 2004 MALÍBU ÉS SEDAN 12U GALAXY SILVER METALLIC 14C GRAY ORDER NO: GQZH2D/TRE STOCK I VIN 1G1 ZT52 82 4F	/v6G	GENERAL MO 100 RENAL DETROIT VEHICLE I	NVOICE 1AD27054914 *********
MODEL & FACTORY OPTIONS 12T69 MALIBU LS SEDAN B37 FLOOR MATS, FRONT & REAR FE9 50-STATE EMISSIONS LX9 3.5L V6 ENGINE MX0 4-SPEED AUTO TRANSMISSION VK3 FRONT LICENSE PLATE BRACKET	MSRP	1NV AMT 18638.55 72.00 N/C 0.00 0.00 0.00	RETAIL - STOCK

STE#

SHIP WT: 3168
HP: 32.9
GMS: 18747.05
SUPPLR: 19590.67
MRM: 21075.00
DAN: LSMAL
MEMO 997.50

MAMIE L. EVANS

Sold

TOTAL MODEL & OPTIONS DESTINATION CHARGE 20450.00 18710.55 ACT 231 18722.05 625.00 625.00 H/B 261 613.50

TOTAL

21075.00 19335.55 PAY 310 19335.55

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 18416.5

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

RIZER CHEVROLET-OLDSMOBILE CO., INC.

REMIT TO GMAC NO. 023 VIN 1G1ZT52824F 1400 \$ 19335.55 INV 1AD27054914 DUE 11/05/03 DEALER 16-633

Motor Vehicle/Purchase Agreement and Disclosures

47542



2175 Credit Union Labe Ni Charleston, South Carolina 29418. TRUTA IN LENDING DISCLOSURESS
CHARLE SHEVROLE ARE Total Of FINANCE CHARGE ANNUAE PERCENTAGE ANNUAL IN Payments Financed The total East of your Furchase on credit including your downpayment or \$4.5168.50 c.25952*101 a RATE The cost of your credit as a yearly The amount you will have paid after you have made all payments as acheduled; 20793,50 e The amount of credit provided to you by one your behalf The dollar amount the credit will cost you 3143,60 s 17650.00

TO THE STATE OF TH	298.80	Monthly begin	noting 05) FEB 2004	erester on deposit
Prepaymenters with a volugity	dir child, And white and the same	Color St. Co., St. B. Martin, Supplied St. Color St. Martin	ge of \$10.06 will be payable.	II before the schedu
dereand propagations, 144		lemication o	of the Amount Pinanced and St	
Insurance Corean tife insufficie and times of obtain credit and will notice from the eaditional Core 1888	ided unless you sign and spre	2 Total dow	wnpayment (24 / 1/2b + 24)	515i
Jype "[Premium 2] Bisture Gradu Lutel "[]] (c) [198mit 20	odit life insurance	Cash b. Trade	in describs 96 CHEVROL	CTRESUTAN
NZA-SPERREALA	Date Guit file insurance	equals c. Other	eriet maditorial belevior	
	Dae Multaliability madrance	u Unpaid t	bolonce Table 1999 And State of the State of	107 64 107 173
	Date	THE PERSON NAMED IN	SALAWAR BITCHLOR	
	deptable to the creditor named revallable through the creditor	d above at a cost a un a i a term over the co		
	Britis de April (ac.)		PERSONAL PROPERTY OF THE PROPERTY OF THE PERSONAL PROPERTY OF THE PERSO	1374771765
Signature Montoli Verright (quent sis) Engre Signatur (quent sis)	CORPORATION OF THE PROPERTY OF			
		THE RESERVE OF THE PERSON OF T		A Salaran Pangaran
Personal Property and Company of the				
		ing Arches Morrishing The party appears to Micegan	di sirila da di quanta mada De di garanga	Geographics of share
Paragraph of Persons Son appropriate the sole and engine to the paragraph of the paragraph of			Marcha (Allie)	
Property (C. M. 1929) Annuals (C.	Visa (ellevi to deira)	A PARTICIPALITATION OF THE PROPERTY OF THE PRO	<u> 1 1 1 1 1 1 1 1 1 1 </u>	
, il encept son datage est d'ac de control con acceptant				
Western Bernhaus (1997) Deiter Bernhaus (1997)	nice desperation			

PLEASE READ DISCLAIMER "The Information you see in the window form (Buyer's Guide) for this vehicle is part of the contract. Information on the window form overrides any contrary provisions in the contract of sale." Buyer Signs X	78	PURCHASER'S DATE OF BIRTH 10/09/1953 NOTICE TO BUYTH Doubt sign this order before you read to lit contains blank spaces on A CASH TRANSACTION this offer is not valid unless signed and accepted by Dealer. ON A CASH TRANSACTION the purchaser's (s) offer is not accepted and the transaction on A CHEDIT TRANSACTION the purchaser's of all disclosures required by the Federal Consum of the consum	TOTAL COST DEALER INSTALLED PO BOX 190012 NORTH CHARLESTON SC 29419-9012	SCFCU	TIEN INFORMATION NEW VEHICLE	ーーーーーーーさいら	LIEN INFORMATION I HAUE-IN	Rupa	<i>⋽</i> ∰	and 25 point safety inspection. PLATINUM PLUS SERVICES is offered to our custom added value and may be purchased at the customer's discretion.	ADDITIONAL INFORMATION / EQUIPMENT PLATINUM PLUS SERVICES INCLUDE: discount coupons and services valued at over \$600. preferred customer card, accident report forms, credit care program, trip planning service.		1Y1SK52621Z 1	2100	☐ V-6 ☐ Air-Cond. ☐ Power Brakes ☐ Power Tair Gate ☐ Sun Roof ☐ 4-Cyl. ☐ Power Locks ☐ Power Seats ☐ 4-Wheels Drive ☐ T-Top ☐	U-A ☐ Auto ☐ Power Steering ☐ Power Windows ☐ Road Wheels ☐	OA NEW CHEV MALI 161Z		VEHICLE TO BE PURCHASED	Address 711 DORANGE RD City SRANCHVILLE	Palested By NAMIE LUE EVANS Date 12/27/2003	VEHICLE WORK ORDER 47 10 10 11 11 11 11 11 11 11 11 11 11 11
(#2) Co-Buyer Signs X	BUYER ACKNOWLEDGES he has read and received a completed oxyptor has been expended except as appears above. BUYER CERTIFIES he is 18 years of age or older, and no credit has been extended except as appears above. CONTRACTUAL DISCLOSURE STATEMENT: The information you see on the window form (Buyer's Guide) for this vehicle is pert of the contract. Information on the window form overtides any contrary provisions in the contract of sale.	NOTICE TO BUTTER Dougt sign this order before you pase How it it contains black spaces. You are entitled to an exact copy of the order you sign. ON A CASH THANSACTION this offer is not valid unless signed and accepted by Dealer. ON A CHEDIT THANSACTION the purchaser's [s') offer is not accepted and the transaction is not consummated until [a] approved in writing by Dealer and a case on able to the consumer Credit Protection Act [Fruth and Lending Act] have been given, and [b) purchaser(s) and Dealer have signed at installment Sate Contract.	9-9012) TOTAL 16450.00	LIGH CK CUSTOMER CASH -2000.00	HICLE REBATE (type) (V-C) 1000.00	REBATE (type)	TOTAL	TAGE 2 THE	iling where SOUTH CAROLINA SALES TAX	PLATINUM PLUS SERVICE	ervices valued at over \$600. TOTAL 18916-50	Estimate Actual	ADD PAYOFF ON TRADE-IN N/A	DIFFERENCE 18916.50	eo lape LESS TRADE ALLOWANCE 2158.	FM SHORED TOTAL SELLING PRICE 21075.00	ADD DEALER INSTALLED ITEMS	M.S.R.P. CASH PRICE 21075.00	County OBURG Deal #: 47542	State SC Zip 29432	Phone #s:(1016 NORTH MAIN STREET SUMMERVILLE, SC 29483

07/15/2004 11:58 FAX 8438202539	CHEVY-NORTH	₫ 006
F8.9c. (Ca2.61) (E10	The second of th	在中国的"大"的第三人称形式,在1977年,1977年,1977年,1977年,1978年,1978年,1978年,1978年,1978年,1978年,1978年,1978年,1978年,1978年,1978年,1978年
CUSTOMER NAME:	(16) cwa ofress	
VIN:	3/ 2/ 4/ F/	(or see attached list*
7. Customer Incentive		
Lassign the total amount of customer inc customer incentive(s) be applied: (a) law, as a price reduction (Bill of Sale incentive applied), or (c)a check be	indicates organization	amed below and request that the available this vehicle; (b) where permissible by amount of incentive and final price with or named below:
<u>Incertive Program Referen</u>	nce Amount	GM Incentive Code
<u> </u>	\$ <u></u> \$	<u>CSF</u>
	<u> </u>	
	\$	
Total Incentive Amount Receiv	\$ <u>\</u>	
Other Program Selection (Which may Division supported financing/leasing, etc.	Of may not be to list of	tomer incentive programs; for example,
2 a. Felect to receive		
in heurof		
b. lelect to receive	and/or	
b. lelect to receive		

CUSTOMER AND DEALER ACKNOWLEDGMENT

m the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took Ivery of this vehicle on 17/31/63. Lacknowledge receipt of incentive(s) as described in Item LA and release the GM ision from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature:

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

Authorized Dealer Signature:

Dealership Name:

Dealer

MICHAEL CHEVROLET INC.

Dealer Code

must include VIN, Delivery Date and Program Reference

Copy #2 - Customer

te: This document is required as supporting documentation for the payme-

-- and must be available in the Deal File WLET, PONTIAC GMC, BUICK and CADILLAC

Reynold

GM379= -

Merriam, Kansas



MAY 2 0 2007

Mr. Charles F. Ugolino Director of Operations Chevrolet Motor Division P. O. Box 10054 Toledo, Ohio 43699-0054

43699+0054 Idulalla Bahla Idalla dha alda da Idala Idala III

Mr. Charles F. Ugolino
Director of Operations
Chevrolet Motor Division
P. O. Box 10054
Toledo, Ohio 43699-0054

Re: Chevrolet M<u>alibu</u>

Vin: 1G1ZU54834F

Dear Mr. Ugolino:

In response to your "Purchase and Delivery Satisfaction Survey", I would like to tell you that I am not completely happy with my new Malibu LV. On March 29, 2004 I purchased the above car from Crown Chevrolet in Lawrence, Kansas. Everything was fine for a little over three weeks and then all of a sudden my power steering went completely off. I could not imagine what was happening. The warning light with the picture of the car and a wrench through the center of it went on the dash board and also the words "Power Steering" showed up on the screen that shows the time of day etc. Anyway, I just about didn't make it home that night and could not even turn into my parking place accurately. Of course, I called the dealer the first thing the next morning and he asked that I bring it in. Well to my surprise, when I started up the car that next morning, it worked just fine. I went ahead and took it into the dealer and they kept it all day. ran several checks on it and could not find out anything wrong. So now I drive in constant fear that the power steering is going to go out on me Obviously, there must be some explanation as to what happened as I have never experienced such a thing in my life (of course, this could happen if you ran out of gas etc.). This was not the case and I could hardly drive it and had to go very slow in heavy traffic.

Can you give me an explanation for the above? Have you had this same problem with other Malibus? I understand that this is an electronic steering device - but have these been a problem? I have never had or heard of this happening to anyone else. Please let me and my dealer know how to handle this situation.

Thank you for your attention to this matter. Otherwise, so far, I have liked the car and all of the other accessories that it contains.

Engineering Analysis Associates Raymond R. Polakoski 973-495-4501 rpolakoski@aol.com

Attention: Larry Meeks, PAR Customer Relations Manager

PAR 1-220756716

Attached is the repair estimate for this case.

Regards,

Ray Polakoski

Job Number: 1466

07/06/2004 at 04:49 PM 51012

License Transmission Sapers, INC.

COMMITMENT TO EXCELLENCE

517 Sruckner Bouleverd Bronx, NY 10455

(718)292-8553 Fax: (718)665-4274

SUPPLEMENT OF RECORD 2 WITH SUBSKY

Written By: JOSEPH DESALVO \$18-948674 07/03/2004 02:07 PM Adjuster:

Insured: Omer: Address:

Policy Poductible:

Bronk, NY

Date of Lens:

Day:

Type of Leas: Collision Feint of Tupest: 11. Left Front

Inspect Legation:

Insurance Nationwide Mutual Company:

Days to Repair

2004 CREV MALIBU IS 6-3.51-F1 4D SED US19F Int:

WER: 1G1ZT52894F Lac: ATE6746 NY Pack Date: 08/2003 Odometer: 4479 Rear Defogger Tilt Wheel Air Conditioning Intermittent Wipers Cruise Control Telescopic Wheel Body Side Moldings Dual Mirrors Keyless Entry Clear Coat Paint Power Steering Traction Control Power'Windows Power Locks Power Brakes Power Mirrors Power Trunk/Tailgate AM Radio CD Player FM Radio Sterec Driver Air Bac Passanger Ali Beg Anti-Lock Brakes (4) Cloth Seats Bucket Seats 4 Wheel Disc Brakes Overdrive Aluminum/Alloy Wheels Autometic Transmission

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2		O/H front bumper	O	0.00	2.0	0.0
3	Repl	Bumper cover	1	275.00	Incl.	2.6
4	-	Add for Clear Coat	0	0.00	9 .0	1.0
5		GRILLE				
5	Repl	Molding	1	108.00	0.4	0.0
7.	RAI	Emblem	ō	0.00	0.2	0.0
8		HOOD				
9*	Rpr	Reod	0	0.00	0.5	1.5
10*		Add for Clear Coat	٥	0.00	0.0	$\frac{1.5}{1.2}$
11		TENDER				
11 12	Rep↓	LT Fender	1	181.63	2.0	1.8

07/06/2004 at 04:49 PM 51012

Job Kumber: 1466

SUPPLEMENT OF RECORD 2 WITH SUBMERY 2004 CHEV MALIBU LS 6-3.5L-FI 4D SED U519F Int:

NO.		02.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAIN'
13			Overlap Major Adj. Panel Add for Clear Coat Add for Edging Deduot for Overlap LT Apron assy LT Fender liner WHEELS	0	0.	.00	0.0	-0.4
14			Add for Clear Coat	ō	Ö.	ÖÖ	0.0	0.
15			Add for Edging	ō	ō.	00	0.0	0.5
3.6			Deduct for Overlan	ō	o.	00	-0.3	0.1
17*	802	Res	LT Apron assy	ŏ	ō.	00 .	6.0	8 1.1
18*	902	Repl	LT Fender liner	1	20.	50	Incl	- 6.
19			WHEELS	-				
20	802	Repl	LT/Front Wheel, alloy 15"	1	252.	50 m	0.3	M 0.0
21*	802	Repl	LT/Front Center cap QD1	1	23.	22	0.0	0.0
			LT/Front Wheel, alloy 15" LT/Front Center cap QD1 Tire Bridgestone 205/65R15 +254					
23#			TIRE MOUNT & BALANCE / TIRE	1	15.	T 90.	0.0	M 0.
24			FRONT SUSPENSION				- "	
25			O/H frt susp it	٥	٥.	.00 🖦	3.0	M 0.
26		Repl	LT Knuckle	1	133.	.11 m	Incl.	M 0.
27*		•	Align front wheels	0	0	.00 m	0.0	н О.
28+			Adjust tos-in	٥	Ď.	.00 m	0.0	M 0.4
29*			Align four wheels	ō	ō.	.00 m	0.0	M C.
30		Repl	LT Lower cntrl arm	ī	85	. 75 m	Incl.	M 0.1
31			Deduct for Overlap	ō	Ď.	. 20	Incl	м о
32		Repl	LT Strut 3.5 liter	ī	125	.00 =	incl.	M 0.1
3.3			Deduct for Overlan	ō		.00	Incl.	м о.
34		Repl	LT Stabilizer link	1	32	.75 m	toc1.	м 6.
3.5			Deduct for Overlan	â	- 0	.00	The!	M 0
36*	802	Repl	LT Atla anav	2	645	36 -	1 0	M 0
37			Deduct for Overlap	õ	440	. 88 ~~	- G . S	M 0.
38*		Repl	LT Mub & bearing	1	187		tool	M 0
39	302	Repl	LT Seat	- 1		74 "	Tool	0.1
40	802	Repl	LT Rotor w/o 4 wheel disc	i	135	. A A	Teal.	w 0.1
41	802	Renl	LT Bearing	1	100.	75	Thel	~ ~ ~
42	802	Repl	LT Strut mount	1	40	44	Tool	0.
43		~~~	TIRE MOUNT & BALANCE / TIRE FRONT SUSPENSION O/H frt susp it LT Knuckle Align front wheels Adjust toe-in Align four wheels LT Lower contrl arm Deduct for Overlap LT Strut 3.5 liter Deduct for Overlap LT Stabiliser link Deduct for Overlap LT Axle assy Deduct for Overlap LT Hub & bearing LT Seat LT Rotor w/o & wheel disc LT Strut mount FRONT DOOR LT Outer repel		72.	. 73	Augr.	0.
44+		Roz	LT Outer panel	c	٨	۸۸	1 5	•
4.5		A	LT Outer panel Overlap Major Adj. Penel Add for Clear Coat LT Belt molding LT Body side mldg LS & LT LT Handle, outside LT Mirror assy w/heared	0	0	00	***	- * -
46*	S 01		Add for Clear Coat	ŏ	0	00	0.0	-0.
47		WAT	LT Belt molding	Š	<u>.</u>	. 00	0.0	×
48-		RAI	LT Rody wide mide DR a Tr	Č	φ.	^^	0.2	V .
49		BAT	LT Mandle, outside	ŏ	0,	, UU	***	0.
50		RAT	LT Mirror assy w/heared	~		00	0.4	0.
51		RSI	LT Rel trim panel			~~	0.3	V . 1
52			REAR DOOR	C	u,	.00	0.4	0.
53+		Rpr	LT Outer panel / Polish	•	^	^^		
54		L. P. I.	QUARTER PANEL	O	Ų.	.00	<u>1.5</u>	<u>0 - 0</u>
55÷		Rpr	LT Quarter panel		_	^^		_
56		VAE	REAR LAMPS	0	0.	.00	<u>1.2</u>	2 - 9
57		REI	LT Tail lamp wary					_
58		M41	PILLARS, ROCKER & FLOOR	0	ο,	.00	0.3	0.0
			6.1.以以前表示。 其以尼莱尼亚 . E FT.CODD					

07/06/2004 At 04:49 PM 51012

Job Number: 1466

SUPPLIMENT OF MACCOD 2 WITH SUMMARY 2004 CHEV NALIBU LS 6-3.5L-FI 4D SED U519F Inc:

NO.	OP.	DESCRIPTION	QTY	EXT. PX	ICE	LABOR	PAINT
6 0	RAI	LT Rocker molding base & LS LT Uniside asey outer Overlap Major Non-Adj. Panel	0	0.00		0.5	0.0
61. 402	Rpr	LT Uniside assy outer	à	0.00	5	2.0 5	1.0
62 801	_	Overlap Major Non-Adj. Panel	0	0.00		0.0	-0.2
63 801		FRONT LAMPS					
64 301	Repl	LT Readlamp assy	1	210.00		0.3	0.0
65 501	-	Aim headlamps	ō.	0.00		0.4	0.0
66 301	REI	RT Headlamp assy	Ō	0.00		0.3	0.0
67		REAR BUMPER	•			***	
68	映画型	Rel bumper cover	0	0.00		1.0	0.0
69+	Rpz	Bumper cover	ō	0.00		1.5	1.5
70*	-	Add for Clear Coat	0	0.00		0.0	1.2
71#		CAR COVER FOR OVERSPRAY	1	5.00	Ŧ	0.2	0.0
72#		HAZARDOUS WASTE	1	3.00	T	0.0	0.0
73#		CORROSION PROTECTION	1	10,00	_	0.0	0.0
744		FRONT LAMPS LT Headlamp assy Aim headlamps RT Headlamp assy REAR BUMPER REI bumper cover Bumper cover Add for Cleer Cost CAR COVER FOR OVERSPRAY HALARDOUS WASTE CORROSION PROTECTION TINT COLOR FLEX AGENT SET-UP MOUNT & MEASURE	1	0.50		0.5	0.0
75#		FLEX AGENT	1	15.00	T	0.0	0.0
75#		TINT COLOR FLEX AGENT SET-UP MOUNT & MEASURE PULL 4 ALIGN ONDER COAT COLOR SAND 4 BUFF CLEAN 4 RETAPE MOLDINGS WINDSHIELD	1	0.00		2.0	0.0
770		PULL 4 ALIGN	1	0.00		2.0	0.0
78#		ONDER CORT	1	8.00		0.0	0.0
79#		COLOR SAND & BUFF	1	0.00		1.5	0.0
804		CLEAR & RETAPE MOLDINGS WINDSHIELD	1	0.00		0.5	0.0
81 801		WINDSHIELD					
62 801	RÆI	Masker reservoir	0	0.00		0.3	0.0
83 301		BLECTRICAL					
84 \$01	RAI	Battery Horn low note	0	0.00	m	0.3 1	0.0
85 SQ1	RAI	Horn lew note	Ô	0.00		0.2	0.0
86 \$01	RAT	Morn high note	a	0.00		5.2	0.0
87* 502	Repl	Battery tray	1	$\frac{34.21}{27.23}$		0.2	0.0
85- 30Z	Xedi	Battery Cover	1	27,23		0.0	0.0
59 501	•	COCLING					
90* 802	Rpr	Upper tie bar	0	0.00	8	2.5 8	1.0
91 501		Overlap Major Non-Adj. Panel	Q	0.00		0.0	-0.2
92		OTHER CHARGES					
93#		COCLING Upper tie bar Overlap Major Non-Adj. Panel OTHER CHARGES Towing	1	150.00			
		Subtotals>	+	2837.62		36.9	17 2

Line 20 : NO RECON AVAILABLE , LKQ HUNTS PT - ELVIS.... SAWMILL AUTO - TONY CAPS AND WHEELS - STEVE

Parts						2649.62
Body Labor	22.3	hrs	ŧ	\$	38.00/hr	847.40
Paint Labor	17.2	hrs	8	\$	38.00/hr	653.60
Mechanical Labor	4.1	hrs	8	\$	38.00/hr	155.80
Structural Labor	10.5	hrs		5	38.00/hr	399.00
Paint Supplies	17.2	hra			18.00/hr	309.60
Sublet/Misc.						38.00
Other Charges						150.00

07/06/2004 at 04:49 PM 51012

Job Number: 1466

SUPPLEMENT OF RECORD 2 WITH SUBGRAY 2004 CHEV MALIBU LS 6-3.5L-FI 4D SED U519F Int:

		QP,	DESCRIPTION	QTY	EXT.	PRIC	LABOR	PAINT
			LT/Fiont Center cap QD1 LT/Front Center cap QD1 LT/Front Center cap QD1 LT Axle assy LT Axle assy LT Axle assy Add for Clear Cost RECOND LT/Front Wheel, al					
20	501	Repl	LT/Front Center cap QD1	1	-25	. 75	-9.0	0.0
21*	802	Repl	LT/Front Center cap QD2	1	23	. 22	0.0	0.0
35*	301	Repl	LT Axle assy	1	-538	. 88 x	n -1.0	M 0.0
36.	202	Repl	LT Axle assy	1	645	-36 x	n 1.0	M 0.0
			DELETED ITEMS					
15	\$01		Add for Clear Cost	0	-0	-00	-0.0	-0.2
20+	*501	Repl	RECOND IT/Front Wheel, al	lloy 1		*		
4.4			15"		-178	.00 n	-0.3	0.0
**		X & 1	TI VbbIIdne	0	-0	-00	-0.1	0.0
60	301		Add for Clear Coat	٥	-0	. 00	-0.0	-0.2
9.0	301		Add for Clear Coat	O	-0	.00	-0.0	-G.2
			ADDED ITEMS	· -				
T0-	302	Kept	LT Fender liner	1	20	.50	Incl.	0.0
20	SUZ	Repl	LT/front Wheel, alloy 15"	' 1	252	.50 n	1 0.3	M 0.0
39	802	Repl	LT Seat	1	5	.75	Incl.	0.0
41	80Z	Kepi	LT Rotor W/o 4 wheel disc	1	135	. 94 .	Incl.	M 0.0
41	302	Kepl	LT Bearing	ב	4	.75	incl.	0.0
32+	302	Kebi	LT Strut mount	1	49	. 95	Incl.	0.0
017	342	KeDT	MARKETY CPAV		~ ~	~ .	. // //	
004	- 4 -			, 1	34	<u>• * + +</u>		0.0
88*	302	Repl	Battery cover	: 1 1	<u> 27</u>	.23	0.0	0.0
88*	302) : N	Repl	Subtotals ON AVAILABLE , LKQ HUNTS P	1 1 T - ELVIS	456	- 21 - 23 - 72 SAWMI	0.1 0.1	0.0 -0.6
98*) : N	O RECO	RECOND LT/Eront Wheel, all 15" LT Applique Add for Clear Coat Add for Clear Coat LT Fender liner LT/Front Wheel, alloy 15" LT Seat LT Rotor w/o 4 wheel disc LT Bearing LT Strut mount Battery tray Battery cover Subtotals ON AVAILABLE, LKQ HUNTS P CAPS AND WHEELS - STEVE Parts Body Labor Nechanical Labo Additional Supp	T - ELVIS	• • • • •	SAWMI	LL AUTO) - фоил
98* ne 20) : N	O RECO	ON AVAILABLE , LKQ KUNTS P CAPS AND WHEELS - STEVE Parts Body Labor Nechanical Labo Additional Supp Additional Supp	T - ELVIS O. r O. lement Lat lement Mat	.2 hr: .3 hr: .oor	SAMMI	16.00/h 36.00/h plies	456. ir 7. ir 11. -38.
58*) : N	O RECO	ON AVAILABLE , LKQ KUNTS P CAPS AND WHEELS - STEVE Parts Body Labor Nechanical Labo Additional Supp Additional Supp	T - ELVIS O. r O. lement Lat lement Mat	.2 hr: .3 hr: .oor	SAMMI	16.00/h 36.00/h plies	456. ir 7. ir 11. -38.
68*) : N	O RECO	Parts Parts Body Labor Nechanical Labo Additional Supp Additional Supp Subtotal Sales Tax Additional Supp	T - ELVIS Or Or Or lement Latement Mat	.2 hrs. 3 hrs. cerial	SAWN1	20.00/h 30.00/h plies 8.625	456. 7. 11. -38. -10. \$ 426. 04 36.
98*) : N	O RECO	ON AVAILABLE , LKQ KUNTS: P CAPS AND WHEELS - STEVE Parts Body Labor Nechanical Labo Additional Supp	T - ELVIS C. F. O. lement Lat lement Mat	2 hrs	SAWN1	20.00/h 30.00/h plies 8.625	456. ir 7. ir 11. -38.

07/06/2004 at 04:49 PM 51012

Job Nikmber: 1466

2004 CHEV MALIBU LS 6-3.5L-FI 4D SED U519f Int:

SUBTOTAL Sales Tax	\$ 5203,02 9	5	5203.02 448.76
GRAND TOTAL		S	5651.70
ADJUSTMENTS: Deductible			0.00
CUSTOMER PAY INSURANCE PRY		\$ 3	0.00 5651.76

THIS ESTIMATE IS BASED ON OUR DETAILED INSPECTION. OCCASSIONALLY, WORN OR DAMAGED PARTS ARE DISCOVERED AFTER REPAIRS HAVE COMMENCED. NATURALLY, THIS ESTIMATE CANNOT COVER SUCH CONSTINGENCIES. PARTS PRICES SUBJECT TO INVOICE. PARTS REMOVED FROM THE VEHICLE WILL BE SCRAPPED UNLESS OTHERWISE NOTIFIED BY THE CUSTOMER IN ADVANCE. THIS IS AN ESTIMATE BASED ON OUR VISUAL INSPECTION ONLY. FREQUENTLY, ADDITIONAL HIDDEN DAMAGE IS FOUND ONCE REPAIRS HAVE BEEN STARTED. THIS ESTIMATE DOES NOT INCLUDE SUCH DAMAGE.

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR COMMERCIAL INSURANCE OR A STATEMENT OF CLAIM FOR ANY COMMERCIAL OR PERSONAL INSURANCE BENEFITS CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, IN CONNECTION WITH SUCH APPLICATION OR CLAIM, KNOWINGLY MAKES OR KNOWINGLY ASSISTS, ABETS, SOLICITS OR CONSPIRES WITH ANOTHER TO MAKE A FALSE REPORT OF THE THEFT, DESTRUCTION, DAMAGE OR CONVERSION OF ANY MOTOR VEHICLE TO A LAW ENFORCEMENT AGENCY, THE DEPARTMENT OF MOTOR VEHICLES OR AN INSURANCE COMPANY, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, AND SHALL ALSO BE SUBJECT TO A CIVIL PENALTY NOT TO EXCEED FIVE THOUSAND DOLLARS AND THE VALUE OF THE SUBJECT MOTOR VEHICLE OR STATED CLAIM FOR EACH VIGLATION.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DRICPO4 Database Date 05/2004, CCC Data Date 04/2004, and the parts selected are OSN-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilds sign (*) items indicate MOTOR Mot-Included Dabor operations. Mon-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Compatitive Replacement Parts. Used parts are described as LNQ, Gual Recy Parts, RCY, or USED. Reconditioned parts are described as Recom. Record parts are described as Recore. NAGS Part Mumbers and Prices are provided by Mational Auto Glass Specifications, Inc. Pound sign (*) items indicate manual entries.

CCC Pathways - A product of CCC Information Services Inc.

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07/06/2004 at 04:49 PM

Job Number: 1466

51012

SUPPLEMENT OF RECORD 2 VITE SUBSECT 2004 CHEV MALIBU LS 6-3.51-FT 4D SED US19F Int:

4243.22 JOSEPH DESALVO Estimate Supplement S1 944.82 JOSEPH DESALVO Supplement \$2 463.74 JOSEPH DESALVO ----

\$ 5651.78 Job Total

INSURANCE PAY \$ 5651.78

THIS ESTINATE IS BASED ON OUR DETAILED INSPECTION. OCCASSIONALLY, WORN OR DAMAGED PARTS ARE DISCOVERED AFTER REPAIRS HAVE COMMENCED. NATURALLY, THIS ESTIMATE CANNOT COVER SUCH CONSTINGENCIES. PARTS PRICES SUBJECT TO INVOICE. PARTS REMOVED FROM THE VEHICLE WILL BE SCRAPPED UNLESS OTHERWISE NOTIFIED BY THE CUSTONER IN ADVANCE. THIS IS AN ESTIMATE BASED ON OUR VISUAL INSPECTION ONLY. FREQUENTLY , ADDITIONAL HIDDEN DAMAGE IS FOUND ONCE REPAIRS HAVE BEEN STARTED. THIS ESTIMATE DOES NOT INCLUDE SUCH DAMAGE.

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR COMMERCIAL INSURANCE OR A STATEMENT OF CLAIM FOR ANY COMMERCIAL OR PERSONAL INSURANCE BENEFITS CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO, AND ANY PERSON WHO. IN COMMECTION WITH SUCH APPLICATION OR CLAIM, KNOWINGLY MAKES OR KNOWINGLY ASSISTS, ABETS, SOLICITS OR CONSPIRES WITH ANOTHER TO MAKE A FALSE REPORT OF THE THEFT, DESTRUCTION, DAMAGE OR CONVERSION OF ANY MOTOR VEHICLE TO A LAW ENFORCEMENT AGENCY. THE DEPARTMENT OF MOTOR VEHICLES OR AN INSURANCE COMPANY, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, AND SHALL ALSO BE SUBJECT TO A CIVIL PENALTY NOT TO EXCEED FIVE THOUSAND DOLLARS AND THE VALUE OF THE SUBJECT NOTOR VEHICLE OR STATED CLAIM FOR EACH VIOLATION.

Estimate based on MCTCP CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Suide DRICF04 Database Date 06/2004, CCC Data Date 06/2004, and the parts selected are ORM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (*) or Double Asteriak (**) indicates that the parts and/or labor information provides by MOTOR may have been modified or may have done from an alternate data source. Tilde sign (-) items indicate MOTOR Not-Included Labor operations. Won-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LEQ, Quel Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided by Wational Auto Glass Specifications, Inc. Pound sign (\$) items indicate manual entries.

CCC Pathways - A product of CCC Information Services Inc.

Date: 6/11/04

TO: Janice Mondary

EAA/SPX Field Coordinator

Phone: 586-753-3336 Fax: 586-753-3335

From: Larry Meeks

PAR Customer Relations Mgr

Email: meeksl@gmexpert.com Phone: 800-231-1841 ext.57255

Fax: 866-222-8258 Mailing Address:

GM PAR Investigations

5701 East Hillsborough Avenue

Suite 2300 Tampa, FL 33610

Vehicle Information

VIN#: 1G1ZT52894F

Year/Make: 200 Chevrolet

Model: Malibu

Contact's Name:
Contact's Number:

Vehicle Location: Crane Chevrolet

999 Rte 46

999 Rte 46, NJ 07013-2429

IF located at a Salvage/Auction Yard:

Ins. Adj. Name: ?????

Phone #: ?????

Claim or Salvage ID #: ?????

Claimant Information
PAR File #: 1-220756716

Claimant Name:

Claimant Cell #:
Address:

Bronx, NJ

Required Actions: 1 Advise PAR CRM via voicemail/email of inspection date.

1 Repair Estimate Required

1 Review All PAR File information

Please Use Forms:

0 Accelerator/Throttle

0 Restraint-SIR/Seatbelts

0 Seats

0 Brake/ABS/TC System(s)

0 Side Impact

0 Power Sliding Door

1 Steering/Suspension/Tires&Wheels

0 Transmission/Transaxle

0 Hood/Hood Latch

0 Engine

- 0 Fire Non-Collision
- 0 OnStar

Special Instructions:

- 1 Interview Owner
- 0 Vetronix Requested
- 1 Obtain Fire/Police Report
- 0 Do Not Interview Owner
- 1 Contact PAR CRM After
- 0 ?????

Investigations can only be rushed if e-mailed by one of the following:

0 RUSH 0A. Medina 0 PAR Team Manager:????? 0 GM Team Leader:?????

EAA Internal Use Only

To: SA: ?????

Date E-Mailed to SA: ?????
From: Janice Mondary

Due Date: ?????

EAA SA Use Only

Case Acceptance/Investigation: 0 YES 0 NO

Please acknowledge acceptance of this case promptly by phone or fax.

Report Sent via Priority Mail Date: ?????

Date Report Faxed/Emailed to CRM: ?????

EAA Inspection Request

GM/PAR Confidential R-3/28/03 T.Holcomb

PAR Case Assessment Form

Siebel Request No.: 1-220756716
Customer Name:
Product Purchased?: x New Used
Vehicle Identification Number: 1G1ZT52894F
Model: Malibu Make: Chevrolet Year: 2004 Mileage: 4400
Service Request Detail Screen x Reviewed and Updated
Pre-PAR Form x Reviewed and Updated
PAR Detail Form x Reviewed and Updated
Allegation and / or Claim
OnStar (Follow specialized procedure)
☐ Credit / Rebill Process (Review Step-by-Step)
☐ Injury
Reviewed Step-by-Step in Webknowledge:
Major (Surgery, compensation, current medical treatment, lacerations, sutures, fractures,
paralysis, loss of consciousness, fatality)
☐ Forward file to ESIS.
☐ <i>Minor</i> (Bruises, bumps, scratches, abrasions, headaches) - Review with customer for a
thorough description.
☐ Dealer
Forward file to EAA
☐ Grey Area (Past: medical treatment, surgery and injury. Pregnancy, numbness)
☐ Review file with Team Manager
☐ Forward file to ESIS
☐ PAR will work file
x Collision (Includes curbs and / or sidewalks):
☐ Air Bag/s (Vetronix) –
Non-Deployment Non-Deployment
☐ Forward file to EAA
Advised customer on basic air bag function
☐ Inadvertent Deployment <u>without</u> collision
Advised customer on basic airbag function
☐ Dealer (Inspect under-carriage)
Forward file to EAA
☐ Deployment with Collision
Advised customer on basic air bag function
Dealer (Inspect vehicle and obtain a repair estimate)
Forward file to EAA (Customer is requesting an inspection)
☐ Brakes / ABS (Vetronix if applicable) / Suspension / Tires / Wheel Separation / Steering
Major Body Damage (Review with customer and/or Dealership, Bodyshop for thorough
description and vehicle location)
☐ Forward file to EAA
Advised customer on basic brake/ABS function
☐ Minor Body Damage (Review with customer and/or Dealership, Bodyshop for thorough
description and vehicle location)
Advised customer on basic brake/ABS function
☐ Dealer
Forward file to EAA (Customer is requesting an inspection)

☐ Thermal Event:
☐ Major (Entire: vehicle, compartment, component and / or > 2 components)
☐ Forward file to EAA. ☐ <i>Minor</i> (Centralized / Confined to a small area) – Review with customer and/or Dealership for a
thorough description.
Dealer Inspection and / or Repair Order
☐ Forward file to EAA. ☐ Smoke / Non-Thermal –
Return to Workflow (File reviewed < 24 HRS after assignment).
☐ PAR will work file (File is > 24 HRS after assignment).
Property Damage (Includes pets):
and attach to file and / or conclude damage may be >\$1,000
☐ Forward file to ESIS.
☐ Insurance Subrogation Claim
☐ Deductible Claim
Compensation Claim with Supporting Documentation – Review with customer and/or caller for
thorough description. ☐ Forward file to ESIS.
☐ Law Enforcement Inquiry without allegation
Forward file to Workflow
Law Enforcement Inquiry with allegation
Review file with Team Manager
☐ Customer Retracted Allegation:
PAR will close file.
Vehicle Evaluation
x Inspection requested
x EAA □ Dealer
☐ Field Personnel
☐ Inspection <u>not</u> requested
Customer did not authorize inspection
 ☐ Customer accepted explanation and resolution ☐ Customer retracted allegation
☐ Vehicle not available
Customer does not own vehicle
Siebel Actions/Follow-Up
·
x Documented all actions and events in the PAR file x Provided resolution to Dealer and AVM
x Provided resolution to Dealer and AVIVI
CRM Resolution / Recommendation
x Forward file to ESIS
☐ Repair ☐ Repurchase
☐ Trade Repurchase
Law Enforcement Inquiry
GM declines responsibility
☐ File Closed / Customer Information Request Only ☐ File forwarded to the Workflow
□ Non PAR File
Other

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE & WHEEL SYSTEMS

Division:	Ref#1-220756716	VIN: 1G1ZT52894F	
Claimant's Name (LAST, I	irst)		
Inspected By: Raymond	<u>R.</u>	Organization: EAA	
Polakoski Phone: (973) 495-4501 x	Inspection [Mileage at Inspection:
<u> </u>		6/2004	5576
	I INSP	ECTION SUMMARY	
slow speeds. With right will produce With the wheel 3/4 with vibration felt assist. Beyond thi	for binding by driving wheel in a a slight loss of power sof a turn to the right, the in the steering wheel. As point power assist reeness and play in front ends, and steering gear	vehicle for 45 minutes ex a straight ahead position steering assist along with ere is a pronounced ban At this point there is a mo turns. There was no prob	ecuting a wide variety of turns at , slight movements to the left and h a slight vibration in the wheel ging noise from the steering column omentary loss of power steering blem evident on left turns. with the vehicle suspended on a lift. seness at all.
Note to the inspector: In o	•	•	which relates to the incident/allegation.
Bronx, NY			
2. Prior collision damage	(date, description, etc.) I	None	
-			
Repaired by:			
3. Describe existing vehic No unusual conditions.	le conditions at the time	e of the incident(e.g. warnin	ng lights "On", tires worn, etc.):
4. Repairs outside of warra	anty (what, when, by who	om?): None	
5. Other vehicle history in	formation (from person b	peing interviewed or GM W	'arranty History)? None
6. Last maintenance	(date, description, by wh	nom?): Unknown	

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailering lbs, Load description:	r:
Load location:	

Describe the following:	Before the Incident	At the Beginning* and During the Incident
Steering (normal, other)	Normal	"Steering locked up into the right turn"
Suspension (normal, other)	Normal	Normal
Engine (normal, other)	Normal	<u>Normal</u>
Transmission (normal, other)	Normal	<u>Normal</u>
Electrical (normal, other)	Normal	Normal
Warning lights/messages	None	None
Unusual noises (from where?)	None	None
Smoke/steam (from where?)	None	None
Other	NA	NA

^{*}The beginning of the incident is the start of the sequence which resulted in the incident.

Exact incident location: Bruckner Expressway service road east of Tremont Rd, Bronx, NY	
Surface where incident occurred: Type: <u>Concrete</u> , <u>Asphalt</u> , <u>Gravel</u> , Crushed <u>Rock</u> , <u>Dirt</u> , or <u>Other?</u> Describe: <u>Asphalt</u>	
Condition: <u>W</u> et, <u>D</u> ry, <u>I</u> cy, or <u>O</u> ther? _ If other, specify: Dry	
Estimated vehicle speed <u>30</u> MPH Source of estimate: Driver	
What did you do after you realized something was wrong? Describe: Driver stated that, as she was turning rigin a long curve to the right, the steering locked and she hit the divider on her left.	ht
Any other comments or observations that have not been covered?	
	—
	_

IV VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.

Take color photographs of the following:

Front Right side
Rear
VIN
Left side
Comments: The vehicle had been repaired prior to the inspection. There was a large gash in the lower driver'
door from lot damage at Crane Chevrolet.
_
B. Corner assemblies, if applicable:
Struts/shocks
Springs Control orms
Control arms Ball joints
Steering knuckles
Axle assemblies
Comments: None
Comments. None
C. Interior:
Instrument panel & odometer
Comments:
None
D. Underhood:
Engine compartment
Steering linkage Steering
Power steering lines/hoses, connections/clamps
Comments: None
None
-
E. Underbody:
Steering linkage
Scrapes or impact damage on the following:
Fuel tank Tires/Wheels
Etc.
Comments:
None

A. Exterior:

F.	General	Observations	(Take	photographs	if applicable	e):
----	---------	--------------	-------	-------------	---------------	-----

Anything on vehicle which is after-market: No aftermarket equipment
Anything on vehicle which is a modification: No modifications
Anything on vehicle which is unusual, out-of-place, etc.: Nothing unusual
Other relevant information:
,

_

V CHASSIS INSPECTION

Record your observations and measurements for the sections and questions which relate to the incident and items which were inspected. Write N/A for sections and questions unrelated to the customer allegation.

A. STEERING, SUSPENSION, WHEELS, AXLES:

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs, and indicate whether or not a photograph was taken.

	OBSERVATIONS/TEST RESULTS		
Steering system	Drove vehicle for 45 minutes- see above Inspection Summary		
Steering linkage	Tested for play-none found		
Gear/rack and pinion	Tested for play-none found		
Steering column, ignition switch, intermediate shaft	Steering column is tight and could not be moved back and forth or side to side.		
Steering pump, drive, hoses, connections, flow, pressure	This power steering system does not use a hydraulic pump.		
PS fluid level and condition	PS fluid is not used in this system		
Steering knuckle	No play at the knuckle.		
Suspension components - LF	Strut tight with no leaks.		
RF	Strut tight with no leaks		
LR	No leaks from rear shock and spring is seated properly.		
RR	No leaks from rear shock and spring is seated properly.		
Rear axle assembly	Nothing unususl observed		
Deformation to the frame	No frame damage observed		

(page 5 of 7)

	(page 3 of 7)
	OBSERVATIONS/TEST RESULTS
Describe evidence of axle/	No evidence of this condition observed.
suspension/ tire contact with	
frame, body or components	
Describe contact of the under-	No evidence of this condition observed
carriage with the road surface	
(road, shoulder, curb, or grass)	
Electronic level control	NA NA
system/components	
Engine (normal, other)	Normal
Electrical (normal, other)	Normal
Warning lights/messages	All work properly.
Wheels (damage/impact marks)	No wheel damage observed
Codes/numbers for failed	One code present-CO545 Steering Wheel Torque Input Sensor/Symptom 00
components. Describe	
Other	NA NA

	ts. Describe	
Other		<u>NA</u>
B. <u>ECM/P</u>	СМ	
Stored cod	les? (Y/N) No If yes,	list code number and description.
CODE	COUNTS	DESCRIPTION
	_	
	-	
Other com	ments:	
C. <u>ROAD</u> allegations	SENSING SUSPENS on vehicles equipped	SION/SPEED-SENSITIVE SUSPENSION (Fill out this section for suspension d with road-sensing suspensions/speed-sensitive suspensions)
1. Enter Doresent)	iagnostics per the ser	vice manual and record any current or history codes. (Enter "none" if no codes are
CURRENT CODE	-	DESCRIPTION
	_	
	_	
	_	
	_	
	_	
HISTORY CODE		DESCRIPTION

(pac	10	6	٥f	7)
luat		v	vı	, ,

	_					
	_					
	_					
State	which procedures	were followed, reuire disassembly	ecord the results of of components. For	each test, and sta	ored codes which rela ate the root cause of t re in the General Guid	he code. Do not
	spect the system we incident. Comme		s, and components	for damage. Ind	icate whether the dan	nage was the result
_						
3. Ot	her comments:					
D. <u>T</u>	IRE INSPECTION					
1. <u>IC</u>	ENTIFICATION:					
					AVE. TREAD	
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch	
LF	<u>Bridgestone</u>	<u>B450</u>	P205/65R15	33	<u> </u>	
RF	Bridgestone	B450	P205/65R15	<u>33</u>	<u>9</u>	
LR	Bridgestone	<u>B450</u>	P205/65R15	<u>33</u>	<u>10</u>	
RR	Bridgestone	<u>B450</u>	P205/65R15	<u>32</u>	<u>10</u>	
Desc LF _ <u>tires</u> RF	No damage to	o tires, such as s	crapes, marks due	to impact, cuts, tr	ead separation, flat sp	oots etc.
LR						
RR						
	RE PLACARD DA ecord the following		n driver's door edge PRESSURE		klid) ESSURE AT MAXIMU	JM LOAD(psi)
TIRE	S <u>Coul</u>	d not locate this	<u> </u>			
SPAI	RE TIRE	<u>label</u>				

VI SITE INSPECTION

Make a diagram of the incident scene showing where the vehicle started, the path of the vehicle, and all points of impact. Make measurements and record on the diagram. Inspect the scene for tire marks. Take color pictures and enter comments below. If significant other vehicle or property damage occurred, take pictures of the damage, if possible, and make notes as necessary.

Comments: Did not visit the site of the accident.

VII OTHER REPORT INFORMATION	
Check here if there was evidence of a "Fire-Related" event. According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.	
Attachments: (Check all that apply) x Photographs Data Downloads x Other Records	

PAR Case Assessment Form

Siebel Request No.: 1-220756716
Customer Name:
Product Purchased?: x New Used
Vehicle Identification Number: 1G1ZT52894F
Model: Malibu Make: Chevrolet Year: 2004 Mileage: 4400
Service Request Detail Screen x Reviewed and Updated
Pre-PAR Form x Reviewed and Updated
PAR Detail Form x Reviewed and Updated
Allegation and / or Claim
OnStar (Follow specialized procedure)
☐ Credit / Rebill Process (Review Step-by-Step)
☐ Injury
Reviewed Step-by-Step in Webknowledge:
Major (Surgery, compensation, current medical treatment, lacerations, sutures, fractures,
paralysis, loss of consciousness, fatality)
☐ Forward file to ESIS.
☐ <i>Minor</i> (Bruises, bumps, scratches, abrasions, headaches) - Review with customer for a
thorough description.
☐ Dealer
Forward file to EAA
☐ Grey Area (Past: medical treatment, surgery and injury. Pregnancy, numbness)
☐ Review file with Team Manager
☐ Forward file to ESIS
☐ PAR will work file
x Collision (Includes curbs and / or sidewalks):
☐ Air Bag/s (Vetronix) –
Non-Deployment Non-Deployment
☐ Forward file to EAA
Advised customer on basic air bag function
☐ Inadvertent Deployment <u>without</u> collision
Advised customer on basic airbag function
☐ Dealer (Inspect under-carriage)
Forward file to EAA
☐ Deployment with Collision
Advised customer on basic air bag function
Dealer (Inspect vehicle and obtain a repair estimate)
Forward file to EAA (Customer is requesting an inspection)
☐ Brakes / ABS (Vetronix if applicable) / Suspension / Tires / Wheel Separation / Steering
Major Body Damage (Review with customer and/or Dealership, Bodyshop for thorough
description and vehicle location)
☐ Forward file to EAA
Advised customer on basic brake/ABS function
☐ Minor Body Damage (Review with customer and/or Dealership, Bodyshop for thorough
description and vehicle location)
Advised customer on basic brake/ABS function
☐ Dealer
Forward file to EAA (Customer is requesting an inspection)

☐ Thermal Event:
☐ Major (Entire: vehicle, compartment, component and / or > 2 components)
☐ Forward file to EAA. ☐ <i>Minor</i> (Centralized / Confined to a small area) – Review with customer and/or Dealership for a
thorough description.
Dealer Inspection and / or Repair Order
☐ Forward file to EAA. ☐ Smoke / Non-Thermal –
Return to Workflow (File reviewed < 24 HRS after assignment).
PAR will work file (File is > 24 HRS after assignment).
☐ Property Damage (Includes pets):
\$1,000 - Advise Dealership to proceed under PAR Warranty code Z1241 \$1,000 - Pavisw with systems and/or Paglership for the rough description. Obtain actimate
\square > \$1,000 - Review with customer and/or Dealership for thorough description. Obtain estimate and attach to file and / or conclude damage may be >\$1,000
☐ Forward file to ESIS.
☐ Insurance Subrogation Claim
☐ Deductible Claim
Compensation Claim with Supporting Documentation – Review with customer and/or caller for
thorough description. ☐ Forward file to ESIS.
☐ Law Enforcement Inquiry <u>without</u> allegation
Forward file to Workflow
Law Enforcement Inquiry with allegation
Review file with Team Manager
x Customer Retracted Allegation:
x PAR will close file.
Vehicle Evaluation
☐ Inspection requested
☐ EAA
☐ Dealer☐ Field Personnel☐
x Inspection <u>not</u> requested
x Customer did not authorize inspection- veh almost repaired
 ☐ Customer accepted explanation and resolution ☐ Customer retracted allegation
☐ Customer retracted allegation
Customer does not own vehicle
Siebel Actions/Follow-Up
Siebei Actions/Follow-op
x Documented all actions and events in the PAR file
x Provided resolution to Dealer and AVM
CRM Resolution / Recommendation
Forward file to ESIS
☐ Repurchase
☐ Repurchase
Law Enforcement Inquiry
GM declines responsibility
☐ File Closed / Customer Information Request Only ☐ File forwarded to the Workflow
☐ Non PAR File
x Other- customer is letting insurance co pursue through suborgation











GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

July 22, 2004

Balch Springs, TX

RE: Repurchase for Vin #1G1ZT54854F , 2004, Chevrolet Malibu

Dear Mr. & Mrs.

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

The closing date has been set for July 29, 2004. Once you are in receipt of the packet, please contact the customer. The customer will be notified to coordinate the time with you. Once the transaction has been completed, please call me at the number listed below so that the customers file can be closed.

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

Thank you for your cooperation

Sincerely, Danielle Trussell Repurchase Specialist 1-800-231-1841 ext. 58663

CC: Jupiter Chevrolet, L P Terry Burrow, Sales Manager



To: Terry Burrow	From: Danielle Trussell
Fax: 972-271-6995	Fax: 866-202-4306
Pages: 2	Phone: 800-231-1841 X58663

Attached is the Dealer Confirmation Letter please sign and return via fax along with a New Bill of Sale. After I have received the documents I will send file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax Documents

CAN NOT PROCESS CASE WITHOUT ALL DOCUMENTS.

- Signed Dealer Confirmation Letter
- Draft a "New Bill of Sale" base off of worksheet Dealer Sign Only
- ***Note Contact City CU for Substitution of Collateral Approval

Thanks,
Danielle Trussell
Repurchase Coordinator

BRC REPURCHASE WORKSHEET

File Number 1-221754748

Customer Name

Worksheet filled out by: DANIELLE TRUSSELL

Old Vehicle VIN: 1G1ZT54854F

New Vehicle VIN: 2CNDL63F656

Date: 7/14/04

DEALER'S SAMPLE PURCHASE ORDER					
			MOCK BILL OF SALE FOR DEALER		
Acct. 231/237 Vehicle Costs	24,063.07	G	Purchase Price (New Unit)	24,063.0	
Adjustment to line 1	0.00	М			
Conversion Cost	0.00		State Sales Tax 6.25%	250.31	
Tax	0.00	R			
nventory Tax	52.43	E	Inventory Tax .002179	52.43	
Reg./Lic./Title Fees (opt)	148.30	s	<u> </u>		
Miscellaneous	0.00	Р	Reg./Lic./Title Fees (opt)	148.30	
Other	0.00				
State Fees	0.00	N	Additional Aftermarket Items	0.00	
		s			
Cost to transfer Aftermarket Items	0.00	$\pm \pm$	State Fees	0.00	
Service Contracts/GMPP	0.00	В			
Miscellaneous	0.00	 	Miscellaneous	0.00	
Transportation Fees	0.00	╅	1 or a 1 man for the 1 t man for the section of	3.00	
Transportation rees	0.00	 	Other	0.00	
Total Replacement Price	24,263.80	- 	Ou i e i	0.00	
CUSTOMER'S	24,263.60		Less Dealer Contribution	0.00	
	050.24	R	Less Dealer Contribution	0.00	
Tax	250.31		1 2 1 4 4 1	545444	
_uxury Tax	0.00	s	Subtotal	24,514.11	
Reg./Lic./Title Fees (opt)	0.00	Р			
Additional Aftermarket Items	0.00	0	Trade in	20,058.07	
		N			
Usage/Depreciation	0.00	s	Payoff	0.00	
Damage	0.00				
Upgrade	4,005.00	В	Net Allowance	20,058.07	
Downgrade (deducted)	0.00				
Reimbursement of Aftermarkets	0.00	TT	Cash on Delivery (Paid by GM)	200.73	
Other	0.00	Υ			
Dealer Contribution (deducted)	0.00		Total Balance Due	4,255.31	
,					
Total Customer Cost	4,255.31				
	-,	= -	Amount to Dealer for additional Fees	0.00	
			Amount to beater for additional fees	0.00	
Trade Repurchase Amount	20,258.80				
Trade Reparchase Amount	20,230.00	_			
Total Payoff Amount	0.00		GM Authorized Signature	Date	
PAYOFF GOOD THRU(mm/dd/yy	,				
	NA				
Dealer Due to GM		1 1			
Dealer Due to GM GM Due to Dealer	20,258.80	_			

Estimated Auction Price	16,000.00		**This is a "work in process" until signed		
Projected (Loss)	(4,258.80)		by a GM Authorized Representative**		
			Rev 5/5/04		

Dealer Confirmation Letter- Collateral Exchange Chevrolet Division

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610 Danielle Trussell Phone (800) 231-1841 Ext. #58663

Collateral Exchange Agreement between Chevrolet and its dealer partner Jupiter Chevrolet, L P

Customer's Name:

Case Number:	1-221754748	
Thank you for assisting Ch	evrolet in the collateral exchar	nge for our mutual customer.
completed collateral exchar representative. The custom	nge form that has been signed ter, in order to make the transa	58.80 made payable to Jupiter Chevrolet, L P after receiving a liby the customer, dealer representative, and financial institution action take place, must supply any funds that might be required in ehicle and pay any upgrade in price from MSRP-old vehicle to
When writing the sales agre	eement for this exchange, plea	se use the numbers below:
	s obligated to make arrange	2CNDL63F656 \$24,063.07 \$20,058.07 \$4,005.00 \$250.31 \$52.43 [Not Applicable] \$148.30 [Not paid by either party] [\$200 applied as warranty credit via W.I.N.S.]
	funds must be brought to the	thing in the financing contract changes because the lien holder dealership signing at the time of the transaction. Using the figures
Upgrade = Sales Tax = Total Customer Contributio	\$4,005.00 \$250.31 \$4,255.31	
		ey to enable GM to make the necessary arrangements with the above behalf to facilitate receiving a free and clear title to the old vehicle.
	rith this offer, please sign an e return no later than Friday,	d date below and return a copy to my attention at the following July 16, 2004.
Jupiter Chevrolet, L P B	AC 112263 Management Age	nt's Signature and Title.
Jupiter Chevrolet, L P B	AC 112263 Management Age	nt's Printed Name and Title.
Authorized General Motor	rs BRC Representative Signati	ure
Authorized General Motor	rs BRC Representative Printed	Name

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

9722716995



To: Terry Burrow	From: Danielle Trussell
Fax: 972-271-6995	Fax: 866-202-4306
Pages: 2	Phone: 800-231-1841 X58663

Attached is the Dealer Confirmation Letter please sign and return via fax along with a New Bill of Sale. After I have received the documents I will send file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax Documents

CAN NOT PROCESS CASE WITHOUT ALL DOCUMENTS.

- Signed Dealer Confirmation Letter
- Draft a "New Bill of Sale" base off of worksheet Dealer Sign Only

G.M. Buy BACK

***Note - Contact City CU for Substitution of Collateral Approval

Thanks. Repurchase Coordinator

Danielle Trussell

"	BRC REPURCH	ASE W	ORKSHEET	
File Number	Customer		Worksheet filled out by:	
1-221754748	Customer Name		DANIELLE TRUSSELL	
1-221/34/46				
Old Vehicle VIN:	New Vehicle	e VIN	Date:	
1G1ZT54854F	2CNDL63F65		7/14/04	
10121346341	LCL (DLOSE OO	`	DEALER'S SAMPLE PURCHASE ORDER	
			MOCK BILL OF SALE FOR DEALER	
Acct. 231/237 Vehicle Coata	24,063.07	G	Purchase Price (New Unit)	24,063.07
Adjustment to line 1	0.00	M	Pororiase Prioe (New Oths)	24,000,07
Conversion Cost	0.00		State Sales Tax 6.25%	250.31
Tax	0.00	R		200,01
Inventory Tax	52.43	E	Inventory Tax .002179	52.43
Reg./Lic./Title Fees (opt)	148.30	5	nivernay rax resame	72.17
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	148.30
Other	0.00	 	(Action the Leas (Act)	140.00
State Fees	0.00	N	Additional Aftermarket Items	0.00
	V. VV	s	to a security of sections of a filter of the filter of page 1 and	
Cost to transfer Aftermarket Items	0.00	╫	State Fees	0.00
Service Contracts/GMPP	0,00	- В	- Contentes	0.00
Miscellaneous	0.00	╫	Miscellaneous	0.00
Transportation Fees	0,00	T	1410-4410114-4410	0.00
	-,	 	Other	0.00
Total Replacement Price	24,263.80			0.00
CUSTOMER'S	1-1,2-00.00	R	Less Dealer Contribution	0,00
Tax	250.31	╁	Less beater contribution	
Luxury Tax	0.00	<u> </u>	Subtotal	24,514.11
Reg./Lic./Title Fees (opt)	0.00	P		27,017,77
Additional Aftermarket Items	0,00	6	Tracke In	20,058,07
Additional Albertains	0,00	 N	Trace m	20,058,07
Usage/Depreciation	0.00	s	Payoff	0.00
Damage	0.00	 -	Fayon	0,00
Upgrade	4,005,00	В	Net Aliowance	20,058.07
Downgrade (deducted)	0,00	11	THE RATIONAL TOP	20,020,07
Reimbursement of Aftermarkets	0.00	╁┼	Cash on Delivery (Paid by GM)	200.73
Other	0.00	Ť	Casil oil belivery (I alla by Cam)	2.00.70
Dealer Contribution (deducted)	0.00	+++	Total Balance Due	4,255.31
	0.00	+	Total Balance Bue	7,200.01
Total Customer Cost	4,255,31			
	+1,200,01	╡ ┼	Amount to Dealer for additional Fees	0.00
- 11		- - 	Amount to bealer for additional Fees	0.00
Trade Repurchase Amount	20,258.80	.	+	
ridde Reparchase Amount	20,230.60	-	+ -	

Total Payoff Amount	0.00		GM A. III	D-4-
PAYOFF GOOD THRU(mm/dd/yy			GM Authorized Signature	Date
. A. Or , GOOD I THE COMMERCEN				
Dealer Due to GM	NA NA			
GM Due to Dealer		+		
Gin Due to Dealer	20,258.80			
				i

Estimated Auction Price	16,000.00		**This is a "work in process" until signed	
Projected (Loss)	(4,258.80)		by a GM Authorized Representative**	
			Rev 8/5/	04

Dealer Confirmation Letter- Collateral Exchange Chevrolet Division

5701 East Hillsborough Ave. Suite 2300 Tampa Fl 33610 Danielle Trussell Phone (800) 231-1841 Ext. #58663

Collateral Exchange Agreement between Chevrolet and its dealer partner Jupiter Chevrolet, L P

Customer's Name:

Case Number:

1-221754748

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

General Motors will issue a check in the amount of \$20,258,80 made payable to Jupiter Chevrolet, L.P. 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:

New Vehicle Sales Price:

Used Vehicle Trade Value:

Trade Difference:

Taxes;

Inventory Tax:

Rebates:

Miscellaneous State Fees:

Document Fees:

Dealer Processing Fee:

2CNDL63F656

\$24,063.07

\$20,058.07

\$4,005.00

\$250.31

\$52.43

[Not Applicable]

\$148.30

[Not paid by either party]

[\$200 applied as warranty credit via W.I.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 designing at the time of the transaction, Using the figures above, the customer is required to bring:

Upgrade =

\$4,005.00

Sales Tax =

\$250.31

Total Customer Contribution =

\$4,255,31

Jupiter Chevrolet, L P 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 Tax #866-202-4306_Please return no later than Friday, July 16, 2004.

Jupiter Chevrole

DN easy

BAC 112263/Management Agent's Signature and Title.

Jupiter Chevrolet, L P BAC 112263 Management Agent's Printed Name and Title.

DWLRR

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

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

ACCESS PRESS • 972-271-8979

JÜPITER CHEVROLET L.P.

	_		GARLAND	TEXAS 750	47-3109		CONTROL NO.	A "2 A C 3		
			BHON	E (972) 271-9	9900		96A6 NO			
NAM	E						DELIVERY DATE	07/	21/2004	
TITL	E NAM						2005	MAKE _	CHEVROLE	T TRUC
ADD	RESS						EGILTMAN		XX used 🗆	[
CITY	BALCH SPRINGS	T	X	ZII			SERIAL NO. 2CNDL63F65	NEW		DEMO L
HOM PHQ:	ië. Ne		BUSINE:				A1577			
SSN		VER'S L			, , , , , , , , , , , , , , , , , , , ,		COLOR LASER BLUE THET LIGHT	UCENS 'GRΔY	SE NO	
	TIONS					C	RICE OF VEHILLE			1 () 7
							TRICE OF VEHICLE	\$	24063	N/A
\vdash						<u> Ľ</u>	IN ETCH	5	,	N/A
						<u></u> L∖	TRE EXAM ION-TAX REBATE	\$		N/A
						S	SALES PRICE	\$	24063	07
						<u> </u>	RADE-IN ALLOWANCE	\$	20058	07
						N	ET DIFFERENCE	\$	4005	.00
						S	ALES TAX	\$	250	31
Αd	ocumentary fee is not an o	fficial fee. A do	cumentary	fee is not	t required by T	D	EALER'S INVENTORY TAX	\$. 43
law,	but may be charged to bices relating to the closing	suvers for hand	dlina docu	menta and	d performing i	Ð	OCUMENTARY FEE	\$		N/A
to th	ne seller by handling the do closing of the sale. A docur	cuments and p	erformina t	he service	as relating to 1	L	IC., TITLE, DEPUTY, INSP	\$	148	
is re	quired by law.	nentary lee ma	y not exce	ea \$50.00). This notice			\$		1/A
This	vehicle is equipped wit	h a General	Motors er	igine pro	duced in e	T	RADE-IN PAYOFF	\$		1/A
Gen	eral Motors plant operated b	y the			Division		TAL CASH PRICE	\$	4456	1
-		<u> </u>		Purchase	er's Signature	늘	DEPOSIT/DOWN RECEIPT #	,		
<u> </u>	YEAR MAKE & BC	OY STYLE	MILEAGE	N/AST	OCK#	CREDIT	REBATE		200.	/3 /
150 100 100 100 100 100 100 100 100 100	YEAR MAKE & BODY STYLE MILEA VEHICLE IDENTIFICATION NO.			LICENSE #		—	PAID BALANCE DUE AT DELIVERY	<u>`</u>	N 4255	<u> /A/</u> 3
<u>FZ</u> ZQ	YEAR MAKE & BODY STYLE MILEAGE N/ASTOCK#				OCK#	┝	EDIT INSURANCE LIFE A&H (1)	\$		
TRADE-IN NO. TWO	VEHICLE IDENTIFICATION	N NO.	1	TLICENSI			OUNT FINANCE	<u> </u>		/A
	I TOWN THE COLUMN TO THE COLUM							\$	4255.	31
	BALANCE OWED TO		ACCOL	NT NO.	· <u></u>	П.	DEMONSTRATORS AN ne information you see on the window for	orm for th	ils vahicle is nai	rt of this
Œ.	ADDRESS] cc	ontract, information on the window form of contract of sale.	∕errides a	ny contrary prov	isions In
PAY OFF	AMOUNT QUOTED	GOOD UNTI		Check	DATE,	_				
a.	QUOTED BY	TO I	HONE	191100	CK. NO.		urchaser's Signature			
	INST. GIVEN TO	BY		Draft	DATE		STATEMENT REGARDING A Federal Trade Commission rule prohib	its sellers	and lessors of o	onsumer
	LIENTO				J goods and services from accepting from the consumer the proceeds of a purchase money loan unless certain required disclosures were included in the					
÷δ	ADDRESS 677 217 2004					loan contract entered into between the consumer and the lender. To assist us in complying with the Federal rules, the following information is				
LIENHOLDER AND DRAFTING	ATTN:	AM255T 31 PHONE				required. () I hereby certify that none of the funds used in payment for this vehicle were obtained as the result of a loan from a creditor. YX Funds for full or partial payment for this vehicle were secured from				
黑品	THRU	4200',31								
⊐₹	ADDRESS				<u>,,</u>	(Creditor)				
			<u> </u>			Sig	onature		Date07/2:	
Pu: rior ag	rchaser agrees that this Ord greement and as of the date	der includes all hereof compri	of the term ses the co	ns and com mplete and	nditions on boti d exclusive stat	the emen	face and reverse side hereof, and that this to the terms of this agreement relating to	Order ca		cedes any

and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE AND IN THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTNERS HERETO BASED ON SUCH TERMS.

Purchaser by his or her execution of this Order acknowledges that he or she has read its terms and conditions.

Purchaser's Signature

07/21/2004

Salesman

Accepted by Jupiter Chevrolet L.P. Authorized Representative



Fax: Danielle Trussell

Fax: 866-202-4306

Pages: 2 Phone: 800-231-1841 Ext. 58663

Attached is the Settlement Offer please sign and return via fax. After I have received the documents I will send file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax Documents

CAN NOT PROCESS CASE WITHOUT ALL DOCUMENTS.

• Signed Settlement Offer

Thanks,
Danielle Trussell
Repurchase Coordinator







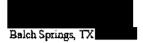




GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

July 14, 2004



TRADE SETTLEMENT OFFER

Subject: Repurchase of Vin #1G1ZT54854F 2004, Chevrolet Malibu

Case Number: 1-221754748

Dear Mr. & Mrs.

We regret that you are dissatisfied with your Vin #1G1ZT54854F 2004, Chevrolet Malibu 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 Vin #2CNDL63F656 2005, Chevrolet Equinox. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 8/4/04, \$17,018.26 will be handled as a Substitution of Collateral

\$4,005.00

\$4,255.31

\$250.31

Plus Upgrade
Plus Tax
TOTAL RESPONSIBILTY OF CUSTOMER

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

General Motors will repurchase Vin #1G1ZT54854F in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-202-4306 by July 16, 2004. 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

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 Jupiter Chevrolet, L.P. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58663 if you have any questions or concerns.

Sincerely,
Danielle Trussell

Thi

Sign

CONTROL NO. ___

ACCESS PRESS - 972-271-8373

JUPITER CHEVROLET L.P.

GARLAND, TEXAS 75047-3109 47481 PHONE (972) 271-9900 DEAL NO. -DELIVERY DATE __07/21/2004 MAKE CHEVROLET TRUCK NAME ___ 2005 YËAR _ TITLE NAME ____ NEW 🖾 USED 🗆 DEMO 🗀 TRACKER MÖDEL -ADDRESS SERIAL NO. 2CNDL63F656 __ ZIP CODE _____ _____ STATE _ CITY_ _____ STOCK NO. 41677 BUSINESS LICENSE NO. _____ HOME HONE . COLOR LASER BLUE MET LIGHT GRAY MILEAGE DRIVER'S LIC. _ SSN __ 24063107 OF VEHICLE **OPTIONS** ₩/A \$ 24063107 SALES PRICE 20058107 \$ TRADE-IN ALLOWANCE \$ 4005 l 00 NET DIFFERENCE \$ 31 250. SALES TAX \$ 52 43 DEALER'S INVENTORY TAX A documentary fee is not an official fee. A documentary fee is not required by law, but may be charged to buyers for handling documents and performing N/A DOCUMENTARY FEE services relating to the closing of a sale. Buyers may avoid payment of the fee \$ to the seller by handling the documents and performing the services relating to LIC., TITLE, DEPUTY. INSP 148 30 the closing of the sale. A documentary fee may not exceed \$50.00. This notice \$ /A is required by law. /A This vehicle is equipped with a General Motors engine produced in a TRADE-IN PAYOFF TOTAL CASH PRICE 4456 04 __ Division General Motors plant operated by the _____ Purchaser's Signature DEPOSIT/DOWN RECEIPT # 200 73 MAKE & BODY STYLE TRACE IN YEAR REBATE N/A 4255 LICÉNSE# VEHICLE IDENTIFICATION NO. UNPAID BALANCE DUE AT DELIVERY \$ \$ MAKE & BODY STYLE CREDIT INSURANCE LIFE A&H -N/A LICENSE# VEHICLE IDENTIFICATION NO. 4255 31 AMOUNT FINANCE **DEMONSTRATORS AND USED CARS** ACCOUNT NO. BALANCE OWED TO The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in ADDRESS the contract of sale. AMOUNT QUOTED GOOD UNTIL DATE Purcheser's Signature PHONE CK, NO. STATEMENT REGARDING CASH PROCEEDS ŘΥ A Federal Trade Commission rule prohibits sellers and lessors of consumer INST. GIVEN TO goods and services from accepting from the consumer the proceeds of a purchase money loan unless certain required disclosures were included in the LIEN TO U572752004 loan contract entered into between the consumer and the lender. To assist us in complying with the Federal rules, the following information is NHOLDER DRAFTING ADDRESS required. () I hereby certify that none of the funds used in payment for this PHONE ATTN: AM955 31 vehicle were obtained as the result of a loan from a creditor. XX) Funds for full or partial payment for this vehicle were secured from THRU (Creditor) ADDRESS 07/21/04 **Signature**

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, and that this Order cancels and supercedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of this agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE AND IN THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTNERS HERETO BASED ON SUCH TERMS.

Purchaser by his or her execution of this Order acknowledges that he or she has read its terms and conditions.

Purchaser's Signature

07/2192004

Salesman

Accepted by Jupiter Chevrolet L.P. Authorized Representative



То:	From: Danielle Trussell
Fax: 972-913-1470	Fax: 866-202-4306
Pages: 2	Phone: 800-231-1841 Ext. 58663

Attached is the Settlement Offer please sign and return via fax. After I have received the documents I will send file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax Documents

CAN NOT PROCESS CASE WITHOUT ALL DOCUMENTS.

• Signed Settlement Offer

Thanks,
Danielle Trussell
Repurchase Coordinator













GENERAL MOTORS BUSINESS RESOURCE CENTER

July 14, 2004



TRADE SETTLEMENT OFFER

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Case Number: 1-221754748

Dear Mr. & Mrs.

III.

We regret that you are dissatisfied with your Vin #1G1ZT54854F 2004, Chevrolet Malibu 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 Vin #2CNDL63F656 2005, Chevrolet Equinox. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 8/4/04, \$17,018.26 will be handled as a Substitution of Collateral

 Plus Upgrade
 \$4,005.00

 Plus Tax
 \$250.31

 TOTAL RESPONSIBILTY OF CUSTOMER
 \$4,255.31

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

General Motors will repurchase Vin #1G1ZT54854F and a exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-202-4306 by July 16, 2004. 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

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 Jupiter Chevrolet, L P. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58663 if you have any questions or concerns.

Sincerely,
Danielle Trussell
Business Resource Center

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

Signature and Date











07-08-04

70: Danille Trussell
Phone: 1-800-231-1841

Fax: 1-866 - 202 - 4306

COUNTY: DALLAS

STICKER N PLATE NO: DOCUMENT

TAC NAME: DAVID CHILDS

DATE: 07/08/2004 TIME: 11:29AM

EMPLOYEE ID: 07E2188

EFFECTIVE DATE: 01/16/2004

EXPIRATION DATE: 12/2004

TRANSACTION ID:

OWNER NAME AND ADDRESS

BALCH SPRINGS, TX

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000 PLATE TYPE: PASSENGER PLT

STICKER TYPE: WS

VEHICLE IDENTIFICATION NO: 1G1ZT54854F VEHICLE CLASSIFICATION: PASS YR/MAKE: 2004/CHEV MODEL: ML BODY STYLE: 4D UNIT NO:

COUNTY NO: 57 TONNAGE: 0.00 TRAILER TYPE: CARRYING CAPACITY: 0 EMPTY WT: 3400 GROSS WT: 3400 BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LNG/WDTH: 0 TIRE TYPE: P

REGISTRATION ISSUE DATE: 01/16/2004

ODOMETER READING: 325 BRAND: A PREVIOUS PLATE NO: PREVIOUS EXP MO/YR: 0/0 PREV OWNER NAME: JUPITER CHEV OLDS DBA PREV CITY/STATE: GARLAND, TX PLATE AGE: 0

VEHICLE RECORD NOTATIONS RELEASE OF PERSONAL INFO RESTRICTED ACTUAL MILEAGE

TITLE ISSUE DATE: 01/26/2004

DOCUMENT TYPE: REGULAR TITLE

1ST LIEN DATE: 12/18/2003 CITY CREDIT UNION 7474 FERGUSON RD

DALLAS, TX 75228

2ND LIEN

3RD LIEN

REGISTRATION FEES PAID

REGISTRATION \$ 70.80

SALES TAX INFORMATION TRADE IN ALLOWANCE \$ 0.00 SALES TAX PAID \$ 1.147 52

CUSTOMER NAME: FEES ASSESSED

INQUIRY

\$ 2.00

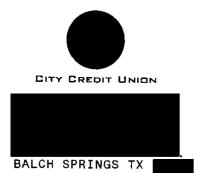
> TOTAL \$ 2.00

METHOD OF PAYMENT AND PAYMENT AMOUNT:

CASH

TOTAL AMOUNT PAID

2.00 2.00



STATEMENT OF ACCOUNT						
MEMBER NO.	DATE	BRANCH	PAGE			
	06-30-04	11	1			

SEND INQUIRIES TO: City Credit Union

City Credit Union 7474 Ferguson Road • Dallas, Texas 75228 Telephone: 214-515-0100 Website: www.citycu.org

Splash in for the
SUMMER FUN LOAN EVENT
Get up to \$3000 at sizzling low rates.
Call 214.515.0100,
visit any City CU branch, or
apply online at www.citycu.org.

Have a fun and safe summer!

TEXAS LIABILITY INSURANCE CARD

COMPANY PHONE NO

COMPANY

Central Insurance Company

POLICY NUMBER

EFFECTIVE DATE 12/11/2003

EXPIRATION DATE 10/28/2004

YEAR **2004**

MAKE/MODEL CHEVROLET MALIBU

VEHICLE IDENTIFICA 1G1ZT54854F

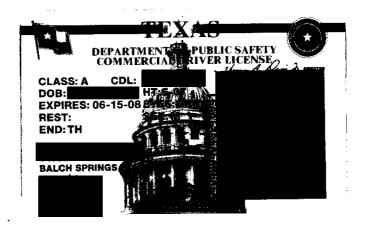
AGENCY Steed & Associates Insurance Agency 2608 Eastland Suite 101 (903)455-0722 PO Box 9040 AGENCY PHONE NO.

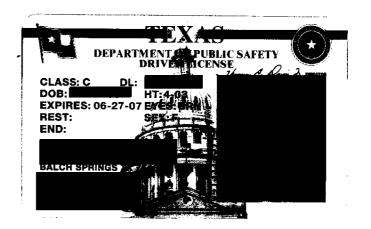
Greenville, TX 75402

INSURED



This policy provides at least the minimum amounts of liability insurance required by the Texas Motor Vehicle Safety Responsibility Act for the Specified vehicle and named insureds and may provide coverage for other persons and other vehicles as provided by the insurance policy.







RVDC Case# 86425

BRC Case		122175474		Ve	hicle is going to:	To Vol	biele F	rivable?		
Number		122175474	8		Auction	12 vei	nicie L Y	rivable?	Issu	ie 1099?
Customer Na	ame			Dealer	Dealer Admin Fee Applies?			Issue Release		
Original VIN		1G1ZT54854F			Y					
BAC		112263			This vehicle was repurchased as a result of a:					
Dealership N	ame	JUPITER CHEVROL		v	Voluntary mediated customer satisfaction repurchase				se	
Dealer Control (7)	أ	TERRY BURROW,		Retr	ieve Sales Tax? N		T	itle Brand	3	
Contact/Tit		MANAGER		_1	Reason for	not Retrievi	ing Sa	les Tax:		
Dealer Pho		972271990			TRA	DE REPUR				
Dealer Fa: Delivery Da		972271129		Ongini	al Sales Tax Paid in State: TX	ı Re	purcha	sed Unde		vs of
		2003-09-26)				6 L EN	State: TX		
Buyback Mile Transmissio		9900		CIC	Vehicle Meets Prosing Schedule:	Sumption (
UCC Code(A		-11	2004 -07 -29	ł		ablished = 2004-07-2		
MSRP	\$)	F1008						.004-07-2	<u>: 1</u>	
Est. Auctio	_	22995.00			If no.	where: B	AC is (1		
Value	'n	16000.00				ion Site Na				
Case Numbe	er	86425				ntact Name				
TAC Case		00425		-		Address 1:				
Number	ı					Address 2:				
Type of	\neg				City;	s	tate:		Z	lp:
Transaction	n .	CR				Phone #:				
Replacement '		2CNDL63F656				Fax #:				***
Repurchase T		AVM Voluntar	у	Commen	t: PLEASE ACCEPT	REGISTRA	TION	ONLY PE	R TEA	M MGR
Repurchase	₽	PRA AVM DAN M SO	OTELO	TRACEY	CIZZIAH - SUBSTI	TUTION OF	COLL	ATERAL; (CITY (CREDIT
Source				UNION,	7474 FÉRGUSON F	RD, DALLAS	5, TX,	75228 PH	/#214	-515-
Reason for R	epurc	hase: SUSPENSION	NOISE		0100, 4	CCT#0001	/1/05	10		
AANEN C	OTMO	OVER SHARP BUMI	25	J ———	GM Lea	al Case Nu	mbor			
						unsel Name				
					Gm Counse					
						ddress1:		11,771		
						ddress2:	-			
					City:		tate:	Ī	Zip): -
						hone #:				
						Fax #:				
				Lien Pa	yoff					
Lien Paye	off An	nount: 20258.00		Lien Pay	off Expires on: 200	04-08-13		Per D	iem:	0.00
		Customer Due to G	M: 0.00				· Due (GM: 0.00		
				Check Info	rmation					
	<u>Cu</u>	stomer			Lienholder		P	laintiff's	Atto	rnev
heck Amt:		0.00					_	Check Am		0.00
Payee1:				Payee1:	JUPITER CHEVE	ROLET, L P		Payee1:		
Payee2:	άJL	IPITER CHEVROLET,		Payee2:			T	Payee2:		
Address1:					ddress1: 11611 LBJ FWY			Address1		
Address2:		DALCHESS			Address2: Address2:		:			
City: State:		BALCH SPRINGS		City:	GARLAN	ND.		City:		
Zip		TX			State: TX		State:			
Phone #:		-			Zip 75041 Zip					
Fax #:				Phone #:	972-271-9			Phone #:		
				Fax #:	972-271-6		4	Fax #:		
				Attention:	TERRY BURRO	OW, SM		Attention		
			LF	Account #:				ed Tax IC		
							<u> </u>	Irm Name		
			Case ID	: 86425 In	itiator: sernag	10			J.	<i>5</i>)

JUL 2 3 2004

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME:

DANIELLE TRUSSELL

DEPARTMENT:

BUSINESS RESOURCE CENTER

CUSTOMER:

FILE NUMBER:

1-221754748

OLD VEHICLE VIN:

1G1ZT54854F

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE:

07493

BRAND:

CHEVROLET

NEW VEHICLE VIN:

2CNDL63F656

SPECIFY INCENTIVES TO BE SHUT-OFF:

ALL

07/13/2004

GENERAL MOTORS BUSINESS RESOURCE CENTER TRADE REPURCHASE CHECKLIST

APP			
	CHECK REQUEST FORM (CIF) RVDC CALCULATION WORKSHEET SIGNED BILL OF SALE ON NEW VEHICLE INVOICE ON REPLACEMENT VEHICLE PRA FORM INCENTIVE SHUT-OFF REQUEST COPY OF TITLE OR REGISTRATION WARRANTY HISTORY INVOICE ON ORIGINAL VEHICLE	APP	SIGNED BILL OF SALE ON ORIGINAL VEHICLE SIGNED SETTLEMENT OFFER LETTER SIGNED RELEASE AGREEMENT SIGNED DEALER CONFIRMATION LETTER RVDC SPECIAL INSTRUCTIONS FORM DEALER PROFIT OTHER THAN ADMIN FEE INVOICE FOR ATTORNEY FEES (If Applicable) REPAIR ORDERS FOR REASON FOR REPURCHASE (FLORIDA ONLY)
□Su	bstitution of Collateral	٥	☑New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	
VIN#	1G1ZT54854F
Year-Make and Model:	2004, CHEVROLET MALIBU

LIENHOLDER INFORMATION:

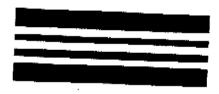
Lienholder Name:	CITY CREDIT UNION
Lender Contact Person and Date:	MOSE 7/13/04
Physical Address:	7474 FERGUSON RD
City/State/Zip	DALLAS TX 75228
Phone:	214-515-0100
Account Number:	
Dealer Buyout/Payoff Amount:	\$17,018.26
Buyout/Payoff Expiration Date:	8/4
Per Diem:	\$2.32

P.04/13

<u>Jul-0</u>8-04 12:09P

P.02

Texas Department of Transports tion VEHICLE INQUIRY RECHIPT



COUNTY: DALLAS STICKER NO

PLATE NO: DOCUMENT NO TAC NAME: DAVID CHILDS DATE: 07/08/2004 TIME: 11:29AM

EMPLOYEE ID:

EXPIRATION DATE: TRANSACTION ID:

EFFECTIVE DATE: 01/16/2004 EXPIRATION DATE: 12/2004

OWNER NAME AND ADDRESS

BALCH SPRINGS, TX

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000 PLATE TYPE: PASSENGER PLT STICKER TYPE: WS

VEHICLE IDENTIFICATION ND: 1G1ZT54854F
YR/MAKE: 2004/CHEV MODEL: ML BODY STYLE: 4D
EMPTY WT: 3400 CARRYING CAPACITY: 0 GR
BODY VEHICLE IDENTIFICATION NO:
REGISTRATION ISSUE DATE: 01/16/2004
ODOMETER READING: 325 BRAND: A PREVIOUS FL
DREW OWNER NAME: HIDITER CHEV OLDS DRA PRE VEHICLE CLASSIFICATION: PASS UNIT NO: O: COUNTY NO: 57
3400 TONNAGE: 0.00 TRAILER TYPE:
TRAVEL TRIR LNG/WDTH: 0 TIRE TYPE: P GROSS WT: 3400

PREVIOUS PLATE NO:

PREV OWNER NAME: JUPITER CHEV OLDS DEA PREVIOUS EXP MO/YR: 0/0 PREV CITY/STATE: GARLAND, TX VEHICLE RECORD NOTATIONS PLATE AGE: 0

RELEASE OF PERSONAL INFO RESTRICTED

ACTUAL MILEAGE

TITLE ISSUE DATE: 01/26/2004

DOCUMENT TYPE: REGULAR T(TLE

1ST LIEN CITY CREDIT UNION 7474 FERGUSON RD

DALLAS, TX 75228

DATE: 12/18/2003

2ND LIEN

3RD LIEN

REGISTRATION FEES PAID REGISTRATION \$ 70.80

SALES TAX INFORMATION SALES PRICE \$18 SALES PRICE \$18,360.51
TRADE IN ALLOWANCE \$ 0.00
SALES TAX PAID \$ 1,147.53

CUSTOMER NAME: FEES ASSESSED INOUIRY

Ŝ 2.00

TOTAL.

\$ 2.00

METHOD OF PAYMENT AND PAYMENT AMOUNT: CASH

TOTAL AMOUNT PAID

2.00 2.00

// approve 7/22/04

Pti - M	BRC REPU	RCHASE W	ORKSHEET	
<u>File Number</u> 1-221754748	Custon	<u>ter Name</u>	Worksheet filled out by:	
1-221/54/48			DANIELLE TRUSSELL	
Old Vehicle VIN:	M 32 1			
1G1ZT54854F	New Vel	nicle VIN:	<u>Date:</u>	
	2CND[L63]	r056	7/14/04	
		dende ogsterende	DEALER'S SAMPLE PURCHASE ORDE	R
Acct. 231/237 Vehicle Costs	24,063.07		MOCK BILL OF SALE FOR DEALE	R
Adjustment to line 1	0.00	G	Purchase Price (New Unit)	24,063.0
Conversion Cost	0.00			
Tax	0.00	R	State Sales Tax 6.25%	250.31
Inventory Tax	52.43	- F		
Reg./Lic./Title Fees (opt)	148.30	s –	Inventory Tax .002179	52.43
Miscellaneous	0.00	- 	Pog /l io /Title Face / - 1)	
Other	0.00	_ 히 -	Reg./Lic./Title Fees (opt)	148.30
State Fees	0.00		Additional Aftermarket Items	
		s	- Additional Attermarket items	0.00
Cost to transfer Aftermarket Items	0.00	771	State Fees	
Service Contracts/GMPP	0.00	B		0.00
Miscellaneous	0.00		Miscellaneous	
Transportation Fees	0.00	T		0.00
		Y	Other	
Total Replacement Price	24,263.80	""		0.00
CUSTOMER'S		R	Less Dealer Contribution	
Tax	250.31	E		0.00
Luxury Tax	0.00	s	Subtotal	24,514.11
Reg./Lic./Title Fees (opt)	0.00	P		24,514.11
Additional Aftermarket Items	0.00	O	Trade In	20,058.07
Usani Desire		N		20,056.07
Usage/Depreciation	0.00	s	Payoff	0.00
Damage Upgrade	0.00			0.00
Downgrade (deducted)	4,005.00	B	Net Allowance	20,058.07
Reimbursement of Aftermarkets	0.00			20,030.07
Other	0.00	T	Cash on Delivery (Paid by GM)	200.73
Dealer Contribution (deducted)	0.00	Y		
= color contradition (deducted)	0.00	<u> </u>	Total Balance Due	4,255.31
Total Customer Cost	4.055.04	<u> </u>		
- I - William Cost	4,255.31	_		ļ
			Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	20.050.00			
- Topolonase Amount	20,258.80			
	·			
Total Payoff Amount	<u></u>	.	Ma-	7/14/01
PAYOFF GOOD THRU(mm/dd/y	0.00		GM Authorized Signature	Date
THE THE TAXABLE PARTY				
Dealer Due to GM	NA NA			
GM Due to Dealer		┽		
	20,258.80		- (-)	
Estimated Auction Price	16 000 00			
Projected (Loss)	16,000.00 (4,258.80)		**This is a "work in process" until sign	ed
	(4,200.00)	⋠-	by a GM Authorized Representative**	
				Rev 5/5/04

P.06/13

electronic Preliminary Repurchase Authorization (ePRA) (**To go from field to field, use the TAB KEY) 1.Date (mm/dd/yyyy): 06/23/2004 2.Customer Name: 3.Customer Address: 4.Customer City, State, and Zip: Balch Springs Tx 5.Primary Customer Phone # 6.Additional Customer Phone # 7.Customer fax #: 8. Cust Drivers Licenses # 9. State tax % rate 6.25 Customer Vehicle Information 10. Year/Make/Model: 2004 Chevrolet Malibu 11.VIN (17 Digits): 1G1ZT54854F 12.Current Mileage: 9.900 13. Purchased: NEW Detail your agreement with the Dealer and Customer on the following items:	ı
Dealership that will handle entire transaction: 14.Dealership Name: 15.Dealership Phone #: 16.Dealership Contact Name and title: 17.Dealership Contact Phone # (if different than Dealership #): 18.Dealership Contact Fax # 19.Dealership BAC: 112263 Region: South Central	
20.What GOODWILL TOOLS were offered? Component Coverage Letter Maintenance Letter Owner Loyalty Certificate GM SmartCare GMPP Miscellaneous Reimbursement American Express Check Other NOTHING OFFERED	
21.Was a TRADE Repurchase offered? YES 22.If this will not be a Trade Repurchase, Please explain Why?	
TAC case number is required and if not available, Please explain why not? 23.CAC Case Number: 1-221754748 24.TAC Case Number: NA 25.If no TAC number, Explain: 26.Reason for Repurchase (Include specific mechanical failure): Noise in suspension especially over sharp bumps	
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 Rebill, please include 26 digit account # or 10 authorization code). 30. Type of TRANSACTION? TRADE REPURCHASE 31. Vehicle Damage (explain what damage is present and who is responsible): None	
32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 2CNDL63Fd56 33.New Vehicle Year/Make/Model: 2005 Equinox 34Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 4,005	
35. <u>Usage/Depreciation Amount</u> : (Standard Usage Formula = Current mileage/100,000 <i>multiplied</i> 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: None charged due to time in service	

36.Aftermarket Items: Click here for pull-down:

P.07/13

-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: Durans' will pay upgrade and related sales tax of 6.25% GM pays the rest

39.1 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: **FIRST NUMBER IS JOAQUIN GOMES, SON TO ALMA. MRS. DURAN ONLY SPEAKS SPANISH Durans' will pay upgrade and related sales tax of 6.25%. For questions, you may contact AVM's cell phone 214.316.2272*****Customer will do a substitution of collatral

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 06/23/2004

42.Authorizer Name: Dan M. Sotelo

43.GM Position:

AVM

44.VoiceMail Node:

972075 Mailbox Number: 8240

45 Email Address:

dan.m.sotelo@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@GMExpert.com Forward any supporting documentation to FAX- 866-827-1129

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

2004 MALIBU LS SEDAN CHEVROLET MOTOR DIVISION 33U LIGHT DRIFTWOOD METALLIC /V6G GENERAL MOTORS CORPORATION 52C NEUTRAL 100 RENAISSANCE CENTER DETROIT MI 48243-1114
VEHICLE INVOICE 1AD27166114 ORDER NO. GJXW31/TSE STOCK NO. VIN 1G1 ZT54 85 4F UC6 AM/FM 6 DISC CD PLAYER 300.00 261.00 QTR
(REPLACES STD/OPT RADIO) BANK: GMAC - 005
VK3 FRONT LICENSE PLATE BRACKET 0.00 0.00 CHG-TO 07-493
1SB MALIBU PREFERRED EQUIP GRP 1SB 800.00 696.00 * FLOOR MATS, FRONT & REAR * DRIVER SEAT 6-WAY POWER SHIP WT: 3201 HP: 32.9 * HEAD CURTAIN SIDE AIR BAGS MRM: 22995.00 DAN: TEXNA 611.10- MEMO 1118.50 * REMOTE VEHICLE START SYSTEM COMPANY USED VEHICLE DISCOUNT

TOTAL MODEL & OPTIONS DESTINATION CHARGE

22370.00 18850.80 ACT 231 19475.80 625.00 625.00

TOTAL

22995.00 19475.80 PAY 310 19475.80 *****************

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

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

JUPITER CHEVROLET/OLDSMOBILE

REMIT TO GMAC NO. 005 VIN 1G1ZT54854F 1AD27166114 DUE 10/30/03 DEALER 07-493

Jul 06 04 11:10a

GENERAL MOTORS

8174240326

leprosentative

EVROLET L.P. 11811 LBJ FWY: P.O. BOX 473109 GARLAND, TEXAS 75047-3109

PHONE (972) 271-19900	DEAL NO	141288 37717
TITLE N.	DELIVERY DA	re
AODRES	YEAR	MARE/18/2003
	MODEL	NEW CHEVROLET
HOME BALCH SPRINGS STATE TX DISCORDE	MALIBU SERIAL NO.	XX_
HONE HONE HONE	STOCK NO	IF The second se
SN RIVER'S LIC	COLOR LIGHT DRIFT PODNEUT	LICENSE NO
OPTIONS	PRICE OF VEHICLE	Ancease
	LUJALK	s 19360
	VIN ETCH DENT ZONE	s N
KD_1_1_1	DÊNT ZÖNE TÎRE EXAN NON-TAX REBATE	s N
"Dealer's Inventory Tax"	SALES PRICE	\$ 19360.5
te dealer for ad valorem taxes on its motor vehicle inventor	TRADE-IN ALLOWANCE	•
he Dealer's Inventory Tax charge is Intended to reimbursone dealer for ad valorem taxes on its motor vehicle inventory he charge, which is paid by the dealer to the county tax assessor of its not a tax imposed on a consumer by the government of is not required to be charged by the dealer to the consumer.	NET DIFFERENCE	_ N/
nd is not required to be charged by the dealer to the consumer	SALES TAX	19360.5
documentary fee is not on efficient to		1147_5
documentary fee is not an official fee. A documentary fee is not required by w, but may be charged to buyers for handling documents and performing tryless relating to the closing of a second	DEALER'S INVENTORY TAX	\$ 40.0
the seller by handling the documents and any avoid payment of the fee	DOCUMENTARY FEE	\$ 50.0
e closing of the sale. A documentary fee may not exceed \$50.00. This notice required by law:	LIC. TITLE DEPUTY INSP	
	GAP INSURANCE	\$ 240 8
nis venicia is equipped with a General Motors engine produced in a	TRADE-IN PAYOFF	\$ N/
eneral Motors plant operated by the Division	TOTAL CASH PRICE	.
Purchaser's Signature	DEPOSIT/DOWN RECEIPT #	
YEAR MAKE & SODY STYLE MILEAGE STOCK #	DEPOSIT/DOWN RECEIPT #	N//
VEHICLE IDENTIFICATION NO. LICENSE #	UNPAID BALANCE DUE AT DELIVERY	1000 00
VEHICLE IDENTIFICATION NO. CICENSE #	CREDIT INSURANCE LIFE D A&H D	s 19986.17
VEHICLE IDENTIFICATION NO. LICENSE #		\$ N/A
	AMOUNT FINANCE	<u>\$</u> 19986 17
ACCCOUNT NO.	The information will be information and	Hereies
ADDRESS.	The information you see on the window for contract. Information on the window form of the contract of sale.	
AMOUNT QUOTED GOOD UNTIL DATE	A CONTROL OF SERVICE STATE STATE OF SERVICE STATE OF SERVICE STATE OF SERVICE STATE STATE STATE OF SERVICE STATE OF SERVICE STATE STATE STATE STATE STATE STATE STATE STATE STAT	
OUOTED BY TO PHONE CK. NO.	Purchaser's Signature	
INST. SIVEN TO BY DATE	STATEMENT REGARDING C	ASH PROCEEDS
Draft	goods and services from acception from	s sellers and lessors of consul
LIEN DATE	can contract entered into between the varieties	disclosioni meluded in
	To assist us in complying with the Federal required.	rules, the following information
ATTN: AMOUNT PHONE	() I hereby certify that none of the bi	nde Arest II.
THRU 119986 17	XX) Funds for full or partial payment for	
ADDRESS	(Cre	TOTAL PRODUCTION AND AND AND AND AND AND AND AND AND AN
	and the second s	12/10/0
prohaser agrees that this Order includes all of the terms and conditions on both to greement and as of the date hereof comprises the complete and exclusive statem at THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEAL DEALER SHALL NOT BE OBLIGATED TO SELL HATTLE ACCEPTED BY DEAL		Date_12/18/03
greenant and as of the date hereof comprises the complete and exclusive staten at THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEAL DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE HASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTNERS HERET Order acknowledges that he or she has read its to the contract of the c	and the taxetse side lieteor, and that this t	HOBI CANCOLS and supposed-

Salesmen

DONATILLO GUTIERREZ

Date

12/18/2003

2005 EQUINOX FWD LT
21U LASER BLUE METALLIC
142 LIGHT GRAY
ORDER NO. HFNF8G/TRE
VIN 2CN DL63 F6 5

STOCK NO.

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD42795947 2005 EQUINOX FWD LT MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
1LN26 EQUINOX FWD LT 22710.00 20938.62 INVOICE 06/08/04
AR9 FRONT BUCKET SEATS WITH LEATHER 545.00 490.50 SHIPPED 06/08/04 SEATING SURFACES

CF5 SUNROOF, TILT & SLIDING 595.00 535.50 INT COM 06/22/04 C4Q GVW RATING - 5070 LBS N/C N/C PRC EFF 06/08/04 FE9 50-STATE EMISSIONS N/C N/C KEYS H1696 H1696 F67 2.70 AXLE RATIO N/C N/C WFP-S QTR OPT-1 LNJ 3.4L SFI V6 0.00 0.00 BANK: GMAC - 005 MX0 5-SPEED AUTO TRANS 0.00 0.00 CHG-TO 07-493 N75 WHEELS, 17" ALUMINUM 295.00 265.50 R6P PREMIUM PAINT 165.00 148.50 SHIP WT: 3637 UE1 ONSTAR SYSTEM 820.00 738.00 HP: 31.6 GVW: 5070 US8 AM/FM STEREO W/CD/MP3 PLAYER 135.00 121.50 GVWF: 2535 UZK XM SATELLITE RADIO-120 CHANNELS 325.00 292.50 GVWR: 2535 OF GO ANYWHERE ENTERTAINMENT GMS: 24138.07 SUPPLR: 25224.28 SERVICE FEE EXTRA. 1ST 3 MOS. SERVICE FEE EXTRA. 1ST 3 MOS.

INCL.

U65 7 SPEAKER PREMIUM SOUND 295.00 265.50 DAN: HDALR
1SD 1SD PACKAGE INCLUDES: 550.00 495.00 MEMO 1246.75 LEATHER WRAPPED STEERING WHEEL INSIDE MIRROR, AUTO-DIMMING W/TEMPERATURE AND COMPASS

TOTAL MODEL & OPTIONS
DESTINATION CHARGE
LAM DEALER CONTRIBUTION
LAM GROUP CONTRIBUTION 26435.00 24291.12 ACT 237 24063.07 565.00 565.00 H/B 261 793.05 343.66 ADV 261 343.66 LAM GROUP CONTRIBUTION 132.18 EXP 65A 132.18

TOTAL 27000.00 25331.96 PAY 310 25331.96

MEMO: TOTAL LESS HOLDBACK AND

DRIVER, 6 WAY POWER SEAT

APPROX WHOLESALE FINANCE CREDIT 24266.39

************ 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.

JUPITER CHEVROLET, L.P.

REMIT TO GMAC NO. 005 VIN 2CNDL63F656 \$ 25331.96 INV 1AD42795947 DUE 06/22/04 DEALER 07-493

p.2



July 14, 2004

Balch Springs, TX

TRADE SETTLEMENT OFFER

Subject: Repurchase of Vin #1G1ZT54854F 2004, Chevrolet Malibu

Case Number: 1-221754748

Dear Mr. & Mrs. Duran:

We regret that you are dissatisfied with your Vin #1G1ZT54854F 2004, Chevrolet Malibu 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 Vin #2 CNDL63F656 2005, Chevrolet Equinox. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 8/4/04, \$17,018.26 will be handled as a Substitution of Collateral

Plus Upgrade

\$4,005,00

Plus Tax

TOTAL RESPONSIBILTY OF CUSTOMER

\$250.31 34,255.31

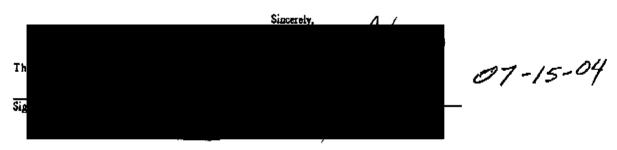
TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase Vin #1G1ZT54854F109571 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-202-4306 by July 16, 2004. The conditions of the trade-repurchase are as

- ⇒ 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 leading/leasing institution
- no cash back rebates or incentives of any kind are applicable towards this transaction

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax manber above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Jupiter Chevrolet, L.P. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58663 if you have any questions or concerns.



P.12/13

07/20/2004 00:18

9722716995 .

JUPITER CHEVROLET

PAGE Ø4

Dealer Confirmation Letter- Collateral Exchange **Chevrolet Division**

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610 Danielle Trussell Phone (800) 231-1841 Ext. #58663

Collateral Exchange Agreement between Chevrolet and its dealer partner Jupiter Chevrolet, L P

Customer's Name: Case Number:

1-221784748

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

General Motors will issue a check in the amount of \$20,258.90 made payable to Jupiter Chevrolet, L. Platter receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and triancial 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 MSRF-old vehicle to MSRP-16W vehicle).

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

Replacement VIN: New Vehicle Sales Price: Used Vehicle Trade Value: Trade Difference: Taxea; Inventory Tax:

Rebates: Miscellaneous State Foes: Document Fees:

Dealer Processing Fee:

2CNDL63F656

\$24,063.07 \$20,058.07 \$4,005.00 \$250.31 \$52,43

[Not Applicable]

\$148.30

[Not paid by either party] [\$200 applied as warranty credit via W.I.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 linencing contract changes because the ligh holder extends no new funds. The funds must be brought to the designship signing at the time of the transaction, Using the figures above, the customer is required to bring:

Upgrada – \$4,005.00 Sales Tax = \$250,31 Total Customer Contribution = \$4,255.31

Jupiter Chevrolet, L.P. 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 Tax #856-202-4206 Please return no later than Friday, July 16, 2004.

Bu erw 112262/Menagement Agent's Signature and Title.

P BAC 112263 Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

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

07/21/2004 23:09 9722716995

JUPITER CHEVROLET

PAGE 01

ACCESS PRE66 - 872-271-6376

JUPITER CHEVROLET L.P.

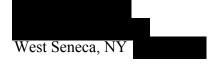
GARLAND, TEXAS 75047-9100	CONTROL NO	D
NAME	CONTROL NO.	47481
TITLE NAME	DELIVERY DA	DE 07/21/2004
<u> </u>	YEAR	_ MAKE CHEVROLET TRI
ADDRESS BALCH SPRINGS TX	MODEL EQUINOX	NEW XX JUST CT DEVICE
HOME Z	SERIAL NO. 2CNDL63F65	6
99M	STOCKNO. 41677	LICENSE NO
OPTIONS	COLOR THOSEK BLUE THET LIGH	T GRAY MILEAGE
	FOJACK OF AFHICLE	\$ 24063.07
	VIN EICH	S N/A
	TIRE EXAM NON-TAX REBATE	s N/A
	SALES PRICE	* 24063 07
	TRADE-IN ALLOWANCE	s 20058 07
	NET DIFFERENCE	\$ 4005 00
	SALES TAX	\$ 250 31
A documentary fee is not an official fee. A documentary fee is not required by law, but may be charged to buyers for handling documents and performing services relating to the document a sale. But the documents and performing	DEALER'S INVENTORY TAX	\$ 52,43
to the seller by handling the description of the fee	DOCUMENTARY FEE	\$ N/A
the closing of the sale. A documentary tee may not exceed \$50.00. This notice	LIC., TITLE, DEPUTY, INSP	3 148 30
This vahicle is equipped with a General Motors engine produced in a		\$ N/A
General Motors plant operated by the	TRADE-IN PAYOFF	s N/A
Division Purchaser's Signature	TOTAL CASH PRICE	\$ 4456 04
	DEPOSIT/DOWN RECEIPT #	(200,73)
YEAR MAKE & BODY STYLE MILEAGE N/ASTOCK #		(N/A)
YEAR MAKE & BODY STYLE MILEAGE N/ASTOCK#	UNPAID BALANCE DUE AT DELIVERY	s 4255 31
YEAR MAKE & BODY STYLE MILEAGE N/ASTOCK#	CREDITINSURANCE LIFED A&NO	s N/A
ISALMICE COURT	AMOUNT FINANCE	3 4255 31
ADDRESS	The information you see on the window for contract, information on the window for contract.	
AMOUNT OUD ED GOOD UNTIL	contract, information on the window form ow the contract of sale.	errides any contrary provisions in
	Purchaser's Signature	
INST. GIVEN TO BY	STATEMENT REGARDING C	
LIEN TO DATE	goods and services from population rule prohibits	sellers and lessors of consumer
HEN SATERON	purchase money loan unless carrier required loan contract entered loss between the	e consumer the proceeds of a disclosures were included in the
ATIN: LANGUES	To essist us in complying with the Federal	rules, the following information is
告	() I hereby certify that none of the fur	ade mad la anna la la la la la la la la la la la la la
ADDRESS	vehicle were obtained as the result of a los Funds for full or partial payment for t	in from a creditor, his vehicle were secured from
	(Creditor)	
Purchaser agrees that this Order includes all of the terms and conditions on both to that THIS ORDER SHALL NOT PERSONNELS the complete and exclusive states.	he face and reverse sith harvest and the	Date 07/21/04

prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of this agreement retaining to the subject matters covered hereby. SALE, DEALER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE AND IN THE EVENT OF A TIME PURCHASE A RETAIL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE BY THE ORDER OF THE PARTNERS HERETO BASED ON SUCH TERMS.

Purchaser's Statement of this Order acknowledges that he or she has read its terms and conditions.

Purchaser's Signature	T TOTAL CONTRACTOR	one read to terms and cond	Hone,
	07/21/2004	Salesman	A constitution of the cons
	1-1721/2004		Accepted by Jupiter Chavrolet L.P. Authorized Representative

September 10, 2004



Service Request: 1-221774204

Customer Relationship Manager: Cornelia Bright-Smith

Dear Mr.

We are sorry you have experienced concerns with your 2004 Chevrolet Malibu. 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,

General Motors Corporation

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.

September 10, 2004



Service Request: 1-222538043

Customer Relationship Manager: Vince Dickinson

Dear Mrs.

We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu MAXX, 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 1-866-932-4368, extension 38226, Monday through Friday between the hours of 8:00am and 4:30pm Eastern Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

Privileged and Confidential Information

CASE ASSESSMENT BY: Linda Carr CARS Request No:1-222915928

Customer Name

Year of Vehicle 2004 Make: Chevrolet Model: Malibu Current Mileage 11362
Vehicle ID No.: 1G1ZT52864F In Service Date: 11/22/03 Purchased: New

What is customer seeking: replacement what is customer eligible for repurchase/replacement

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: steering

Date	Milleage	Days Out: 1	Pescription of Repair:
6/3/04		1	RO
			c/s steering stiff
			replaced steering column per TSB04-02-35-009
6/1/04	10925	1	RO189434
			c/s steering very stiff
			code C0460 & C0545, cleared codes test drove
			unable to dup, codes did not reset

OTHER SYMPTOM/CONCERN: battery/brakes

Bate	Milleage	Taye Qui	Ascription of Repair:
4/15/04	7302	1	RO294931
			c/s battery dead
			load test passed test, no problem found
			c/s brakes are grinding
			front brakes at 70% rear at 80% NPF

Total Days Out of Service: 3

VEHICLE MEETS PRESUMPTION: YES: NO xxx

Arbitrate case: Settle case: xxx

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

Veh is now repaired, as apologetic gesture offer 48/48 Smartcare, up to 5yr/75000 ccl on steering if needed

AVM and/or DEALER RECOMMENDATION:

AVM Jade Vonasek has not responded

Team Manager Approval:

Date:

HAMI.

8801201 подрами измолет

1 39 Vd

CHEVROLET-BUICK **EBIKSEN**

7007

MILAN, ILLINOIS 61264 3VA TRRIT TEAS ESE

.M.9 00:5 - ,M.A 00:Y YAGHUTA8 M.9 00;8 - .M.A 00;7 YAQIRR - YAQINOM

SHOOH 90HS

PHONE 787-1765

:3NOH HO ALLAUMAY

PONULIO 10:40 OTLANO DER:47202 ENG:3.5 Liter_SFI :SNOIT40 YOABA P.O. OPENED \$00ZNACIO CV2H 00.0 PONULIO 11:00 011AN2004 INA DATE TM3MYA9 STAR TICENSE BROWISED: PROD, DATE: WARR, EXP. 31AO 390 ZZIJ. \$760I \$760T 1**C**1ZL27894E CHEAROLET MALIBU **t**O **ŞILVER** DAT TUO WILEAGE IN OUT NIA : ... MAKE/MODEL **HA3Y** COLOR SERVICE ADVISOR: 152 WILLIAM R WALSH

CAUSE: F A CHECK CUST STATES "POWER STEERING" COMES ON RADIO DISPLAY AND THEN PICTURE OF A WRENCH COMES ON AT DASH, STEERING GETS VERY STIFF

19991 CUSTOMER CONCERN NOT DUPLICATED

222 05.0 20.0 BAW 818

CLAIM TYPE: FC: 9Z PART#: COUNT; 0

OG.

00297

DATE

5504

2204 TLABOR 252 STAA9T 0 0 AUTH CODE:

"" CLEARED CODES AND TEST DROVE, CODE DID NOT RESET. ..., FOR CODES. HAD CODE CO460 AND C0545. PERFORMED TEST PER SERVICE MANUAL.

SZS

ECOSE SYTE ACCOUNT CONTROL LSOD SYFE ACCOUNT 9TE М 50.0 97:60 62:60 70-T0-90 TECH FINE(S) CHG LKBE FINISH DURATION TAATZ

٥ **₹022** 225

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COST, SALE, & COMP TOTALS

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00.0	SALES TAX			· STINSNATINIOGG &
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00.0	TOTAL CHARGES	Seller neither assumes nor	PARTS DESIGNATED WITH AN ASTERISK (*)	egnert) itO sulf edu./ Jaind '
00 0	MIRC' CHYBRES	vektanty of merchentability or fittless for a particular purpose.	CONCERN, THANK YOU!	
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00.0	GAS, OIL, LUR⊊	Seller hereby expressly disclaims all werranties either express or	TERVICE EXPERIENCE, PLEASE CONTRÔT SERVICE YOUR CONSULTANT (SEE ADVISOR BOX YOUR CERVICE	Courtesy Alternate Transportations
000	THUQOMA STRAS	of the wententies with respect to the sale of this itematingme, The	RUCY HTWY - COMPLETELY YJETEJFMOD"	* ASE Certified Technicians
00.0	THEOR AMOUNT	186 factory warranty constitutes all	IN THE NEXT FEW WEEKS. IF FOR ANY	offers:
2.1ATOT	NONERCENSION	STATEMENT OF DISCLAIMER	A CUSTOMER A CUSTOMER STATEMENT OF THE S	Goodwarnth Service

f 3TADLISTE 1

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CONTROL

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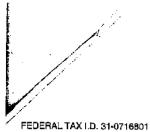
Accounting Copy

Smedley's Chevrolet Sales, inc. 850 W. National Road Vandalia, OH 45377-0516 (937) 898-5894 (937) 898-**7641** :Fax SMEDLEYS@DNACO.NET

Putting Value on the Road Since 1955

Fax Cover sheet

10: <u>₮</u>	LINDA	CA2R.	
	From:		
Date: <u>5</u>	ース・Oタ Pages Sent In	Pages: 3.	· .
Notes:		, , , , , , , , , , , , , , , , , , ,	7
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CVCS294931

BERVICE
DEPARTMENT
HOURS
Monday thru Fridge

Monday thru Frid (1) 7:00 a.m. to 6:00 p.m. Phone (937) 898-8

PO Box 516 • Vandalla, Ohio 45377-0516 • (937) 898-5894

CUSTOMER NO. 58558		RNIE HOLT	-	9469 TAG NG.	90	04/15/04	CVCS294931
	6 6	9°.795	LICENSE NO.	MILEAGE	7,302	COLOR	этсскис 8349
	YEA	R/MAKE/NODEL	T/MALTOIL	MALIBU LS		DELIVERY DATE 11/22/03	DELIVERY MILES
VANDALIA, OH	A SH	ICLE I.D. NO. G 1 Z T	F 2 O C	- INVETED F2	SEDAN	35 LLING DEALER NO. 09563	PRODUCTION DATE
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BUSINESS PHÓN	is con	AMENTS	<u>. </u>			04/15/04	
	- 1						
[LEASE BANK] GMAC JOB# 1 CHARGES	[LEASE	TERM]	48			LIMITED W	ARRANTY
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MISCCODEDESCRIPTION JOB # A 90 ENVIRONMENT OF	R SHOP SUPPLIES		-CONTROL NO TOTAL -		0.75 0.75	satisfactory teli your fr teli us immediately.	еноѕ, п пот, ріваѕ
COMMENTS		· - " , - 				·	Thank You
PAGE 1 OF 2	SHOP COPY	ı	CONTINUED ON	NEXT PAGE] 03:	10pm		



CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT CUSTOMER NAME:

			(or see attached list
1. Custo	mer incentive	and the second second second second second second second second second second second second second second second	
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custom	ner incentive(s) be applied: /a) XX :-	(S) listed to the dealers	named below and request that the availat
itiw, as	R Price recluction (Rill of Sain Indiana	paymon or	where permissible
incenti	/e applied), or (c) a check be issue	d in my name by Deal	this vehicle, (b) where permissible, amount or incentive and final price w
	Incentive Program Reference	- willy harmy by Deal	er named below:
	CAP LOST REDUCTION	Amount <u></u> 1000 .00	GM Incentive Code
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		\$N/A	
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Jun 02 04 01:46p PURCHASED BY & TITLE TO 11/22/03 Putting Value On The Road Since 1955 JACKIE A DAWES CHEVROLET 64421 STREET ADDRESS PLEASE ENTER MY ORDER PLEASE ENTER VANDAL TA OH MONTGOMERY FOR THE FOLLOWINGS STATE RENTAL VEHICLE USED САВОВ ПТВОСК YEOO 4 MAKE CHEVROLET BUS, PHONE MYRE I HU GALAXY SII VIIRD GRAY S SERIAL NO GIZTS 2864F P MSTALLE STOCK NO SALESMANK G BROWN DELIVERY DATE 1/22/2003 NEW MR F8 86 MAJOR TERMS OF THIS AGREEMENT: CLOSED-END LEASE TERM: 48 MONTHS DESCRIPTION OF TRADE IN VEAD MAKE AND MODEL MONTHLY PAYMENT = \$ 284.64. PLUS \$ STOCK NO N.A. TAX FOR A TOTAL MONTHLY PAYMENT OF \$284,54 ACV SERIAL NO. TOTAL DUE ON DELIVERY **2200.00** CAPITALIZED COST REDUCTION 1885.36 CREDIT-SALE - DISCLOSURE STATEMENT 1885.36 CUSTOMER CASH 1. CASH PRICE 20834_I. t 4 (INCLUSING ANY ACCESSORIES, SERVICES, PEES, AND TAXES IMPOSED ON CASH SALE N.A. NET TRADE-IN ALLOWANCE DEPOSIT ON ORDER NO. 57294 800: 00 1400.00 CAP COST REDUCTION REBATE N.A. OPTION 1/OPTION 2 N.A. OTHER REBATES/INCENTIVES 1085 36 FACTORY REPAIRE FIRST MONTHLY PAYMENT IN ADVANCE 284.54 N.A. DEALER REBATE REFUNDABLE SECURITY DEPOSIT WAIVED N.A. TRADE IN TIPLE/LICENSE/REGISTRATION FEE: **₹\$** ₩.A. LESS LIEN PAYOFF SALES TAX ON CAP COST REDUCTION 141.40 BALANCE OWING TO RENTAL/USE TAX 937,44 1885.30 TOTAL DOWN PAYMENT (2+3) GAP PROTECTION INSURANCE N.A 18948 . 78 UNPAID BALANCE OF CASH PRICE (1 -- 4) REC. LEASE END PURCHASE OPTION PRICE 8689.00 N.A. PHYSICAL DAMAGE INSURANCE MILEAGE ALLOWANCE: 15000 MILES PER YEAR ₩. A. CREDIT LIFE INSURANCE TOTAL ALLOWED MILEAGE ON DOOMETER: 60086 MILE OTHER DISABILITY INSURANCE EBITOSTIA N.A. CHARGES EXCESS MILEAGE CHARGE: 15 CENTS PER VILE SERVICE AGREEMENT 698.00 Gms \$ 1021.25 Gmb \$ 400.00 N.A. 19767,14 <u>७ ।। ୧୪) ३</u> 1964d, 78 7. UNPAID CASH BALANCE Due On Delivery (5 + 6) 18767-14 GMAC The following items are pertinent to the terms of IF PURCHASE OF VEHICLE'IS TO BE FINANCED, DISCLOSURE OF THE FINANCE AND RELATED this sales agreement and have a separate disclo-GM/OPT AUTH.# CHARGES WILL BE CONTAINED IN THE RETAIL INSTALLMENT CONTRACT - SECURITY AGREEMENT BETWEEN THE CUSTOMER AND THE LENDING INSTITUTION. sure page attached if checked. MECHANICAL REPAIR PROTECTION RECISION ☐ We Owe Agreement HIS WILL ACKNOWLEDGE THAT THE MECHANICAL REPAIR PROTECTION AS BEEN EXPLAINED TO ME AND THAT THE OFFER TO PURCHASE PRO-ECTION HAS BEEN MADE IN CONNECTION WITH THE NEW OR USED CAR Spot Delivery Agreement ☐ Other PURCHASE BEING CONSIDERED. I ELECT NOT TO PURCHASE THIS MECHANICAL REPAIR PROTECTION COV-86 ERAGE AT THIS TIME 2003 Mileage Appearing on Odometer KXOdometer Mileage is Accurate DATE CUSTOMER I UNDERSTAND THE "CASH PRICE" OF VEHICLE WAS RAISED Odometer Mileage is not Accurate TO COVER NEGATIVE EQUITY INTHETRADE VEHICLE. CONTRACTUAL DISCLOSURE STATEMENT CUST. CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY 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. 58558 (Buyer) (Co-Buyer) (Date) LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED. LENDING INSTITUTION PPRD 1.+ SELLING PRICE 19100.30 2.+ DOCUMENT CHARGE N.A. DATE (1 + 2)SUBTOTAL 19160.30 SUBTOTAL N.A. TRADE IN ALLOWANCE-Ñ.A. TAXABLE AMOUNT 14384,53 3. + TAX/% 50 10/8.84 GAS , A. 5. + TITLE AND FILING FEES ∄0.00 (DEALER OR AUTHORIZED REPRESENTATIVE) DATE

2004 MALIBU IS SEDAN CHEVROLET MOTOR DIVISION 2004 MALIBU LS SEDAN CHEVROLEI MOTOR DIVISION
12U GALAXY SILVER METALLIC /V6G GENERAL MOTORS CORPORATION 14C GRAY 100 RENAISSANCE CENTER STOCK NO. DETROIT MI 48243-1114 VEHICLE INVOICE 1AD24846973 ORDER NO. GKXR58/TRE VIN 1G1 ZT52 86 4F MODEL & FACTORY OPTIONS

MSRP

1NV AMT

RETAIL - STOCK

1ZT69 MALIBU LS SEDAN

AP3 REMOTE VEHICLE START SYSTEM

B37 FLOOR MATS, FRONT & REAR

FE9 50-STATE EMISSIONS

MSRP

18638.55

INVOICE 09/24/03

80.00

72.00

EXP I/T 10/14/03

N/C

N/C

INT COM 10/14/03

LX9 3.5L V6 ENGINE

0.00

0.00

PRC EFF 09/24/03

MX0 4-SPEED AUTO TRANSMISSION

0.00

0.00

KEYS G0468 G0468

U2K XM SATELLITE RADIO-100 CHANNEL

325.00

BANK: GMAC - 010 COAST TO COAST DIGITAL SOUND BANK: GMAC - 010 (SUBSCRIPTION CHARGES EXTRA)
VK3 FRONT LICENSE PLATE BRACKET 0.00 0.00 CHG-TO 09-221 SHIP WT: 3171 HP: 32.9 GMS: 19160.30 SUPPLR: 19926.71

MRM: 21550.00 MEMO 1021.25

TOTAL MODEL & OPTIONS
DESTINATION CHARGE 20925.00 19138.05 ACT 231 19135.30 625.00 625.00 H/B 261 627.75 DEALER CO-OP ADVERTISING 209.25 ADV 261 209.25

21550.00 19972.30 PAY 310 19972.30 TOTAL

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 19039.00

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

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

REMIT TO GMAC NO. 010 VIN 1G1ZT52864F \$ 19972.30 INV 1AD24846973 DUE 10/14/03 DEALER 09-221

COUGHLIN AUTOMOTIVE GROUP

CHIPP Request for Processing

SR#	1-222	915928		6/28/04			
New/Used:	Used		Division:	Chevrolet	Veh	icle Style:	Car
Comp	olete VIN:	10	31ZT52864F		Veh	icle Year:	2004
Divisi	ion - Deale	r Code:	Chevrole	et 13-32888			
General Mot	ors has ag						
		Approv	e and pay for a	new plan - no GM	PP Coverage o	urrently	
⊽ Trans	erall clain	: Check if ap ns to new po p profit. Divisi	licy	C Endorse se	illing dealer d	ode to Divis	on cade
Delivery	Date:	11/22/03		Odomete	r Reading:	130	74
Pla	n Purchase	e Date:	06/28/04	Customer C	Ownership:	Less	see
Business	Name:						
Custome	r Name -	Title:	Mrs.	(First - M.I La	ast):		
Address	Line 1:	-					
Address	Line 2:						
City:	Vandalia			State:	ОН	Zip:	
Plar	ı Type:	Smar	tCare	# of Months:	36 Months] Mileage:[36000
Plar	n Type:			# of Months:		Mileage:	
		Ded	uctible:	\$0			
Plan Lien	Holder (Sel	ect Division b	elow):				
	Division	Address:	Chevrol	et - PO Box 33	170 Detroit	, MI 48232	-5170
CRM	M (Decision	n Maker):	Linda Carr				
Team	n Manager	/Liaison:	Diane Limo	li			
Team CA	ARS Site:	Tar	npa		Date:	06/2	8/04

Privileged and Confidential Information

CASE ASSESSMENT BY: Linda Carr CARS Request No:1-222915928

Customer Name:

Year of Vehicle 2004 Make: Chevrolet Model: Malibu Current Mileage 13074
Vehicle ID No.: 1G1ZT52864F In Service Date: 11/22/03 Purchased: New

What is customer seeking: replacement what is customer eligible for repurchase/replacement

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: steering

Date	Mileage	Days Cult 1	escription of Repair
6/3/04	11363	1	RO297694
			c/s steering stiff
			replaced steering column per TSB04-02-35-009
6/1/04	10925	1	RO189434
			c/s steering very stiff
			code C0460 & C0545, cleared codes test drove
			unable to dup, codes did not reset

OTHER SYMPTOM/CONCERN: battery/brakes

Date	Milleage	Days Out 1	Asscription of Repair
4/15/04	7302	1	RO294931
			c/s battery dead
			load test passed test, no problem found
			c/s brakes are grinding
			front brakes at 70% rear at 80% NPF

Total Days Out of Service: 3

VEHICLE MEETS PRESUMPTION: YES: NO xxx

Arbitrate case: Settle case: xxx

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

Veh is now repaired, as apologetic gesture offer 36/36 Smartcare

AVM and/or DEALER RECOMMENDATION:
AVM Jade Vonasek has not responded

Team Manager Approval:

Date:

SR# 1-22	2915928	6/28/04			
New/Used: Used] Division:	Chevrolet] Vehi	icle Style:	Car
Complete VIN:	1G1ZT52864F] Vehi	cle Year:	2004
Division - Deale	r Code: Chevrol	et 13-32888]		
General Motors has ag		*** *** * * * * * * * * * * * * * * *			
	Approve and pay for	a new plan - no GM	PP Coverage cu	irrently	
N. C. C. C. C. C. C. C. C. C. C. C. C. C.	s: Check if applicable				
(Selling dealer to kee	p profit. Division is debited to	ne dealers prolit)			
Delivery Date:	11/22/03	Odomete	r Reading:	130	74
Plan Purchase	Date: 06/28/04	Customer C)wnership:	Les	see .
Business Name:					
Customer Name -	Title: Mrs.] (First - M.I L	ast):		
Address Line 1:					
Address Line 2:					
City: Vandalia		State:	ОН	Zip:	
Plan Type:	SmartCare	# of Months:	36 Months	Mileage:	36000
Plan Type:		# of Months:		Mileage:	
	Deductible:	\$0			
Plan Lien Holder (Sel	ect Division below):				
Division A	Address: Chevro	et - PO Box 33	170 Detroit,	MI 48232	·5170
CRM (Decision	Maker): Linda Carr				
Team Manager	/ Liaison: Diane Limo	olj			
Team CARS Site:	Tampa		Date:	06/28	
	1097 0	h 6/2	8 16:	52	M S



Service Request: 1-222915928

Customer Relationship Manager: Linda Carr

Dear Ms.

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 2004 Chevrolet Malibu, Vehicle Identification Number 1G1ZT52864F

- 36 months or 36,000 miles, whichever occurs first, beginning on 6/28/04 and ending on 6/28/07, and begins with 13,074 miles and ends with 49,074 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 your local GM Dealer if you have coverage 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,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Service Information Page 1 of 2







Noisy Steering Column, Lack of Power Steering Assist, DTCs C0460 and C0545, Steering Sheel Moves Slightly By Itself (Replace Steering Column) #04-02-35-009 - (05/24/2004)

Noisy Steering Column, Lack of Power Steering Assist, DTCs C0460 and C0545, Steering Wheel Moves Slightly By Itself (Replace Steering Column)

2004 Chevrolet Malibu

Condition

Some customers may comment on any of the following concerns:

- A rattle or clunk noise from the left lower instrument panel or foot well area.
- With the engine running and the vehicle not moving, the steering wheel may move a few degrees off center, left and right, by itself, without driver input.
- With the vehicle in motion, the driver may comment about a steering wheel vibration that feels like a wheel out of balance. This condition does not impair the ability of the driver to control the vehicle.
- An intermittent lack of power steering assist.

Technicians may find the following diagnostic trouble codes:

- Diagnostic Trouble Code C0460 Symptom 00 (Steering Position Sensor)
- Diagnostic Trouble Code C0545 Symptom 00 (Steering Wheel Torque Input Sensor)

Cause

These conditions may be caused by excessive clearance between the assist gears or by a failure of the torque sensor in the steering column.

Noise Diagnosis

Perform the following check as an aid in diagnosing a steering column noise. With the engine running and the vehicle not moving, turn the steering wheel rapidly back and forth an inch or two off center and listen for a click or rattle noise inside the steering column. If these noises are present, it may indicate excessive clearance between the gears inside the steering column.

Correction

Service Information Page 2 of 2

Technicians are to install a new steering column kit, P/N 10373948, to correct the conditions listed above. Refer to the Steering Column Replacement procedure in the Steering section of SI (Document ID #1244472).

Parts Information

Part Number	Description	Qty
10373948	Column Kit, Steering	1

Parts are currently available from GMSPO.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
E7680	Column Assembly, Steering - Replace	Use published labor operation time

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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Document ID# 1521111 2004 Chevrolet Malibu 1G1ZT52864F



Overallowance / Incentives / Negative Equity Form

	Overanowa	ice / ince	itives / inegative	Dquity 10	<u></u>	
Customer		Request #	<u>1-222915928</u>	BBB #	CHV0442893	
Straight	Trade		Mandated	Mediat	ed	
This form may be used paid, but may not be ea				ny customer in	centives which were	
You must determine the prior to arbitration or v			cle and identify any o	over allowance	and/or incentives	
	Use the charts below	v to help deter	mine over allowance ar	d incentives.		
* <u>PLEASE NOTE</u> :			OAN CLOSEOUT A RED NEGATIVE E		HIGHER THAN	
Purchase Price (from de	ealer Bill of Sale)	(Selling P	rice)	\$19160		
MSRP (from BARS Inv	roice)		\$21550			
Difference				\$(2390)		
(If positive, look for Ov explain why customer	,		n, have Dealer			
Trade Allowance (from	n dealer Bill of Sal	e)		\$0 NO TRAI	DE	
Actual Cash Value State	ement			\$0		
(A) Over Allowance (If positive)				\$0		
Payoff Actual Cash Value State	ement			\$0 \$0		
(B) Negative Equity (It				\$0		
If Over Allowe	nce and/or Incenti	wes (not inc	luded in Purchase I	Price) are four	d worlfw with	
ii Ovel Allowa			mitting information		M., VOILLY WILLI	
Purchase Price (from de	ealer Bill of Sale) -	– (before tax	x, tag, etc.)	\$19160		
Incentives not included (Do not include fuel fill		S) minus	\$1400			
(A Over Allowance) +		,	inus	\$0		
Actual price of Vehicle	that should be pre	esented to B	BB for ATA	\$17760		

September 10, 2004

Baton Rouge, LA

Service Request: 1-226567048

Customer Relationship Manager: Jonathon Trent

Dear Ms.

We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu, 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 1-866-952-4368 extension 58360 Monday through Friday during the hours of 3:00 p.m. and 11:30 p.m. Eastern Standard Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

General Motors Corporation



Century III Chevrolet

2430 Lebanon Church Rd West Mifflin, Pa 15122

Phone: 412-466-9210 Fax: 412-466-7988

Fax Transmittal Form

To

Name:

Organization Name/Dept:

C¢:

Phone number:

Fax number:

☐ Urgent

☐ For Review

☐ Please Comment

Please Reply

From

Jason Cutri

Phone: 412-466-9210

Fax: 412-466-7988

Date sent:

Time sent:

Number of pages including cover page:

Message:

Marine,

a Recap of Sale that show \$4,000 for

the trad

Joser

CUSTOMEN SIGNATURE

SHOP COPY

not responsible for damages from freezing due to lack of antifreeze.

PITTSBURGH, PA

236351

102113

WARRANTY

CENTURY III CHEVROLET, INC.

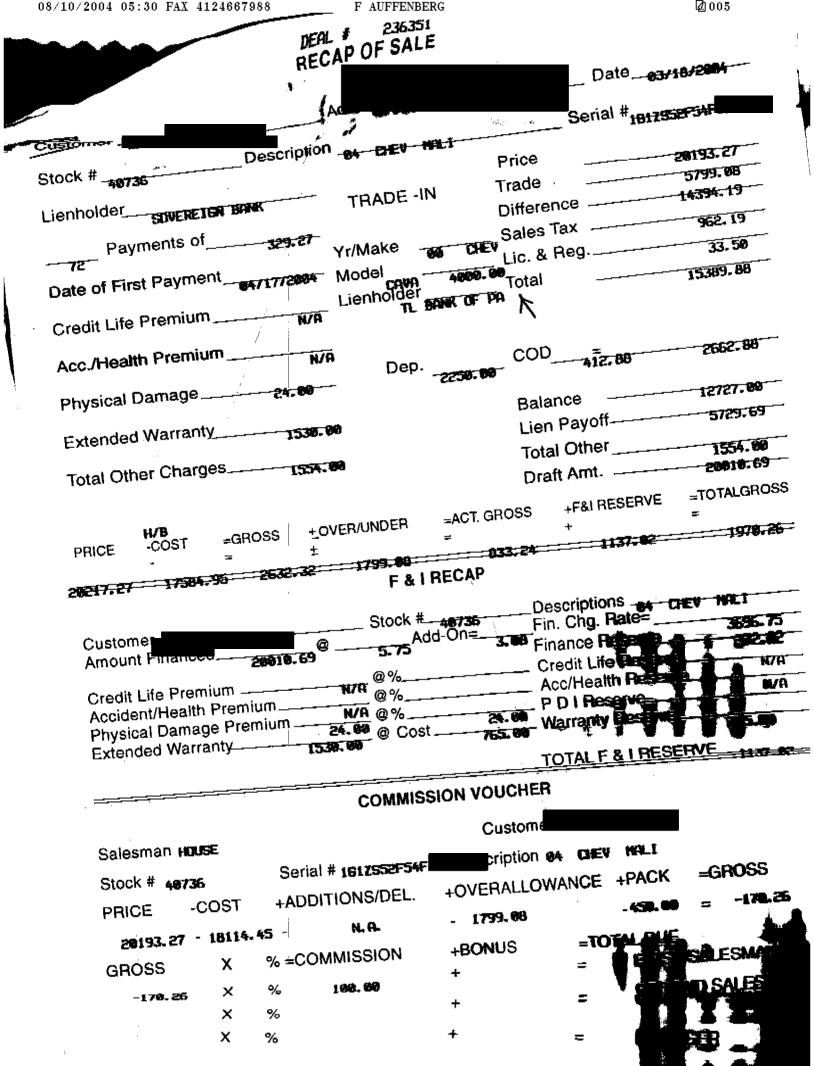
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* Early Bird Drop Off * Shuttle Service Available * Rental Cars Available * Full Service Body Shop For All Of Your Collision Needs	*ASE Certified Technicians *Competitive Up-Front Pricing *Lifetime Service Guarantee *Factory trained technicians	merchantability or fitness for a particular purpose, with regard to the parts and/or a purpose, with regard to the parts and/or accessories purchased; and that in no downs shall dealer be liable for incidental or consequential demages or commercial leakage arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties and	SUBLET AMOUNT SOLV. & LUBRICANTS TOTAL CHARGES	0.00 588.00 0.00 1066.99
You may receive a survey from the factor "Completely Satisfied " Completely Satisfied Satisfied " If you are not please let us know. (412) 466	soon, and we ask you to reply to it " Wo aim for you to be " Completely	accessories are of metchentable quality or that they will enable any vehicle or any of its systems to perform with responsible safety. CUSTOMER SIGNATURE X		0.00 0.00 1066,99

General Motors Car and Truck Divisions CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER INCENTIVE(S) 1. Customer Incentive I assign the total amount of customer incentive(s) listed to the dealer named below and request that the customer incentive(s) be applied: a)	
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arm the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number which was sold/leased the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took of this vehicle on// I acknowledge receipt of incentive(s) as described in item # and release to ivision from any future claim or obligation for incentive(s) on this unit. Purchaser/Lessee Signature:	
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am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number which was sold/leased by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took of this vehicle on// I acknowledge receipt of incentive(s) as described in item # and release to ivision from any future claim or obligation for incentive(s) on this unit Purchaser/Lessee Signature:	
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centive(s) described in item # have been provided to the said purchaser/lessee who has taken delivery of refer hit through this dealership and that properly completed accurate deliver data has been forwarded to General Motors.	renced
Authorized Dealer Signature: Date: Date:	
Dealership Name: FENTHRY LLT CHEUROLFT INC. Dealer Code: 13 st must include VIN, Delivery Date and Program Reference	



Confidential Information

Customer	CASE ASSESSMENT BY: Maxine Durant CARS Request No: 1-227365542 Customer Name:						
Year of Vehic	ele: 2004	Make: Chev	Model: Malik	ou Current Mileage: 2,400			
Vehicle ID No	o.: 1G1ZS52F	54F	In Service Date: 03-1	18-04 Purchased: New			
What is custo	omer seeking	j: Replacement	What is custome	r eligible for: All Remedies			
		VEH	IICLE REPAIR HISTORY				
CUSTOMER'S	PRIMARY SY	MPTOM / COMPLAIN	IT: Steering				
Mie	i east	Mys Gallia Descri	iaise e e e e e e e e e e e e e e e e e e	teering .			
04-29-04	1,030	2		e possible flat tire, hwy or city – Can luce customer's concerns – reprogram ensor			
06-03-04	1,834	7	Steering: Shakes -	intermittently like flat tire – Column 7680 Column Assembly, steering			
06-28-04	2,167	26	Steering: Shakes – sitting in	Severe after vehicle warmed up or sun for a while – Steering column 7680 Column Assembly, Steering			
07-22-04	2,277	14	Steering: Shakes – back and Called TA	Feels loose at times, like bouncing forth, same as previous concerns – C, connections at module, all ok, at dealer 7-30-04. Installed new motor/ssembly			
OTHER SYMP	PTOM / COMPI	_AINT: Recall					
Date	Milleace:	Javs Out. Deser	iplion of Repair 1040	11			
04-29-04	1,030	2	Recall: 04011 – V11	19 Air bag warning label			
Date 06-28-04	Mi eage 2,167	Days Out: Descri 26	iption of Repairs 040 Recall: 04027 - V11	27 52 Seat Belt Anchorage			
Total Days R	eported Out	of Service:49_	_				
VEHICLE ME	ETS PRESU	MPTION: YES:	KX	NO:			
Arbitrate cas	e:	Settle case:	X				
CRM offered goodwill ges	the custome ture. Custon	r 2 car payments i her stated he has n	n the interest of custo	n a review of documentation): mer satisfaction, as a one time the steering since the last repair. cerns to reoccur.			
		RECOMMENDAT to offer the custon		hicle has been repaired.			

Team Manager Approval:

Date:

Revised 4/6/04

Confidential Information

CASE ASSESSMENT BY: Maxine Durant CARS Request No: 1-227365542 **Customer Name:** Year of Vehicle: 2004 Make: Chev Model: Malibu Current Mileage: 2,400 Vehicle ID No.: 1G1ZS52F54F In Service Date: 03-18-04 Purchased: New What is customer seeking: Replacement What is customer eligible for: All Remedies VEHICLE REPAIR HISTORY CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Steering Days Out: Description of Repair: 04-29-04 2 Steering: Shakes like possible flat tire, hwy or city - Can 1.030 not reproduce customer's concerns – reprogram steering sensor 06-03-04 7 Steering: Shakes - intermittently like flat tire - Column 1.834 faulty - E7680 Column Assembly, steering replace 06-28-04 2.167 26 Steering: Shakes - Severe after vehicle warmed up or sitting in sun for a while - Steering column faulty - E7680 Column Assembly, Steering replaced 07-22-04 2.277 14 Steering: Shakes - Feels loose at times, like bouncing back and forth, same as previous concerns -Called TAC, connections at module, all ok, Engineer at dealer 7-30-04. Installed new motor/ Module assembly OTHER SYMPTOM / COMPLAINT: Recall 04-29-04 2 1.030 Recall: 04011 - V1119 Air bag warning label Date Mileace! Days Out. Description of Repair: 04027 06-28-04 2.167 26 Recall: 04027 - V1152 Seat Belt Anchorage Total Days Reported Out of Service: 49 VEHICLE MEETS PRESUMPTION: YES:XX NO: Arbitrate case: Settle case: XX Case Recommendation for Customer Satisfaction (based on a review of documentation): CRM offered the customer 2 car payments in the interest of customer satisfaction, as a one time goodwill gesture. Customer stated he has not had a concern with the steering since the last repair. However, customer stated it has not been hot enough for the concerns to reoccur. Field Rep and/or DEALER RECOMMENDATION:

Jack Adams-AVM stated to offer the customer 2 car payments, vehicle has been repaired.

Date:

Team Manager Approval:

Revised 4/6/04

Overallowance/Incentives/Negative Equity Form (non-Florida)

Customer:	Request #: 1-227365542	BBB#: CHV0448275

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$ 17,793.27
MSRP (from BARS Invoice) Note: If GMS price, use in place of MSRP price	\$ 19,075.00
Difference	\$ - 1,281.73
(If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	
Trade Allowance (from dealer Bill of Sale)	\$ 3,399.00
Actual Cash Value Statement	\$ 4,000.00
Difference (if positive, this is the overallowance)	\$ 601.00
Payoff or Lien amount from Bill of Sale	\$
(If dealer added negative equity into contract, do not subtract)	
Actual Cash Value Statement	\$
Difference (if positive, this is the negative equity)	\$

If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with							
Team Manager before submitting information to BBB							
\$ 17,793.27							
\$ 2,250.00							
\$ 601.00							
\$ 14,942.27							



Century III Chevrolet

2430 Lebanon Church Rd West Mlfflin, Pa 15122

Phone: 412-466-9210 Fax: 412-466-7988

Fax Transmittal Form

From

Organization Name/Dept: CC:

Phone number: Fax number:

Jason Cutri Phone: 412-466-9210

Fax: 412-466-7988

☐ Urgent

☐ For Review

☐ Please Comment

☐ Please Reply

Date sent:

Time sent:

Number of pages including cover page:

Message:

Case file on

CUSTOMER #:

88818

WORKORDER

CENTURY III CHEVROLET, INC.

PAGE 2

2430 LEBANON CHURCH ROAD WEST MIFFLIN, PA 15122-2597 TELEPHONE: (412) 466-9210 FAX 466-6007

HOME:	BUS:		VICE ADVISOR: 2834 7	THOMAS, JAMES H
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EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The understands and agrees that dealer makes no warranties of any kind, express or implied, and discialms all warranties, including warranties or merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchases. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, afficiency, or comfort.

AUTHORIZATION FOR REPAIRS

AUTHORIZATION FOR REPAIRS

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

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REVISED ESTIMATE (3)	1		
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I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

SHOP COPY GUSTOMER SIGNATURE 88818

ACCOUNTING

CENTURY III CHEVROLET, INC.

2430 LEBANON CHURCH ROAD WEST MIFFLIN, PA 15122-2597 TELEPHONE: (412) 466-9210 FAX 466-6007

HOME:

23100

BUS:

PAGE 1

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CENTURY TT 97046 CHEVROLET, INC. CUSTOMER #:236351 WORKORDER 2430 LEBANON CHURCH ROAD WEST MIFFLIN, PA 15122-2597 PAGE 2 TELEPHONE: (412) 466-9210 FAX 466-6007 JR, DONALD E PITTSBURGH, PA SERVICE ADVISOR: 2716 FISHER MILEAGE IN/OUT TAG BUS HOME: EICENSE MAKE/MODEL 1030/1033 T890 COLOR* <u>1G1ZS52F54F</u> PAYMENT CHEVROLET MALIBU RATE PO NO SILVER GRE PROMISED PROD DATE WARE EXP. DEL DATE CASH 0.00 WAITER ** STK:40736 DLR:513143 8MAR2004 OPTIONS: ENG:2.2_Liter_MFI_DOHC TRN:MX0 READY F.O. OPENED C/S INTERMITTENTLY STREETING SHAKES LIKE POSSIBLE FLAT 29APR2004 09:11 TYPE TECH LINE OP CODE TIRE WHILE DRIVING HIWAY OR CITY DRIVING # A Suffer to Pach invote CA-LUEL (PC Vallitiers & P.E. GASOR RECALLANTE SOUSON CAMPAIGN 04011 WS Custoner В Sammer and the same of the sam 80388 PRELIN EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, understands and disclaims all warranties, including warranties of merchantability or fitness express or implied, and disclaims all warranties, including warranties or commercial losses arising over a particular purpose, with regard to the parts and/or accossories purchased; and that in no event shall dealer be liable for includental or consequential damages or commercial losses arising your of such purchase. The undersigned purchaser further agrees that the warranties excluded by out of such purchase. The undersigned purchaser further agrees that the warranties excluded by out of such purchase. The undersigned purchaser further agrees that the warranties excluded by out of such purchase. The undersigned purchaser further agrees that the warranties excluded by out of such purchase. The undersigned purchaser further agrees that the warranties excluded by out of such purchaser, include, but are not limited to any warranties that such parts and/or accessories are of dealer, include, but are not limited to any warranties of any of its systems to perform with merchantable quality or that they will enable any vahicle or any of its systems to perform with merchantable safety, afficiency, or comfort. **EXCLUSION OF WARRANTIES** AUTHORIZED REVISED ESTIMATE (1) REVISED ESTIMATE (2) AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles laft in vehicle in and agree that you are not responsible for loss or damage to vehicle or articles laft in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by case of fire, theft or any other cause beyond your control or to appoint or transporter. I hereby grant unaveilability of parts or delays in parts elippments by the supplier or transporter. I hereby grant unaveilability of parts or delays in parts elippments by the supplier or transporter. I hereby grant unaveilability of parts or delays in parts elippments the vehicle herein described on street, you and/or vour employees permission to operate the vehicle herein described on street, you and/or vour employees permission to operate the amount of rapeirs thereto. The dealership is hereby acknowledged on above vehicle to secure the amount of rapeirs thereto. The dealership is **AUTHORIZATION FOR REPAIRS** REVISED ESTIMATE (3) I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVA OF THE ABOVE REVISED ESTIMATES:

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CURTOMER SIGNATURE

0.00

THIS AMOUNT

236351

(412) 466-9210

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ACCOUNTING

CENTURY III CHEVROLET, INC.

2430 LEBANON CHURCH ROAD WEST MIFFLIN, PA 16122-2597

TELEPHONE: (412) 466-9210 FAX 466-6007 PAGE 1 PITTSBURGH, PA 2716 DONALD E FISHER JR HOME: SERVICE ADVISOR: MILEAGE IN: / OUT TAG LICENSE VIN MAKE/MODEL YEAR COLOR T890 1030/1033 1G1ZS52F54F INV. DATE CHEVROLET MALIBU PAYMENT SILVER GRE 04 RATE PO NO. PROMISED PROD. DATE | WARR, EXP. DEL. DATE 30APR2004 0.00 CASH WAIT 29APR04 STK:40736 DLR:513143 18MAR2004 OPTIONS: READY ENG:2.2_Liter_MFI DOHC TRN:MX0 R.O. OPENED TOTAL 10:56 30APR04 LIST 09:11 29APR04 COMP COST SALE LINE OPCODE TECH TYPE A/HRS S/HRS A C/S INTERMITTENTLY STEERING SHAKES LIKE POSSIBLE FLAT TIRE WHILE DRIVING, HIWAY OR CITY DRIVING CAUSE: CANNOT REPRODUCE CUST CONCERNS J6354 DIO AND BULLETIN SEARCH, AS PER TAN, RE-PROGRAM STEERING SENSOR 32.05 32.05 3205 1150 0.00 0.50 2492 FC: 6D PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: TPARTS O 0 3205 TLABOR 1150 1030 RECALIBRATED STEERING SENSOR B OPEN CAMPAIGN 04011 CAUSE: OPEN CAMPAIGN V1119 AIR BAG WARNING LABEL CAMPAIGN 9.62 9.62 WS 0.00 0.20 460 962 9.61 9.61 2492 961 Ó 19.23 0.10 WS 0.00 19.23 1923 460 0.30 0.00 FC: 96 PART#: COUNT: CLAIM TYPE: AUTH CODE: o TPARTS 460 1923 TLABOR 1030 COMPLETE CHG LINE(S) TECH DURATION TYPE FINISH 0.00 W 2492 BA START DATE 10:15 04-29-04 10:15 CONTROL COST CONTROL ACCOUNT SALE COST SALE 5128 ACCOUNT 26300 1610 5128 46200 5128 TOTALS & COMP TOTALS 1610 EXCLUSION OF WARRANTY
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Fri.: 7:30 A.M. to 8:00 P.M.
Sat.: 8:00 A.M. to 1:00 P.M.
DAMAGE DESIGNATION 0.00 LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, QIL, LUBE 0.00 SUBLET AMOUNT *ASE Certified Technicions 0.00 SOLV. & LUBRICANTS * Early Bird Drop Off *Competitive Up-Front Pricing 0.00 Shuttle Service Available TOTAL CHARGES *Lifetime Service Guarantee ↑ Rental Cars Available 0.00 LESS INSURANCE ' Full Service Body Shop For *Factory trained technicians 0.00 All Of Your Collision Needs SALES TAX You may receive a survey from the factory soon, and we ask you to raply to it "Completely Satisfied" We aim for you to be "Completely Satisfied" If you are not please let us know. CUSTOMER SIGNATURE PLEASE PAY

SHOP COPY CUSTOMER EIGNATURE

Full Service Body Shop For

All Of Your Callision Needs

You may receive a survey from the factory soon, and we ask you to reply to it "Completely Satisfied " We aim for you to be " Completely Satisfied " If you are not please let us know.

(412) 466-9210

236351

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ACCOUNTING

CENTURY III

CHEVROLET, INC.

2430 LEBANON CHURCH ROAD WEST MIFFLIN, PA 15122-2597

LESS INSURANCE

THIS AMOUNT

SALES TAX

PLEASE PAY

0.00

0.00

TELEPHONE: (412) 466-9210 FAX 466-6007 PAGE 1 PITTSBURGH, PA HOME: 2716 DONALD E FISHER JR SERVICE ADVISOR: MILEAGE IN / OUT TAG LICENSE VIN MAKE/MODEL YEAR COLOR T468 1834/1834 1G1ZS52F54F CHEVROLET MALIBU SILVER GRE 04 PAYMENT INV DATE RATE PO NO. PROMISED WARR, EXP. PROD. DATE DEL. DATE 16JUN2004 0.00 CASH 17:00 03JUN04 18MAR2004 STK:40736 DLR:513143 OPTIONS: READY R.O. OPENED ENG:2.2_Liter_MFI_DOHC TRN:MX0 11:49 16JUN04 08:51 03JUN04 TOTAL LIST SALE COMP LINE OPCODE TECH TYPE A/HRS S/HRS COST A C/S STEERING SHAKES INTERMITTENTLY LIKE FLAT TIRE WHILE DRIVING CAUSE: COLUMN FAULTY E7680 COLUMN ASSEMBLY, STEERING REPLACE 57.69 57.69 5769 2070 0.90 0.00 WS 2492 382.47 382.47 27319 38247 0 479.28 1 10373948 F-COL KIT FC: 6D COUNT: 1 CLAIM TYPE: AUTH CODE: O4Z7906 6 DAYS RENTAL 0.00 0.00 0 18. 2630 1 WS 0.00 00 0 00 0 FC: 98 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: ΜJ 38247 TPARTS 27319 2070 5769 TLABOR permanental apar PO 850269 INV. 464214 SUBL 294.00 294.00 29400 29400 WS FC: REPLACED STEERING COLUMN KIT-OK CUST IN RENTAL, DO NOT CLOSE ORDER *** NO RO PUNCH TIMES ON FILE *** CONTROL ACCOUNT SALE COST COST ACCOUNT SALE 27319 38247 48000 2070 5769 46200 29400 29400 464214 26300 4 73416 **** 46600 EXCLUSION OF WARRANTY
Any warrentine on the parts and encusatories sold hereby are marie by the menulacturer. The understands of the parts and encusatories that the understands of the parts and agrees that dealer makes no warrenties of any kind, exclusion of implied, and disclaims all warrenties including warrenties of consequential damagnet to the parts and/or accessmellar such that the parts and/or accessmellar such that the parts and/or accessmellar of such that the parts and/or accessmellar of such accessment of such that the parts and/or accessmellar of such accessment of such accessment of such accessment of such accessment of such accessment of such accessment of such accessment of such accessment of such accessment of such accessment of such accessment of such accessment of such accessment of the such access 73416 58789 SALE, & COMP TOTALS COST, TOTALS DESCRIPTION SERVICE HOURS: 0.00 LABOR AMOUNT Mon. Thurs.: 7:30 A.M. to 7:30 P.M. Fri.: 7:30 A.M. to 8:00 P.M. Sat.: 8:00 A.M. to 1:00 P.M. 0.00 PARTS AMOUNT 0.00 DAMAGE DESIGNATION GAS, OIL, LUBE 0.00 SUBLET AMOUNT *ASE Certified Technicians Early Bird Drop Off 0.00 SOLV. & LUBRICANTS *Competitive Up-Front Pricing Shuttle Service Available 0.00 TOTAL CHARGES Bental Cars Available *Lifetime Service Guarantee 0.00

CUSTOMER SIGNATURE

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*Factory trained rechnicions

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchasor understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or titness for a particular purpose, with regard to the parts and/or accessories purchased; and that in nevent shall dealer be liable for inclidental or consequential damages or commercial losses arising our of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of marchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, their or any other cause beyond your control or for any dolays caused by maxiallability of parts or delays in parts shipmonts 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 scknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

AUTHORIZED BY X DROP

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

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WEST MIFFLIN, PA 16122-2597							
2430 LEBANON CHURCH ROAD							

CHEVROLET, INC. CENTURY III

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CHEVROLET, INC. CENTURY III

TELEPHONE: (412) 466-9210 FAX 466-6007

WEST MIFFLIN, PA 15122-2597

2430 LEBANON CHURCH ROAD

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I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible to loss or damage to vehicle or enticles loft in vehicle in case of the to any dalays caused by case of the to transponent. I hereby grant unavailability of parts or delays in parts shipments by the supplier or transponent. I hereby grant you and/or your employees permission to operate the vehicle flexibility of parts or delays in parts shipments by the supplier or transponent. I hereby grant you and/or your employees permission to operate the supplier or transponent. I hereby grant hereby and/or your employees permission to operate the supplier or transponent. I hereby grant hereby such consistent of absorbed on stoors, lien is hereby scknowledged on above vehicle to secure the amount of responsible to demages from treesing due to lack or anythreace. **РИТНОЯІХАТІОМ РОВ ВЕРАІВ**

Any warranties on the parts and accessories sold hereby are inside by the manufacturer. The undersigned purchases understands and accessories sold hereby are inside by the manufacturer, indexigned purchaser understands and substants all werenthes, including weverlates or understands and that in no excessories purchased and that in no excessories purchased the parts and the parts and the second substantial observables with regard to the parts and/or accessories purchased. The undextending to consequential damages or commercial losses arising out at auch purchaser. The undextending burchaser that such parts and/or accessories are of metabole, but are not limited to any warranties that such parts and/or accessories are of metaboles, but are not limited to any warranties that such parts and/or accessories are of metaboles, but are not limited to any warranties that such parts and/or accessories are of metaboles, but are not limited to any warranties that such parts and/or accessories are of metaboles but are not invited that they will enable any or that they are and/or accessories are or commont.

EXCLUSION OF WARRANTIES

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"Price Sells Cars"



DEAL #: 236351 Stock No. 49736

Salesman <u>HITUSE</u>

2430 LEBANON CHURCH ROAD • WEST MIFFLIN, PA 15122 PHONE 466-9210

chaser's Name					Date	03/18/2 004	
chaser's Address	ITTSBURGH PA	<u> </u>					
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"If your order form covers the sale of a new vehicle, the only warranty applicable to said new vehicle is the Chevrolet Motor Division new vehicle warranty delivered to the purchaser. This factory warranty is in lieu of all other warranties expressed or implied and the seller hereby expressly disclaims any and all warranties. If this order form covers the sale of a used vehicle, said used vehicle is sold "AS IS." WITHOUT ANY WARRANTY, EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECTS THAT PRESENTLY EXIST OR THAT MAY OCCUR IN THE VEHICLE. A SEPARATE, SERVICE CONTRACT MAY BE OFFERED BY THE DEALER IN LIEU OF WARRANTY.

WARRANTY.

ON ALL VEHICLES, THE SELLER EXPRESSLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PAR
TICULAR PURPOSE AND THE SELLER SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES TO PROPERTY, DAM
AGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. (Same states do not
allow the exclusion or limitation of incidental or consequential damages to the preceding limitations or facilisations may not apply to you.)

P.01/12

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY

08/06/04

PROCESSING SOURCE: CHEVROLET

VIN: 1G1ZS52F5 4F SELLG SCE: 13 MDL YR: 04 ORD NO: GMFCFT PAGE NO: 1

ODATE: 07/17/03 ORDER FAN:

OTYPE: 070 DLVY SS/SITE CD: 13 13143

mcGrath

DTYPE: 010 SRVC TYPE: MILEAGE:

DDATE: 03/18/04 DLVY FAN: DLVY DOE: 03/19/04 ORDER BY:

CANC:

CANC DOE:

DLVY TO: D MCGRATH TRADE:

TRD DÖE:

639 CHESS ST

PITTSBURGH SRVC IN:

PA 15211

CANC SRVC IN: SRVC OUT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
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FFC	01	13 13143	00025552960	03/20/04	21.35	AO	0.00	9
GOR	01	13 13143	00025562686	03/23/04	750.00	ÓA	0.00	9
NJA	01	13 13143	00025562686	03/23/04	500.00	OA	0.00	9
UGM	01	13 13143	00025552960	03/20/04	246.03	OA	0.00	9

COMMAND ===> maxi

NO MORE RECORDS

PF01=HELP 02=CURR INV 03=PRV SCRN PF07=PGUP 08=PGDN

PF09=CURR OPT 10=SPL INST 11=CURR ORD

RCMPR029 FORMATTED INVOICE DATA INQUIRY 08/06/04 PROCESSING SOURCE: CHEVROLET PAGE NO: 01 09:34:33 CHEVROLET MOTOR DIVISION 2004 MALIBU BASE SEDAN 92U SILVER GREEN METALLIC /L4G GENERAL MOTORS CORPORATION 100 RENAISSANCE CENTER 52B NEUTRAL ORDER NO. GMFCFT/TRE STOCK NO. DETROIT MI 48243-1114 VEHICLE INVOICE 10D72248213 VIN 1G1 ZS52 F5 4F MSRP INV AMT RETAIL - STOCK MODEL & FACTORY OPTIONS 1ZS69 MALIBU BASE SEDAN 18370.00 16808.55 INVOICE 11/18/03 72.00 SHIPPED 11/18/03 B37 FLOOR MATS, FRONT & REAR 80.00 N/C EXP I/T 11/27/03 FE9 50-STATE EMISSIONS N/C 0.00 INT COM 11/28/03 0.00 L61 2.2L 4 CYL ENGINE 0.00 PRC EFF 11/18/03 MXO 4-SPEED AUTO TRANSMISSION 0.00 KEYS SECURED WFP-S QTR OPT-1 BANK: CITIZENS BA CHG-TO 13-143

SHIP WT: 3028

COMMAND ===> maxi

MORE RECORDS

PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

RCMPR029 09:34:44

FORMATTED INVOICE DATA INQUIRY

PROCESSING SOURCE: CHEVROLET

08/06/04

PAGE NO: 02

HP:

18.4

GMS:

17027.05

SUPPLR: 17793.27

MRM:

19075.00

DAN:

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MEMO 847.50

COMMAND ===> maxi

MORE RECORDS

PF01=HELP 02=INV SEL 03=PRV SCRN

04=VEHEVENT

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PF07=PGUP 08=PGDN

09=INV ERR 10=PRINT

P.04/12

RCMPR029 FORMATTED INVOICE DATA INQUIRY 08/06/04 09:34:53 PROCESSING SOURCE: CHEVROLET PAGE NO: 03

TOTAL MODEL & OPTIONS	18450.00	16880.55	ACT	231	16952.05
DESTINATION CHARGE	625.00	625.00	H/B	261	553.50
LAM DEALER CONTRIBUTION		184.50	ADV	261	184.50
LAM GROUP CONTRIBUTION		92.25	EXP	65A	92.25

TOTAL 19075.00 17782.30 PAY 310 17782.30

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT

16953.25

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

REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO

COMMAND ===> maxi MORE RECORDS

PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT

PF07=PGUP 08=PGDN 09=INV ERR 10-PRINT P/W:

P.05/12

RCMPR029

FORMATTED INVOICE DATA INQUIRY

08/06/04

09:35:04

PROCESSING SOURCE: CHEVROLET

PAGE NO: 04

DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

CENTURY III CHEVROLET, INC. 2430 LEBANON CHURCH RD PA 15122-2555 WEST MIFFLIN

COMMAND ===> maxi

NO MORE RECORDS

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RCMPR028

VEHICLE EVENT SELECTION

08/06/04

PROCESSING SOURCE: CHEVROLET

09:33:48

PAGE NO: 1

VIN: 1G1ZS52F5 4F

SELLING SOURCE(#): 13 MODEL YEAR(#): Q4 ORDER NUMBER: GMFCFT

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E		SS/	DOCUMENT	I	INC		М	ВĽ
L	EVENT DESC	SITE CD	NUMBER	S EVENT DT	CD	AMOUNT	R	RN
_	INCENTIVE MEMO	13 13143	00025562686	03/23/04	NJA	500.00		
_	INCTV PAYMENT	13 13143	00025562686	03/23/04	ALM	500.00		
_	INCENTIVE MEMO	13 13143	00025562686	03/23/04	GOR	750.00		
	INCTV PAYMENT	13 13143	00025562686	03/23/04	GOR	750.00		
_	INCTV APPLICATN	13 13143	00025562686	03/20/04	NJA	500.00		
	INCTV APPLICATN	13 13143	00025562686	03/20/04	GOR	750.00		
	INCENTIVE MEMO	13 13143	00025552960	03/20/04	ÜGM	246.03		
_	INCTV PAYMENT	13 13143	00025552960	03/20/04	UGM	246.03		
_	INCTV APPLICATN	13 13143	00025552960	03/20/04	UGM	246.03		
	INCENTIVE MEMO	13 13143	00025552960	03/20/04	CNE	1,000.00		
_	INCTV PAYMENT	13 13143	00025552960	03/20/04	CNE	1,000.00		

COMMAND ===> maxi

MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

P.07/12

RCMPR028

VEHICLE EVENT SELECTION

08/06/04

PROCESSING SOURCE: CHEVROLET

09:34:02

PAGE NO: 2

VIN: 1G1ZS52F5 4F OR

SELLING SOURCE(#): 13 MODEL YEAR(#): 04 ORDER NUMBER: GMFCFT

s VIN TYPE: N

_	**** ********									
E		ss/	DOCUMENT	I		INC		М	BL	
L	EVENT DESC	SITE CD	NUMBER	Ş	EVENT DT	CD	TNUOMA	Ŗ	RN	
_	INCTV APPLICATN	13 13143	00025552960		03/20/04	CNE	1,000.00			
	INCENTIVE MEMO	13 13143	00025552960		03/20/04	FFC	21.35			
	INCTV PAYMENT	13 13143	00025552960		03/20/04	FFC	21.35			
_	INCTV APPLICATN	13 13143	00025552960		03/20/04	FFC	21.35			
_	DELIVERY D.O.E.	13 13143			03/19/04		0.00			
_	DELIVERY TO CUS	13 13143			03/18/04		0.00			
	EXPIRATION TRAN	13 13143	10D72248213		11/27/03		0.00			
_	SETTLEMENT DATE	13 13143	10D72248213		11/26/03		17,782.30	CR		
_	ORIGINAL INVOIC	13 13143	10D72248213		11/18/03		17,782.30			
_	COV/NVIS DATE	13 13143	10D72248213		11/18/03		0.00			
	SHIPMENT DATE	13 13143			11/18/03		0.00			

COMMAND ===> maxi

MORE RECORDS

PF01=HELP 03-PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HTSTSRCH

P.08/12

RCMPR028

VEHICLE EVENT SELECTION

08/06/04

PROCESSING SOURCE: CHEVROLET

09:34:15

PAGE NO: 3

VIN: 1G1ZS52F5 4F OR

SELLING SOURCE(#): 13 MODEL YEAR(#): 04 ORDER NUMBER: GMFCFT

S VIN TYPE: N

E	ss/	DOCUMENT	I		INC		М	\mathtt{BL}
L EVENT DESC	SITE CD	NUMBER	Ş	EVENT DT	CD	THUOMA	R	RN
_ PRODUCTION (BUI	13 13143			11/18/03		0.00		
PREFERENCE TO P	13 13143			07/22/03		0.00		
GM ORDER ACCEPT	13 13143			07/17/03		0.00		
_ GM ORDER ACCEPT				07/17/03		0.00		
GM ORDER ACCEPT				07/17/03		0.00		

COMMAND ---> maxi

NO MORE RECORDS

PF01=HELP 03-PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

P.09/12

MORE RECORDS

P/W:

RINPF071 INCENTIVE PROGRAM CAT	TALOG INQUIRY 08/06/0					
START BROWSE PROCESSING SOURCE: CH	CHEVROLET 09:32					
INCENTIVE CODE/LVL: CNE	•			PAGE	NO: 1	
FN INCTV	START	END S	ST :	LAST AC	TIVITY	
CD CD LVL DESCRIPTION	DATE	DATĒ (D I	DATE /	VOLUME	
(S)						
_ CNE 170 REG 05 NER CONSUMER CASH PGM	06/02/04	11/02/04	H O	8/06/04	1.	
CNE 168 REG 04 NER CONSUMER CASH PGM	07/08/03	11/02/04	н О	8/06/04	81	
_ CNE 157 REG 03 NER CONSUMER CASH PGM	07/02/02	09/30/04	P 0	8/06/04	2	
CNE 113 REG 02 NER CONSUMER CASH PGM	06/01/01	04/02/03	ΡO	6/16/04	1	
CNI 002 REG 02 NCR INCREM* BONUS CASH	10/02/01	01/31/02	P 1	1/21/02	1.	
CNR 006 REG 03 NCR CONSUMER INCREM* PGM	11/04/03	03/01/04	P O	4/02/04	1	
CNR 005 REG 04 NCR CONSUMER INCREM* PGM	11/04/03	04/02/04	P O	8/04/04	1	
CPF 001 \$1000 INSTANT VALUE CERTIFICATE	06/23/04		N		0	
CPG 005 REG 02 NER INCREM* BONUS CASH	01/07/03	05/31/03	P		0	
CPG 004 REG 03 NER INCREM* BONUS CASH	01/07/03	05/31/03	P O	4/03/03	1	
CPN 003 MSC 05 E-MAIL RECONTACT OFFER	05/18/04	09/01/04	P 0	8/05/04	1	
_ CPN 002 MSC 04 E-MAIL RECONTACT OFFER	05/18/04	09/01/04	P O	8/04/04	1	

COMMAND ===> maxi

PF07=PGUP

PF01=HELP 03-PRV SCRN

08=PGDN

MORE RECORDS

P/W:

RINPF071 INCENTIVE PROGRAM	CATALOG INQU	TALOG INQUIRY 08/06/								
START BROWSE PROCESSING SOURCE	: CHEVROLET	CHEVROLET 09								
INCENTIVE CODE/LVL: GOR			PAGE	NO: 1						
										
FN INCTV	START	END ST	LAST AC	YTIVIT						
CD CD LVL DESCRIPTION	DATE	DATE CD	DATE /	VOLUME						
(S)										
GOR 018 REG 03 *** INCREM* BONUS CAS	SH 01/08/04	06/30/04 P	08/06/04	1						
GOR 017 REG 04 *** INCREM* BONUS CAS	sh 01/08/04	06/30/04 P	08/06/04	. 8						
GRS 001 MSC 05 COLBALT PRE-SELL ORDI	ER 08/02/04	04/18/05 N		0						
GSU 010 CRP 04 SUPPLIER VEHICLE PUR	CHAS 03/08/04	12/31/04 P	08/06/04	230						
GSU 009 CRP 05 SUPPLIER VEHICLE PURG	CHAS 03/08/04	12/31/04 P	08/06/04	6						
GSU 005 CRP 03 SUPPLIER VEHICLE PUR	CHAS 03/08/04	12/31/04 P	07/27/04	1						
GTM 007 DIR 05 GET 3 MOS ON US PGM	04/07/04	09/01/04 P		0						
GTM 006 DIR 04 GET 3 MOS ON US PGM	04/07/04	09/01/04 P	08/06/04	1.						
GTM 005 DIR 03 GET 3 MOS ON US PGM	04/07/04	09/01/04 P	06/17/04	1						
GVA 003 MSC 05 FULL SIZE P/U (IVC)	PGM 07/02/04	11/02/04 P	08/04/04	1						
GVA 002 MSC 04 FULL SIZE P/U (IVC)		11/02/04 P	08/06/04	156						
	PGM 07/02/04		08/06/04	2						
_										

COMMAND ===> maxi

PF01-HELP 03=PRV SCRN

PF07=PGUP 08=PGDN

P.11/12

P/W:

• • • • • • • • • • • • • • • • • • • •	E PROGRAM CATA NG SOURCE: CHE		RY		C	08/06/04 09:33:29 00: 1
FN INCTV		START	END	5T	LAST AC	TIVITY
CD CD LVL DESCRIPTION		DATE	DATE	CD	DATE /	VOLUME
(S)						
NJA 005 MSC 04 GM INSTANT V	ALUE CERT	03/02/04	06/30/04	P	08/06/04	1
NJA 003 MSC 03 *** INSTANT	VALUE CERT	03/02/04	06/30/04	P	07/22/04	1,
NJB 006 MSC 04 GM INSTANT V	JALUE CERT	03/02/04	06/30/04	P	08/06/04	2
NJB 004 MSC 03 *** INSTANT	VALUE CERT	03/02/04	06/30/04	₽	07/23/04	1
NJG 004 MSC 03 *** INSTANT	VALUE CERT	03/02/04	06/30/04	₽	08/04/04	1
NJP 010 MSC 03 GM CONQUEST	PROGRAM	06/02/04	10/06/04	₽	07/29/04	1
NJP 009 MSC 05 GM CONQUEST	PROGRAM	06/02/04	10/06/04	P	07/31/04	1
NJP 008 MSC 04 GM CONQUEST	PROGRAM	06/02/04	10/06/04	P	08/06/04	12
NJV 005 MSC 04 GM INSTANT V	ALUE CERT	03/02/04	06/30/04	P	08/06/04	1.
NJV 004 MSC 03 *** INSTANT	VALUE CERT	03/02/04	06/30/04	Ρ	07/16/04	1
NJW 033 CCC 05 NEW JERSEY 0	COST SURCHARG	01/01/04		Н	07/29/04	4
NJW 032 CCC 04 NEW JERSEY 0	COST SURCHARG	01/01/03		Н	08/03/04	. 1
COMMAND ===> maxi				I	MORE RECO	RDS
PF01=HELP 03=PRV SCRN						

PF07=PGUP 08=PGDN

P.12/12

RINPF071 INCENTIVE PRO							IVE PR	.OGR/	AM CAT	ALOG INQU	TRY			9.0	3/06/	04	
ŞT <i>I</i>	ART E	ROWS	3E			PRO	CES	SING S	OUR	CE: CH	EVROLET				0.9	9:27:	11
INC	INCENTIVE CODE/LVL: UGM												₽₽	\GE	NO:	1	
FN	INC	CTV									START	END	ST	LAST	AĊ'	TIVIT	Y
ÇD	CD	LVL	DESC	CRI	PTIC	NC					DATE	DATE	CD	DATE	/	VOLU	ME
(5)																	
	UGM	005	CRP	05	ĢΜ	IN	THE	DRIVE	YAW	PGM	01/14/04	06/30/04	P	05/07/	/ () 4		1
	UGM	003	CRP	04	GM	ΙN	THE	DRIVË	WAY	₽GM	01/14/04	06/30/04	P	08/06/	04		1
_	UGM	002	ÇRP	03	GM	IN	THE	DRIVE	YAW	PGM	01/14/04	06/30/04	P	07/23/	04		1
_	UPM	010	DCP	.	* UE	PRON	4ISE	COLLE	GE I	FUND	04/20/01	07/25/04	P	07/31/	04		9
_	UPN	009	DCP	**	* UF	PRON	4ISE	ADMIN	I FEI	E	04/20/01	07/09/04	₽	07/31/	04		9
_	URC	026	DCP	**	GM	TOU	JRIS:	r polí	CY		03/01/95	12/31/02	₽	11/12	/03		1
_	σзс	029	DCP	**	GM	MOF	BILI	ry ada	PT I	EQUIP	01/01/90	12/01/01	. P	08/05/	04		1
	U4C	050	CRP	05	DRI	(VEF	R ED	SALES	j		01/01/04	12/31/09	P				O
_	U4C	049	CRP	04	DRJ	CVEF	R ED	SALES	ţ.		01/01/03	12/31/04	P	08/05/	04		1
_	Ų4¢	046	CRP	03	DRI	(VEF	R EDI	JCATIO)N -	SALE	10/01/01	12/31/04	P	05/18	/04		1
	U4C	045	CRP	02	DRI	CVEF	R EDI	JCATIO)N -	SALE	10/01/99	12/31/03	P	08/28/	/03		1
_	U5C	059	CRP	05	DR	EVEF	R ED	LOANE	:R		01/01/04	12/31/05	Þ	08/06/	/04		1

COMMAND ===> maxi

MORE RECORDS

PF01-HELP

03=PRV SCRN

PF07=PGUP

08=PGDN

September 10, 2004



Service Request: 1-227962903

Customer Relationship Manager: Christine Hritsko

Dear Mr.

We sincerely regret that you experienced a concern with your 2004 Chevrolet Malibu, 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 \$635.08. 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,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



Pickle Products, Inc.

77 BROOKLYN TERMINAL MARKET BROOKLYN, N.Y. 11236 199 370 PB8653185 4094 & 00.370 JUN 29 04 6092 MAILED FROM BROOKLYN NY 11236

CHEVORLET P.O BOX 33170

DETROIT, MI 48232

JUL 072004

thatime to lester my floblem Here are the for that you ask Hyou med ampeding else please que me q Callet 1/18-251-2/00 ENTAL BILL + PE

79212

EXPERT BODY SHOP ON PREMISIS.

KRISTAL







INVOICE

5200 KINGS HIGHWAY * BKLYN., NY 11234 718-253-7575 FAX 718-692-2150

BKLYN NY HOME: BUS:

PAGE 1

GM QUALITY GM SERVICE PARTS

HOME:			BUS:		SEF	RVICE ADV	SOR:	33 DAV	ID RAMOUTA	W104	
COLOR	YEAR		MAKE/MODEL			VIN		LICENSE		E IN/ OUT	TAG
GRAY	2004	CHE	VROLET MA	LIBU_	1G1Z(J54844F			A	9642_	2669.
DEL DATE	PROD.	DATE	WARR EXP.	PROMI	SED	PO NO.		ПАТЕ	PAYMENT	INV. E)ATE
100CT2003										28JUN2	004
R:O. OPE	NED		READY	OPTION	IS:						
28J	UN04	1	28JUN0	14							
	DE TE	CH I	YPE HOURS	}				LIST	NET	TOT	'AL
A C.S NO	CRANK	NO									
CAUSE: NO	GROU	ND I	O PCM CON	NECTOR 2	TERMIN	VAL 73.	15.66199910.6638636	88888888888			
N662	TPTW U	DIBI	AND/OR CC	TD OD BE	PUMER (x GROUNDS		(#1969 48 /31.69400)		2,000,000,000,000,000,000 	PRINCES PROBLEMS
			P40 2.50) Con id	11100					(N/	'C)
	FC: 7	L PA	RT#: COUN		Annonnumeronte motori		kansa saasannan sannasa	Seasca teditida yang nilaki		rs and adde to see anger 1988	na nagarinan salah kilabetak
2000/06/10/2012/2012/2012/2012/2012/2012	CLAIM		. 2002 1. 2000 000 000 000 000 000 000 000								
ALTERNATION OF THE PROPERTY OF	AUTH	CODE	: E								
	OJ									******************	
FELLOW DO	C. CH	ART	1395618.1	218017.1	326540	GOUND G1	05 HIG	H RESI	STANCE,		

KRISTAL EXTENDS OUR SINCERE APPRECIATION FOR YOUR PATRONAGE. WE STRIVE TO PROVIDE QUALITY SERVICE AND COMPLETE SATISFACTION. YOUR COMMENTS WILL HELP US TO ACHIEVE OUR GOAL. YOU MAY BE RECIEVING A SURVEY IN THE MAIL AND WE WOULD APPRECIATE YOU RETURNING IT PROMPTLY WITH A RATING OF COMPLETE SATISFACTION. WE THANK YOU

OK TO RELEASE

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN 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 VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. THESE REPAIRS AND ECVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. INSTRUMENT CLUSTERS REPAIR AND RADIO, WATER LEAKS, RATTLE AND SQUEAKS, GUARANTED 90 DAYS OR 3000 MILES, WHICHEVER OCCURS FIRST. NO GUARANTEE ON WHEEL ALIGNMENTS. WARRANTY PREPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE. STORAGE CHARGES \$25,00 PER DAY 48 HRS. AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

AUTHORIZATION

The factory warranty constitutes all of the warranties with respect to the sale of this item\tensurements. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantabitry or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liabilitry in connection with the sale of this item/items.

STATEMENT OF DISCLAIMER

DESCRIPTION TOTALS LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00 SALES TAX 0.00 **PLEASE PAY** THIS AMOUNT 0.00

NYS DMV # 7059799

CUSTOMER SIGNATURE

79077

INVOICE

EXPERT BODY SHOP ON PREMISIS.

KRÎSTAL



5200 KINGS HIGHWAY * BKLYN., NY 11234

718-253-7575 -FAX 718-692-2150

BKLYN	NY		_
UOME.			RITG .

PAGE 1

(2.2)	GM QUALITY	0.14	
1100		7 19	
	SERVICE PARTS		
		Į	
	L'Abre de Destroffen, Cafferinfelt aus	~	

HOME:			BUS:			SEF	RVICE AD	VISOR:	33 DAV	/ID	RAMOUT	AR	
COLOR	YEAR		MAKE/MO	DEL			VIN		LICENS			SE IN/ OUT	TAG
CDAY	أمما	Out	TOOT TOO	MAT TO		1 (1) (7)	TE 4 O 4 4 E	ſ		[0626	/9641_	T2669
GRAY DEL DATE			VROLET WARR EX		PROMISE		J54844F PO NO).	RATE	P	YMENT		DATE
	1 (200 (100 (100 (100 (100 (100 (100 (10	*************			<u></u>	**********			<u>arrama and material</u>			******************************	*************
100CT2003		VALUEDONA PROPERTOR					<u></u> _			<u> </u>		25JUN	2004
R.O. OPEN	ED		READY		OPTIONS:								
23Л	M04		25JT	NO4			•						
LINE OPCOL									LIST	7	NET	TO	TAL
A C.S RECA	UL#	0401	1 AIR E	BAG WA	RNING L	abel.							
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\$19000000000000000000000000000000000000	A								******	3000400000			
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B C.S RECA	LL #	040	27 DRIV	er sa	FETY BE	LT AN	ICHORAGE			on a second	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	200000000000000000000000000000000000000	
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C	LAIM	TYP	E:		4	***********							
.,,	UTH (ODE	•										
I HEREBY AUTHORIZE Y		WORK HI	EREIN SET FORTI	H TO BE DON	E ALONG WITH	THE STA	TEMENT OF DI	SCLAIMER	OPS	CRIPTIO	N I	ΤO	TALS
NECESSARY MATERIAL. DAMAGE TO VEHICLE OF	I ALSO A	AGREE TH	HAT YOU ARE N VEHICLE IN CASI	IOT RESPONS E OF FIRE, TH	iible for loss ieft or any oti	OR The	factory warranty o	h respect to	LABOR AN	commence of	32.000.000.000	333333333333333333333333333333333333333	<u></u>
CAUSE BEYOND YOUR CO OR DELAYS IN PARTS SI AND/OR YOUR EMPLOYE	HIPMENTS !	BY THE S	UPPLIER OR TRAI	NSPORTER, II	HEREBY GRANT Y	YOU Salla	sale of this iten in hereby expressly	disclaims all	PARTS AN				
STREETS, HIGHWAYS OF EXPRESS MECHANIC'S LI	R ELSEWHEI IEN IS HERE	RE FOR TI	HE PURPOSE OF ' KOWLEDGED ON \	TESTING AND VEHICLE TO SI	/OR INSPECTION. ECURE THE AMOI	AN impl	anties either led, including a anty of mercha as for a particu	axpress or any implied antebility or	GAS, OIL,				
OF REPAIRS THERETO, T PARTS FOR 12 MONTHS REPAIR AND RADIO, WA	OR 12,000 TER LEAKS	MILES W	VHICHEVER COMI AND SQUEAKS,	es first. Ins Guaranteei	TRUMENT CLUST 0 90 DAYS OR 3	ENS Salle	er naithar ass	times oor	MISC. CH				
MILES, WHICHEVER OCC REPAIRS TO BE PERFORM	CURS FIRST	T. NO GI LER'S PL	JARANTEE ON V ACE OF BUSINES:	YHEEL ALIGNI S. SELLER HEI	MENTS, WARRAI REBY UMITS IMPI	NTY assu	assume for it any liability in connection with the sale of this			ARGES			
WARRANTIES TO THE PI \$25.00 PER DAY 48 HRS DATE OF RECEIPT.	S. AFTER V	FED. WAF WORK CO	RHANTY DETAILS IMPLETION OR IF	NO WORK IS	STORAGE CHAR S DONE THEN FR	GES I iran	/Items.		SALES TA				
						cus	TOMER SIGNATU	RE	PLEASE F				
<u>x</u>	A	UTHORIZ	ATION			-			THIS AM				

AUTHORIZATION

79077

INVOICE

EXPERT BODY SHOP ON PREMISIS.

KRISTAL







5200 KINGS HIGHWAY * BKLYN., NY 11234

718-253-7575 FAX 718-892-2150

BKLYN NY

PAGE 2

GM QUALITY SERVICE PARTS	<u>GM</u>
CTARRYT HOLDER (1000-05VI 304	

HOME:			BUS:		5	SERVIC	E ADVIS	SOR:	: 33 DAVID RAMOUTAR					
COLOR	YEAR		MAKE/MODEL				VIN		LICEN	***************************************		E IN/ OUT	TAG	
			VROLET MA			LZU548	344F	<u> </u>				/9641	T2669	
DEL DATE	PROD.	DATE	WARR, EXP.	PROM	MISED		PO NO.		RATE	PA	YMENT	INV. E	XATE	
100CT2003 R.O. OPEN	En .		READY	OPTIC	NS.							25JUN2	004	
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I HEREBY AUTHORIZE THE NECESSARY MATERIAL NAMAGE TO VEHICLE OR CAUSE BEYOND YOUR COR DELAYS IN PARTS SH AND/OR YOUR EMPLOYE STREETS, HIGHWAYS OR EXPRESS MECHANIC'S LIE OF REPAIRS THERETO. THE PARTS FOR 12 MONTHS REPAIR AND RADIO, WAT MILES, WHICHEVER OCC. REPAIRS TO BE PERFORM WARRANTIES TO THE PER 25.00 PER DAY 48 MRS DATE OF RECEIPT.	ALSO A ARTICLES DITROL OR IIPMENTS E ES PERMIS ELSEWHER EN IS HERE HESE REPA OR 12,000 FER LEAKS, URS FIRST ED AT SEL RIOD STAT	AGREE THE LEFT IN THE SE SSION TO RE FOR THE SE SSION TO RE FOR THE BY ACKNOWIRS ARE IN MILES W. T. NO GULER'S PLAFED. WAR	AT YOU ARE NOT R VEHICLE IN CASE OF P VEHICLE OR TRANSPOR OPERATE THE VEHIC IE PURPOSE OF TESTIN OWLEDGED ON VEHICL OVERED BY A LIMITE HICKEVER COMES FIR: AND SQUEAKS, GUAR ARANTEE ON WHEEL CE OF BUSINESS. SEL RANTY DETAILS AVAIL	ESPONSIBLE FOR A INFR. THEFT OR AN UNAVARABILITY (ITER. I HEREBY GR ICE HEREIN DESC ICE AND/OR INSPEC ICE TO SECURE THE IDE WARRANTY. LA ST. INSTRUMENT (LANTEED 90 DAYS ALIGNMENTS. W LER HEREBY LIMIT LABLE. STORAGE	LOSS OR IY OTHER OF PARTS OF PARTS ON THE OUT OF PARTS ON THE OUT OF PARTS OR 3000 ARRANTY OR 3000 CHARGES	The factory of the warr the sale of Seiler hereby warranties implied, in warranty of fitness for Seiler nei authorizes assume for	NT OF DISCL. warranty constitution anties with resident in the stem of this item witer of expressly discluding any of merchantable a particular particular saumas any other pear it any liab with the sale	itutes all spect to ns. The laims all less or implied lilty or purpose. s nor soon to bility in	CASON AND COMMENT OF THE COMMENT OF	MOUNT LUBE MOUNT ARGES HARGES URANCE		TOTA		

PLEASE PAY
THIS AMOUNT

CUSTOMER SIGNATURE

79077

KrÎSTAL

EXPERT BODY SHOP ON PREMISIS.

INVOICE

5200 KINGS HIGHWAY * BKLYN., NY 11234 718-253-7575

718-253-7575 FAX 718-692-2150



PAGE 3

GM QUALITY SERVICE PARTS CHI

HOME:		BUS:		SER	VICE ADVISO	R: 33 DAV	ID RAMOUTA	AR	
COLOR	YEAR	MAKE/MODEL			VIN	LICENSE	MILEAG	E IN/ OUT	TAG
		EVROLET MA			54844F		_ 9636,	/9641_	T2669
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KRISTAL EXTENDS OUR SINCERE APPRECIATION FOR YOUR PATRONAGE. WE STRIVE TO PROVIDE QUALITY									
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I HERETY AUTHORIZE THE REPAIR WORK MEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. J ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VENICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. J 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 VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST, INSTRUMENT CLUSTERS REPAIR AND RAIJO, WATER LEAKS, RATTLE AND SQUEAKS, GUARANTEED 90 DAYS OR 3000 MILES, WHICHEVER OCCURS FIRST. NO SQUEAKS, GUARANTEED 90 DAYS OR 3000 MILES, WHICHEVER OCCURS FIRST. NO SQUEAKS, GUARANTEED 90 DAYS OR 3000 MILES, WHICHEVER OCCURS FIRST. NO SQUEAKIS. SELLER HEREBY LIMITS WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS INFLIED WARRANTY STATED STATED. WARRANTY OF PARILS AVAILABLE. STORAGE CHARGES \$425.00 PER DAY 48 HRS. AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

AUTHORIZATION

STATEMENT OF DISCLAIMER
The factory warrantly constitutes all of the warrantles with respect to the sale of this termitiems. The Selfer hereby expressly disclaims all warrantles either express or impiled, including any impiled warranty of merchantability or fitness for a particular purpose. Selfer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NYS DMV # 7059799

CUSTOMER SIGNATURE

yidual: \$50,000 per accident for the death of one individual: \$50,000 per accident for the death of one individual/\$1/00:000 per accident for the death of more than one individual: \$10,000 per accident for injury to or destruction of property. In addition, to the extent required by law, Enterprise will defend. the Renter and authorized drivers from all claims of thirdiparties alleging bodily injury, death or property damage ansing out of the operation of the rental vehicle. It additional liability coverage is desired you may purchase Supplemental Liability Coverage from Enterprise at an additional cost

ANCE POLICY. BEFORE DECIDING WHETHER TO PURCHASE OPTIONAL VEHICLE PROTECTION, YOU MAY WISH TO DETERMINE WHETHER YOUR CREDIT CARD OR YOUR WEIGHE INSURANCE AFFORDS YOU COVERAGE FOR DAMAGE TO THE RENTAL VEHICLE AND THE AMOUNT OF DEDUCTIBLE UNDER SUCH COVERAGE

PES NOTOSYSTOMER COPY

© Enterprise Rent-A-Car Company 20 See Terms and Conditions on Reverse and Attack Rental Agreement: Ticket Jacket

IN 03:37PM 6/28/04 RENTAL AGREEMENT OUT 08:54AM 6/19/04 D919004 NY PAGE 1 OF 1 WOODSIDE 24-HOUR DAY RENTAL TYPE R SOURCE AARPRES- 999 UNIT 1 RENTER SUMMARY OF CHARGES UNIT # KU8754 DAY - 24 HOUR PERIOD LIC# BVH1201 MILES MODEL LESA JACKSON HEIGHTS NO CHARGE COLOR BRONZE LOCAL: 150 MI FREE/DA 32380 IN 1050 MI FREE/WK OUT 32327 UNIT 2 DR. LICENSE 3 DAYS **4** 75.74 227.22 UNIT # LN6675 STATE NY EXPIRE 7/21/04 LIC# CNJ2061 DÓB HT WT 1 WEEKS **a** 322.99 322.99 MODEL ALTI EYES HAIR COLOR SILVER 8.5.# \square N 3534 EMPLOYER OUT 3234 BA-TAMPTE BILL TO N CUST # DAMAGE WAIVER 061904/062804 10 DAYE DW @ 8.99 89.90 SALES TAX 13.62 74.97 ADDITIONAL DRIVER NO OTHER DRIVER PERMITTED CLAIM INFO PERMISSION TO LEAVE STATE POL/CLAIM/PO# YES NO X TOTAL CHARGES 715.08 INSURED CUSTOMER SIGNATURE ON FILE DEPOSITS 635.0B PAYMENT INFORMATION REFUND LOSS DATE DATE AUTH AMOUNT PD.BY TYPE THEFT ACCIDENT 635.08 AMX SALE 6/29/04 123599 TYPE CAR I FREE DAY FOR BRAK 00.08 SHOP

OPENED BY #1597W DENA I EL SHAHAT

CLOSED BY #3457R HENRY DELAROSA

PHONE NAME

CLOSED TICKET PAYMENT INFO



-



July 12, 2004

Chevrolet P.O. Box 33170 Detroit, MI 48232

Reference # 1227-962903

To Whom It May Concern:

I have been a satisfied GM customer for over ten years.

Three weeks age, my 2004 Chevy Malibu developed a serious steering problem which left my vehicle inoperable. I called GM Customer Service and spoke with a representative named Joshua. Unfortunately, I did not get his last name. Joshua gave me no helpful assistance and basically left me to handle the problem on my own. He did; however, inform me of two recall problems about which I had no knowledge.

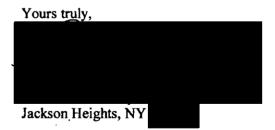
I had to leave the car in the parking lot where I work for a week until I could get an appointment with a nearby dealership to look at the problem. During the time, I had to rent a car for ten days. When the dealer finally did take the car, they were able to correct the faulty steering.

I called GM Customer Service again to lodge a complaint about my experience and lack of assistance from Joshua. I also wanted to find out how to go about getting reimbursed for the rental car. This time I was fortunate enough to get Ms. Chris Hritsko on the phone.

Ms. Hritsko took the time and effort to walk me through the process of getting reimbursed. She followed up by calling me several times and kept me well informed as to what was going on with my problem. This is the kind of help I should have received from Joshua.

Ms. Hritsko overextended herself in order to help me and she is a true asset to your organization. It is only because of her effort, assistance and genuine concern for my situation that I will remain a GM customer.

I would appreciate it if you would acknowledge her expertise as an exemplary customer service representative for the GM organization.



North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530



DATE AMOUNT 07/22/04 ****08 CENTS ************635 DOLLARS *************635.**0**8 North American Operations General Motors Corporation Disbursement Account

VENDOR NAME

BROOKLYN NY

The Chase Manhattan Bank, N.A. Syracuse, New York

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 VENDOR DUNS NO.

DETACH BEFORE DEPOSITING CHECK CHECK NO.

900642140

PAYMENT DATE

07/22/04

REGISTER NO DESCRIPTION DOC. REFERENCE NUMBER INVOICE DATE % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT .00 635.08 00.0000 635.08 1G1ZU54844F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 W3 635.08 .00 635.08 TOTAL



Service Request: 1-228195904

Customer Relationship Manager: Scott Haynes

Dear Mrs.

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 2004 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54824F

- 24 months or 24,000 miles, whichever occurs first, beginning on July 7, 2004 and ending on July 7, 2006 and begins with 7,012 and ends with 31,012 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 your local GM Dealer if you have coverage 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,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

CMPP Request for Processing

SR#	1-228	195904]						
New/Used:	New		Division:	Chevrolet	Veh	icle Style:	Car		
Comp	lete VIN:	10	G1ZT54824F		Veh	icle Year:	2004		
Divisi	on - Deale	r Code:	Chevrole	et 13-32888					
General Moto	ors has agr								
			-	a new plan - no GM	PP Coverage c	urrently			
-		: Check if ap	-						
Iranst	er all claim	is to new po	ПСУ	Endorse se	lling dealer c	ode to Divisi	on code		
(Selling dealer to keep profit. Division is debited the dealer's profit)									
Delivery [Delivery Date: 04/20/04			Odomete	r Reading:	70′	12		
Plar	n Purchase	e Date:	07/07/04	Customer Ownership: Ow			ner		
Business	Name:								
Custome	r Name -	Title:	Mrs.	(First - M.I La	ast):				
Address I	Line 1:								
Address I	Line 2:								
City:	Merrick			State:	NY	Zip:			
Plan	Туре:	Sma	rtCare	# of Months:	24 Months	Mileage:	24000		
Plan	Туре:			# of Months:		Mileage:			
		Ded	uctible:	\$0					
Plan Lien	Holder (Sele	ect Division b	elow):						
	Division A	Address:	Chevro	let - PO Box 33	170 Detroit,	MI 48232	-5170		
CRN	Л (Decision	Maker):	Scott Hayn	ies					
Team	Manager .	/ Liaison:	Ron Ritten	house ~ Melis	sa Nance				
Team CA	RS Site:	Por	tland		Date:	07/09	9/04		

□ AVM Requested

	l
CHEVROLET	l

	Please make any corrections to your name, address, or telephone number here:
Apalachin NY	Home telephone: (000) 000-0000
	Change to: ()
	Please provide us with your <u>preferred</u> Email address:
ur records indicate that you had your 2004 Malibu service r you to be completely satisfied. Please take a few minute	Please provide us with your preferred Email address: d at Ken Wilson Chevrolet on April 12, 2004. Our goal is s to complete both sides of this questionnaire about our
r you to be completely satisfied. Please take a few minute ealership's personnel and services. Your timely response i forts toward meeting the highest expectations of our custor	d at Ken Wilson Chevrolet on April 12, 2004. Our goal is s to complete both sides of this questionnaire about our s very important to us and will be used to direct our continued mers.
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or records indicate that you had your 2004 Malibu service ryou to be completely satisfied. Please take a few minute ratership's personnel and services. Your timely response if forts toward meeting the highest expectations of our custon	d at Ken Wilson Chevrolet on April 12, 2004. Our goal is s to complete both sides of this questionnaire about our s very important to us and will be used to direct our continued mers. hevrolet.

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 2004 Malibu, and return the questionnaire. **PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON APRIL 12, 2004, COMPLETE THIS SURVEY.** About Your Chevrolet Dealership's Service Department

		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
1,	How satisfied were you with the convenience of the Service Department's hours?			対			
2.	Were services available to you on both an appointment and	Yes	No	Does Not Apply/Not Required	Don't Know		
2.	non-appointment basis?						
3.	When arriving for service, were you greeted promptly?			Þi			
4.	How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	About Your Service Cons	ultant/A	dvisor	}			
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
5.	How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?						
		Yes	No	Does Not Apply/Not Required	Don't Know		
6.	Were you offered transportation options?	Þ					
_		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7.	How satisfied were you that you were kept informed about the status of your service request?				. 🗆	×	
8.	Was your vehicle ready by the original time promised?	Yes	No.	No Time Promised	1	122590	

About Your Service Consultant/Advisor - Continued							
9.	How satisfied were you with the explanation you were given of all services performed?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
10.	Overall, how satisfied were you with your Service Consultant?	🖸			M ²		
_	About Service D	elivery =		<u>- ,</u>			
			14				
11.	When you picked your vehicle up, how satisfied were you with: The time it took to complete the transaction? The ease of getting your vehicle? The condition in which it was returned?	🗆	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
12.	Were ALL of your service concerns corrected on this service visit?						
	IF NO, why not? (check all that apply) Condition explained - repair not necessary Work performed did not correct the problem Service Department could not duplicate problem Service Department was too busy	Parts not a I declined r Other (plea	repair ise specif	y)			
13.	How satisfied are you that your vehicle was fixed right on this service visit?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
14, 15.	Were you given a copy of the completed repair order/invoice?	Yes		Don't Knowi Not Sure	,		
_	Summing Up Your E	xperienc	•				
	Based on this service visit, overall, how satisfied are you with Ken Wilson Chevrolet?	Definitely Would	Very Satisfied Probably Would	Satisfied Might/ Might Not	Somewhat Satisfied Probably Not	Not At All Satisfied Definitely Not	
18.	Overall, how satisfied are you with your 2004 Malibu?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
19.	Are you Male Fernale						
20.	Your age Under 25 25 - 34 35 - 44	45	- 54	55 - 6	i4 🗖	65 or older	
21. 22.	May we include your name when providing this survey information to weak net face problems of the opposition to the problems of the opposition of the opposit	your dealers be seve chevrolet?	hip? cul ay erstro	<u>.</u>	<u> </u>		
<i>IF</i>	If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020 Thank Vpu! Your opinions will help us serve you better. Please return this questionnaire in the self-addressed, postage-paid envelope to: CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054						

1G1ZT528X4F 15080 15080 21417209885 7296284607 005126

2004 Maleben "Serviced"

To Whom this may concur:

Regarding work done in my 2004" Malibur I had taken cur in , with but an appt to have someone check out Steering raise that had delveloped. Techniching test dioreit in parking but then said thes a small clark noise Nothing to worry about. Only test diore it revached in a lift or computer - not a soufity issue." I had explained that the more you drive it the harder it got to steer. "technicher said that the electric steering"

That same night diving home from work at midnight (working second shift 3-11) the steering become Very stiff extensy off the highway, had no reply frighting with steering. With it only a mile from my home I got the Vehich frome. - Next maning (SAM) took back into Service and had the Service manager of come air to test drive. We had not made it 145 of mile down the road when he said there was no reply, the warmen the vehicle got the header of the steering became. He did see to it I was into a loaner vehicle often that.

Jeal the loaner for 10 days - I personally hand to keep carling to get an update on what was happening with Malika being serviced. I trailed grotul Ports when back order hand to take parts off a Malibar in lot. When hand to take parts off a Malibar in lot. Therefore was if you took it off another Malibar what are the Chances of another 5000 miles cloan the road this happening again? Less chance was told the work rober tosser was Dharl to wait for the work rober sheet another 10 days Hand to Carl & request the Repair Sheet which was finally

mailed to me. not a fuel explanation in what

was really wary with it - just uplaced the

steerer, unit & received paper work of which as said before unless I kept following up on a "pest Devaited 3-4 days to sefar calley to find out then when I had peched Vehicle up after service, I was told paper work not done will be mailed. his mertined waited a week, called and said wish to have work order mailed or well pick up. Sales technicaling acted suprise I had not received unh adu. Callal On a money or did receive work order on Thursday in mail. To Yell out the Survey Devos confused on Land to make it out. I have Deat with Kentilelan social yours. not fillis, out a complant past not fully satisfied with service concerning Steering problem. I am stiet a lettle nevous on what if this Luppers again, a little leavy on the safety of my new vehich at once I felt safe in.

Sinceiles.





GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

7/8/04

Denise Soliz BBB Autoline Division, California

Re:

BBB Case Number: CHV0444689 2004 Chevrolet Malibu VIN # 1G1ZU54834F

To Whom It May Concern:

With regards to the above mentioned BBB case, GM is requesting for a Technical Expert Report to be performed on this vehicle prior to the arbitration hearing. GM feels this vehicle is operating as designed and is free of defects, as of most recent repair at Servicing Dealership. GM feels a Technical Export Report would be beneficial to both parties involved as evidence of how this vehicle is operating for the arbitration hearing.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

James Rayford BRC Customer Relationship Manager Ph# 800-231-1841, extension 58438 FAX# 866-213-4647



FACSIMILE TRANSMITTAL SHEET

DATE:	Z5JUN04 NO. OF PAGES (INCL. THIS SHEET)	
TO:	JAMES RAYFORD TEL.	
co:	FAX 866-213-464	7
FROM:	DAVID KOSZEZA PHONE #: (805) 497-1651	·
co:	COURTESY CHEVROLET FAX #: (805) 373-0116	
NOTE:		
REPLY	REQUESTED YES X NO	

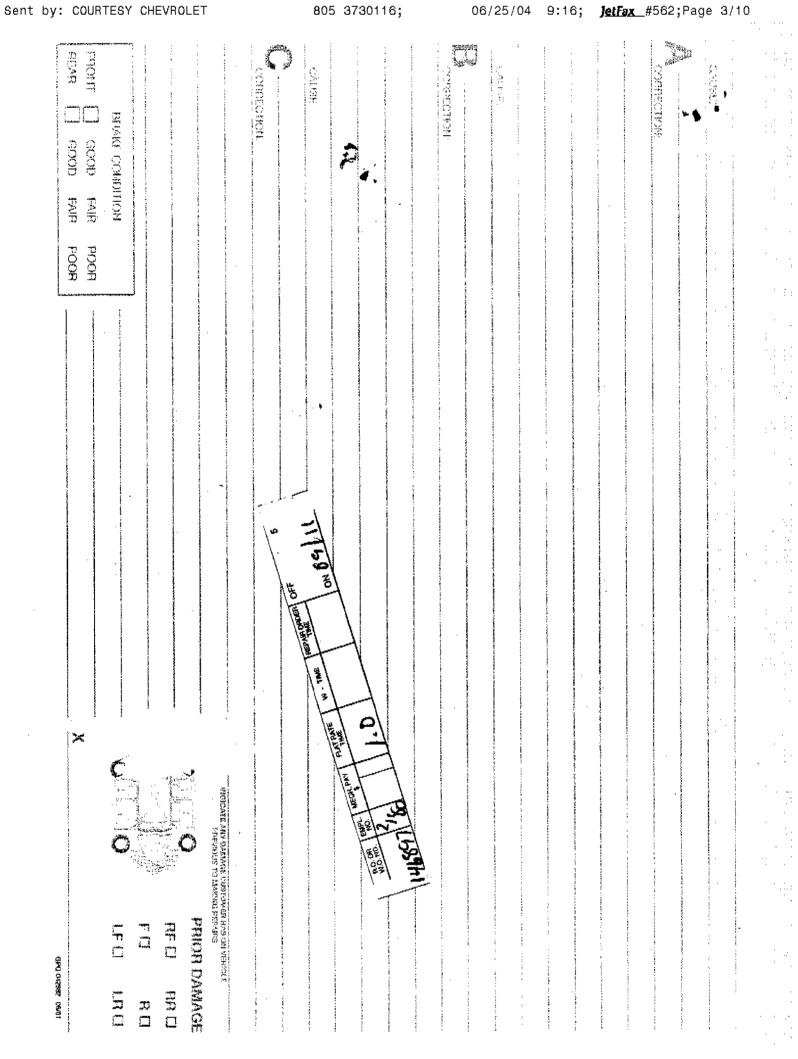
P.O. BOX 3729 • THOUSAND OAKS, CA 91359-0729

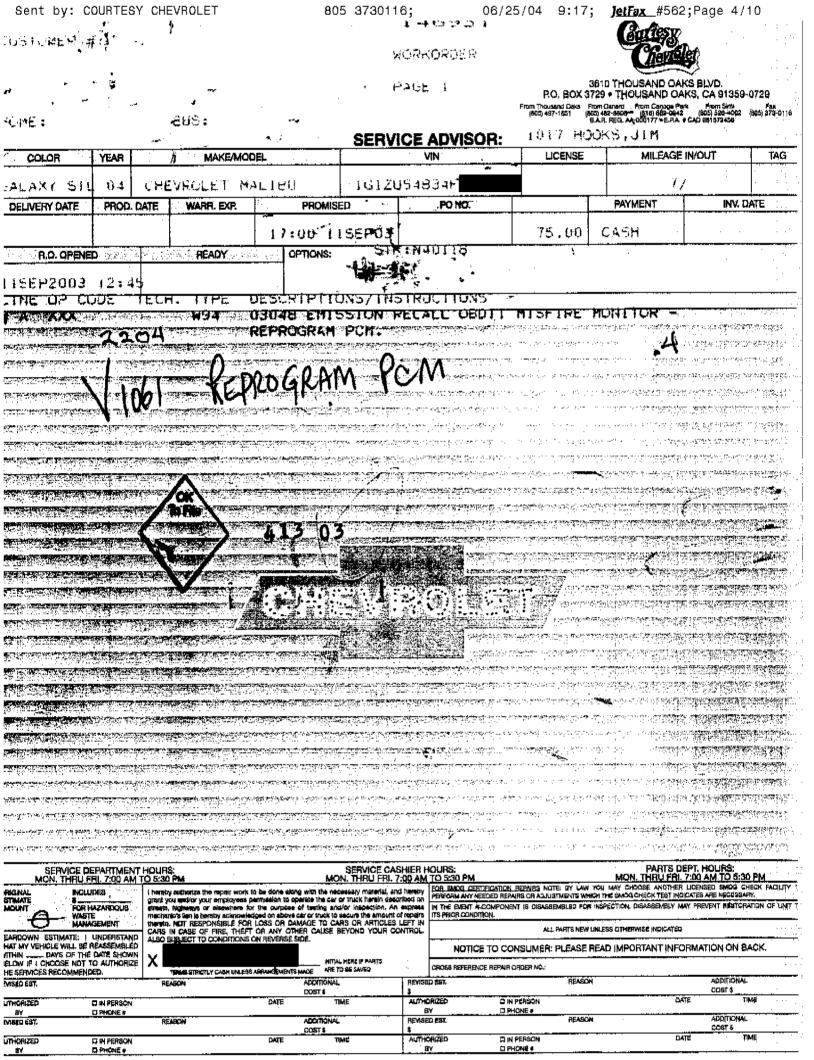
From Canoga Park (818) 889-0942

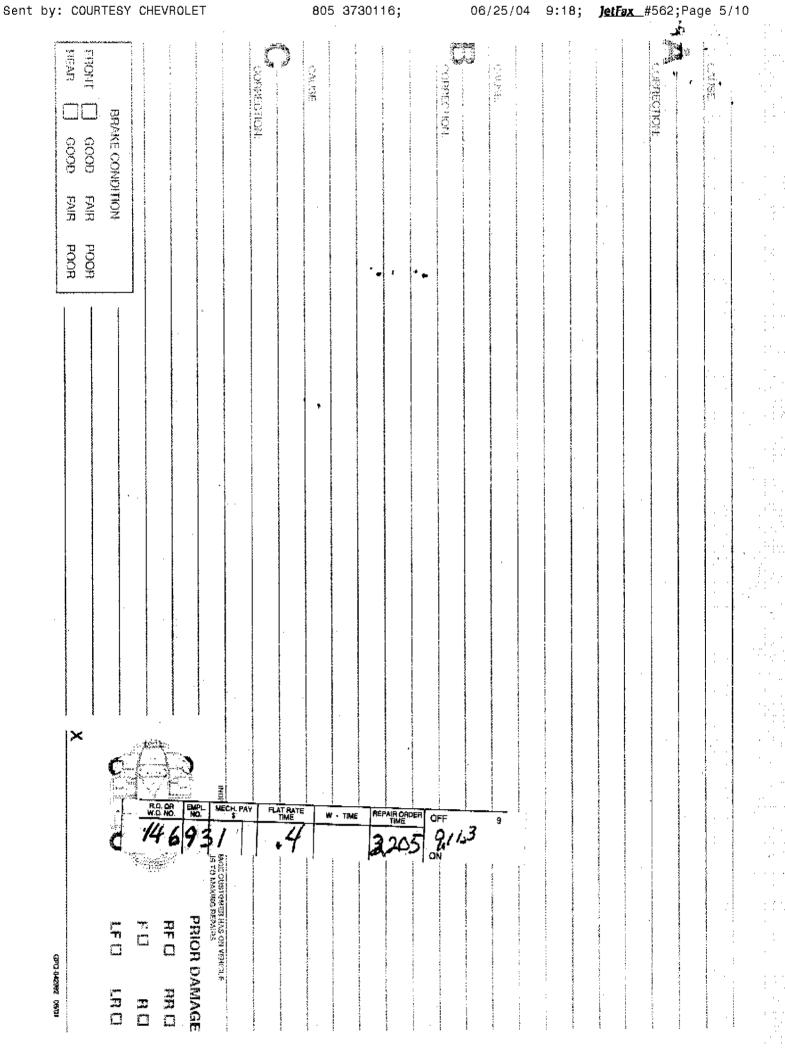
From Oxnard (805) 482-8808

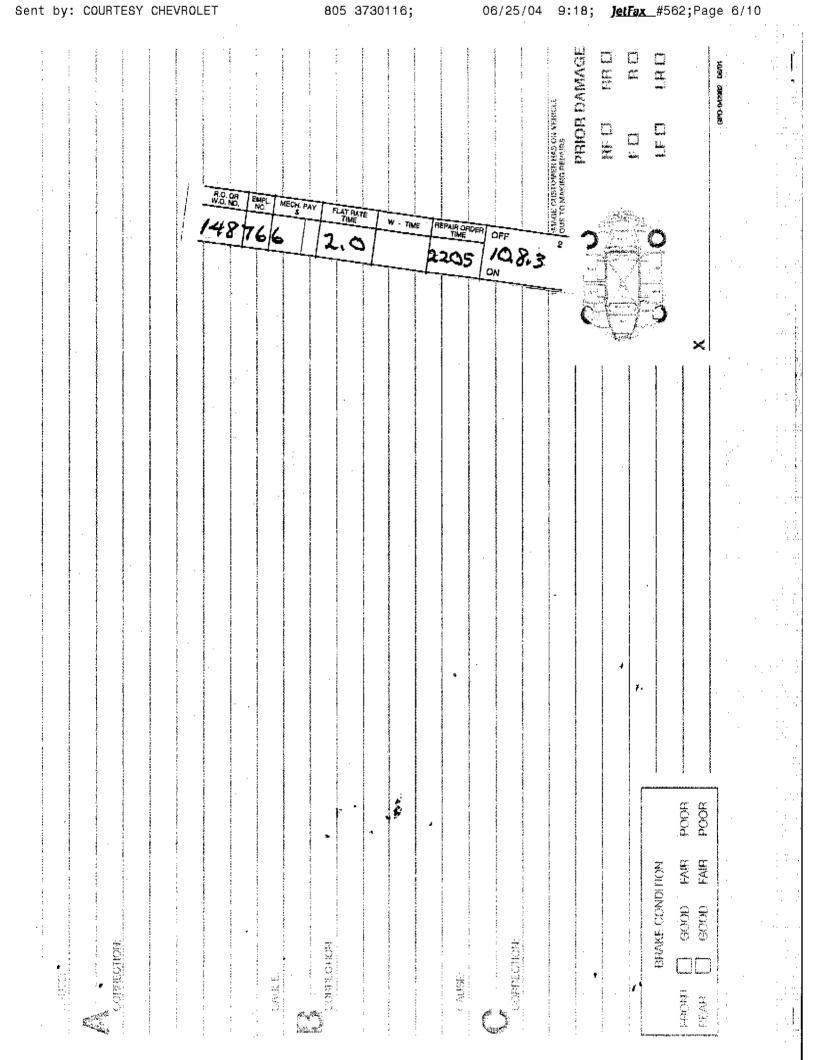
From Simi (805) 526-4002 From Thousand Oaks (805) 497-1651

805 3730116; JetFax #562; Page 2 Sent by: COURTESY CHEVROLET 06/25/04 9:15; 146897 CUSTOMER #: WURKURUER 3610 THOUSAND OAKS BLVD. PAGE 1 P.O. BOX 3729 • THOUSAND OAKS, CA 91359-0729 From Canard From Caroga Park From Simi Fax (805) 482-4808 (816) 888-4042 (806) 528-4402 (805) 373-0115 B.A.R. REG, AA-000177 • E.P.A. # CAD 981572456 HOME : BUS: MHOL, MOTHIMAH 6101 MILEAGE IN/OUT TAG COLOR MAKE/MODEL BALAXY SIL 1G1ZU54634F 04 CHEVROLET MALIBU PAYMENT INV. DATE WARR. EXP. PROMISED PO NO. DELIVERY DATE PROD. DATE 17:00 11SEPO3 75.00 CASH READY STK:N40118 R.O. OPENED L1SEP2003 09:13 DP CODE DESCRIPTIONS/INSTRUCTIONS TECH. -DELIVERY INSPECTION BASE TIME SERVICE DEPARTMENT HOURS: MON. THRU FRI. 7:00 AM TO 5:30 PM INCLUDES FOR HAZARDOUS WASTE streets, rightways or elsewhere for the purpose of testing and/or inspection. An express machants lien is investigated on above our or truck to secure the amount of nephrit variety. NOT picsponysight for a cost SOR DAMAGE TO CARS OA ARTICLES LEFT IN IN THE EVENT A COMPONENT IS DISASSE ALL PARTS NEW LINLESS OTHERWISE INDICATED EARDOWN ESTIMATE: I LINGERSTAND AT MY VEHICLE WILL BE REASSEMBLED THIN _____ CAYS OF THE DATE SHOWN NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. ALOW IF I CHOOSE NOT TO AUTHORIZE IE SERVICES RECOMMENDED. INITIAL HERE IF PARTS ARE TO BE SAVED CROSS REFERENCE REPAIR ORDER NO.: TERMS STRICTLY GASH UNLESS ARRANGEMENTS MADE ADDITIONAL ADDITIONAL REVISEO ESY. REABON REABON COST \$ COST 5 MHORIZED D IN PERSON AUTHORIZED III IN PURSON DATE ☐ PHONE # ☐ PHONE # ADDITIONAL ADDITIONAL REASON REVISED EST. TH-ORIZED O IN PÉRSON DATE ALTHORIZED I IN PERBON BY □ PHONE # BY CI PHONE #

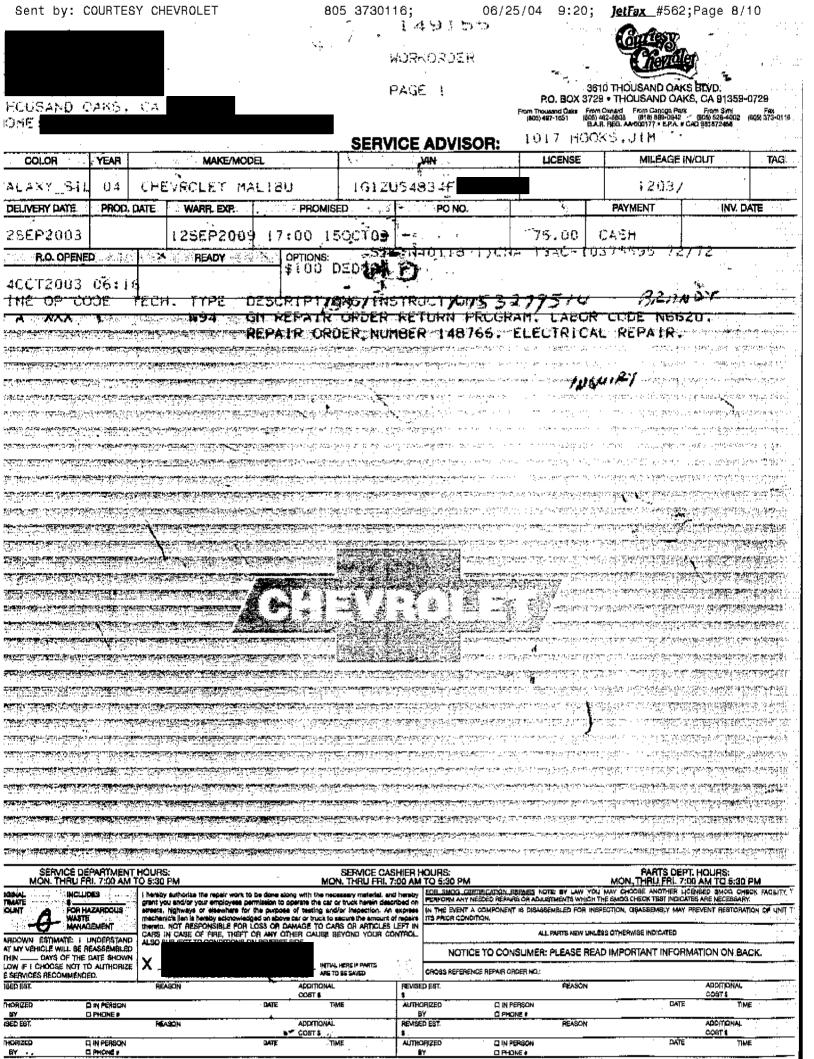


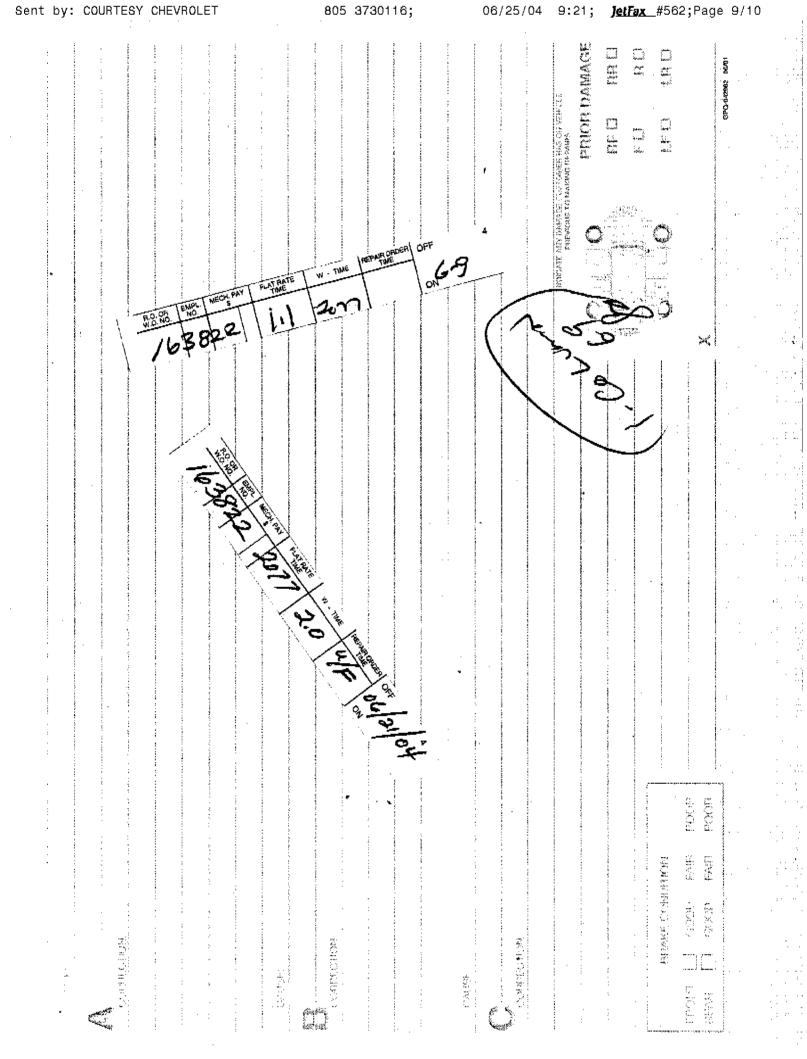


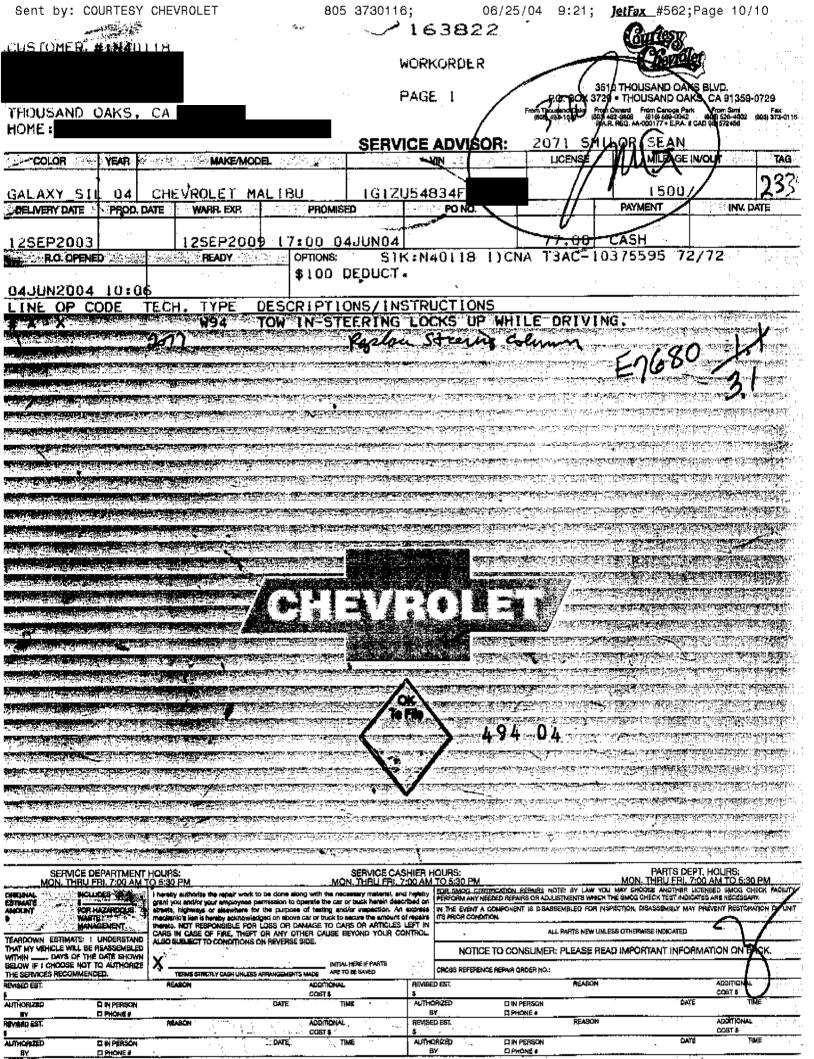




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2004 MALIBU LT SEDAN			CHEVROLET	MOTOR DIV	/ISION
12U GALAXY SILVER M	ETALLIC	/L4G	GENERAL MO		
142 GRAY			100 RENAIS	SSANCE CEI	NTER
ORDER NO. GKBSH9/TRE	STOCK NO.		DETROIT	MI 48	3243-1114
VIN 1G1 ZU54 83 4F			VEHICLE II	NVOICE 1AI	022060932
VIN 1G1 ZU54 83 4F			*****	******	L3*20082S
MODEL & FACTORY OPTI	ONS	MSRP 22870.00	INV AMT	RETAIL -	STOCK
1ZU69 MALIBU LT SEDA	N 2	22870.00	20926.05	INVOICE (08/20/03
LX9 3.5L V6 ENGINE		0.00	0.00	SHIPPED (08/15/03
MXO 4-SPEED AUTO TRA	NSMISSION	0.00	0.00	EXP I/T (08/27/03
UC6 AM/FM 6 DISC CD	PLAYER	300.00	270.00	INT COM (08/27/03
(REPLACES STD/OP	T RADIO)			PRC EFF (08/15/03
UE1 ONSTAR SYSTEM		695.00	625.50	KEYS G055	52 G0552
INCLUDES 1 YR S	AFE & SOUND			WFP-S QTF	R OPT-1
U2K XM SATELLITE RAD	IO-100 CHANNEL	325.00	292.50	BANK: GMA	AC - 085
COAST TO COAST	DIGITAL SOUND			CHG-TO	20-082
(SUBSCRIPTION C	HARGES EXTRA)				
VK3 FRONT LICENSE PL	ATE BRACKET	0.00	0.00	SHIP WT:	3231
YF5 50-STATE EMISSIO	NS	N/C	N/C	HP:	18.4
1SB MALIBU PREFERRED	EQUIP GRP 1SB	905.00	814.50	GMS:	22825.70
* AUTO-DIMMING I	NSIDE MIRROR			SUPPLR:	23738.73
* HOMELINK TRANS	MITTER			MRM:	25720.00
* POWER SUNROOF				DAN:	58MAL
				MEMO	1229.75
ĺ					

TOTAL MODEL & OPTIONS	25095.00	22928.55	ACT 231	22800.70
DESTINATION CHARGE	625.00	625.00	H/B 261	752.85
LAM DEALER CONTRIBUTION		250.95	ADV 261	250.95
LAM GROUP CONTRIBUTION		125.48	EXP 65A	125.48

TOTAL 25720.00 23929.98 PAY 310 23929.98

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 22834.08

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

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

REMIT TO GMAC NO. 085 VIN 1G1ZU54834F \$ 23929.98 INV 1AD22060932 DUE 08/27/03 DEALER 20-082

COURTESY CHEVROLET

Confidential Information

CASE ASSESS	SMENT BY: Jame	s Rayford	Sieł	bel Request No: 1-229481004				
Customer Name:								
Year of Vehicle: 2004 Make: Chevrolet Model: Malibu Current Mileage:								
Vehicle ID No.: 1G1ZU54834F In Service Date: 9/12/03 Purchased: New								
What is custo	What is customer seeking: Repurchase What is customer eligible for: Repurchase							
	g		CLE REPAIR HISTORY					
CHETOMEDIC	DDIMADY CVMDT							
Date:	PRIMARY SYMPT Mileage:	Days Out:	I: Steering Description of Repai	~.				
6/4/04	1,500	6	Replaced Steering Colum					
S S.	1,000		g - o.u					
	PTOM / COMPLAIN							
Date:	Mileage:	Days Out:	Description of Repai	<u>r:</u> .				
9/11/03	1	1	Reprogram PCM (Recall)					
OTHER SYMP	PTOM / COMPLAIN	IT: Miscellaneou	us					
Date:	Mileage:	Days Out:	Description of Repai					
10/8/03	1,203	1	Replaced & Tightened Gr	ounds Distribution Wiring				
Total Days R	eported Out of S	Service: 8						
•	•		–					
VEHICLE ME	ETS PRESUMPT	TION: YES:	NC	D: X				
Arbitrate cas	e: X	Settle	case:					
Case Recommendation for Customer Satisfaction (based on a review of documentation): CRM advises the vehicle doesn't meet Presumption of the Lemon Law for the State of California. CRM advises the vehicle was out of service for 8 days, for Repairs and Diagnosis. CRM advises to provide customer a Settlement Offer of 24/24 GMPP Smart Care. CRM advises to regain confidence in vehicle and in General Motors. CRM advises to keep the vehicle returning to Servicing Dealership Courtesy Chevrolet for complete inspections. AVM and/or DEALER RECOMMENDATION: No Current AVM Recommendations.								

Team Manager Approval:

Date:

CBBB 7/9/2004 6:22 PAGE 001/006 Fax Server TO:James Rayford COMPANY:Chevrolet

To: Fax#: From: Jul 09, 2004

Re: Chevrolet/CHV0444689 TotalPages: 6

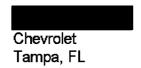
CBBB 7/9/2004 6:22 PAGE 002/006 Fax Server

TO: James Rayford COMPANY: Chevrolet



July 9, 2004

Re:cam3 CHV0444689 : Grimes vs Chevrolet Motor Division 1G1ZU54834F101098



Dear Madam/Sir:

Enclosed are:

- * Arbitrator Listing Sheet(s);
- * a map to the hearing site;
- * Hearing Format Outline; and
- * Notice of Hearing.

The *Notice of Hearing* lists the date, time and location of your arbitration hearing. The manner in which each party will participate in the hearing is indicated on the *Notice of Hearing*.

We are enclosing supporting documentation, if any, submitted by the consumer and not previously sent to you.

If you have any questions, please contact me at 800.955.5100. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Phone: 800.955.5100

Sincerely,

Denise Soliz at Extension 210

CBBB 7/9/2004 6:22 PAGE 003/006 Fax Server

TO: James Rayford COMPANY: Chevrolet



ARBITRATOR SELECTION LIST

Customer:

Case Number: CHV0444689

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Neil Banta-Blacker

Arbitrator's Occupation:

Arbitrator's Biography:

An arbitrator for the BBB since 1995, Neil Banta-Blacker has conducted BBB AUTO LINE, construction and moving company arbitrations in four states. She has also served as an arbitrator for the Alternative Dispute Resolution Unit of the New Jersey Department of Law and Public Safety. Her dispute resolution experience includes acting as a mediator for the EEOC and for the New Jersey Department of Law and Public Safety Division on Civil Rights. Ms. Banta-Blacker is retired from a career in non-profit agencies.

Phone: 800.955.5100

Fax: 703.247.9700

CBBB 7/9/2004 6:22 PAGE 004/006 Fax Server

TO: James Rayford COMPANY: Chevrolet

BBB	AUTO	LINE-
et.		

NOTICE OF HEARING/INSPECTION

Da	ite:	07/09/04	Ca	ise Number:	CHV0444689		
Cι	istomer:						
M	anufactur e r	: Chevrolet					
M	fr-Info:	1716 CA 1G1ZU54	834F				
Ar	bitrator(s):	Ms. Neil Banta-Blacks	r				
Н	earing Date	, Time, Place:	07/28/04 1:00 p Encino BBB 17609 Ventura Blvd., Su Encino CA				
M	anner in Wh	nich Parties Will Parti	cipate:				
At	torney Nan	ne:					
At	torney Pho	ne Number:	Attorney	Fax Number:			
Cu	istomer:	🖄 in person	□ by pho	ne	☐ in writing		
M	anufacturer	: ☐ in person	🔀 by pho	ne	☐ in writing		
			INSTRUC	TIONS			
1.		every effort to assist hearing, please notif		If you need spe	ecial assistance to participate in the		
2.	Bring all w	vitnesses you want to	testify.				
3.	. Bring the original of any documents you have previously submitted to BBB AUTO LINE. If you bring any documents that you did not previously provide, please bring extra copies for the arbitrator and the other party.						
4.	. We strongly recommend that you bring your vehicle to the hearing in case the arbitrator would like to inspect o test drive it.						
5.	. NOTIFY THE BBB AT LEAST 5 DAYS PRIOR TO THE HEARING IF YOU DECIDE TO HAVE A LAWYER REPRESENT YOU AT THE HEARING OR THE INSPECTION.						
6.	•	e BBB at once if you o n fail to participate in	-	nearing. The he	earing may be conducted in your absenc		
7.	. Refer to How BBB AUTO LINE Works for more detailed information on the arbitration process.						
8.	. Current vehicle registration and insurance are required for all test drives.						
Н	earing Site	Phone Number: 81	33865514				

Phone: 800.955.5100

Fax: 703.247.9700

CBBB 7/9/2004 6:22 PAGE 005/006 Fax Server

TO: James Rayford COMPANY: Chevrolet

Location of Better Business Bureau

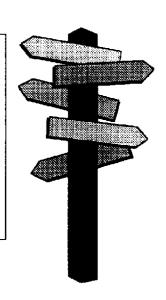
Imperial Mortgage Company Building
Name of Building (if any)

17609 Ventura Boulevard, Suite LLO3, Encino, CA

Bureau Address and City

818.386.5514

Bureau Phone Number (Emergencies Only)



BBB - Encino DIRECTIONS

From Interstate 101...

- * From either direction, exit the 101 at White Oak Avenue.
- * Go South on White Oak to Ventura Boulevard.
- * Turn Left (east) onto Ventura Boulevard.
- The Bureau is on the Left (North) side of the street, across from a row of stores and an auto repair facility.

The address is



The building is the Imperial Mortgage Company Building.

PARKING

There is ample parking in the Pay Parking lot directly next to the building entrance. At the head of the lot are statirs leading to the LL (Lower Level) offices.

ASK FOR THE AUTO LINE COORDINATOR: JOANNE SMITH

CBBB 7/9/2004 6:22 PAGE 006/006 Fax Server

TO: James Rayford COMPANY: Chevrolet



Suggested Arbitration Hearing Format

Arbitrator's Opening Statement

Parties' Presentations

- A. Presentation of consumer's testimony, evidence and witness(es)
- B. Presentation of business' testimony, evidence and witness(es)
- C. Questions, comments and rebuttals by consumer
- D. Questions, comments and rebuttals by business
- E. Questions by arbitrator

Inspection (If requested by arbitrator)

- A. Arbitrator instructs parties about inspection/test drive procedures
- B. Inspection (and test drive, if necessary)
- C. Questions or comments about inspection (and test drive) by consumer
- D. Questions or comments about inspection (and test drive) by business
 - E. Questions about inspection (and test drive) by arbitrator

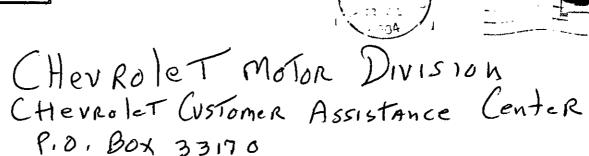
Recess

Closing the Hearing

- A. Any last questions, testimony or evidence by either party
- B. Any last questions by arbitrator
- C. Closing statement by business
- D. Closing statement by consumer

Arbitration hearings generally last approximately two hours. Arbitrators will manage the hearing process as outlined above and in so doing, will curb irrelevant or repetitious testimony.





P.O. BOX 33170 DeTROIT, Mi 48232 - 5170

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JHH 27 2000

DeAR GM

CHEVRoleT MAIIBU LT From PAUL CHEUROleT in Ashland,

PA. on 5/26/04 - They did not have one in stack

BUT They SAID I could pick up A CAR the next day -

I did just that - like the can-But steering wheel does not do what The Book or DRODGHORE SAYS (The Wheel CAN

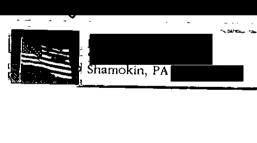
Be Adjusted up + down as well As FURNARD + BACKWARD -) my wheels goes up + down + That

15 (T - I can not get into CAR MY USUAL WAY SIT FIRST 4 Then put my less IN -

my legs hit the wheel - it is Very uncom Portable to get into

(CAN YOU do ANY THAING FOR Me???? I Spoke & A RAMONA OH Tel-phone & she Told me Their was A Reall on my vehicle

04027 Driven's SAFETY BelT-I had A 93 4 98 Buick READ & no TRAUBLE AT ALL with steering wheel -hooking BACK I probably would not have punchased that CAR IF I hat Known ABOUT That steering whech -(18 you can help me please do) Thank you,





Power-Adjustable Pedals

Power Driver-Seat Height Adjuster

DRIVER CUSTOMIZATION

To find your "comfort zone," first adjust the driver seat so that instruments are within easy reach. Next, find a comfortable steering position using the tilt/ telescoping feature. And if equipped, adjust the power brake and accelerator pedals forward or rearward, if necessary, for a better reach.

FLEXIBILITY

An optimal driving environment should fit like a tailored suit. That's why Malibu and Malibu Maxx both offer flexible driver customization features that work together to adapt to virtually any size driver:

- Standard tilt/telescoping steering column telescopes about two inches in or out.
- □ Standard power driver-seat height adjuster.
- Power-adjustable brake and accelerator pedals 2.5 inches forward or rearward. Standard on LS and LT models. Optional on Sedan.
- Manual driver-seat lumbar adjuster. Standard on LS and LT models.
 Optional on Sedan.
- Six-way power driver seat. Standard on LT. Optional on LS models.
- Heated front seats (seatback and cushions). LT models only.

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FROM:

RO#778480 HABS NO LABOR + ORTING

DATE:

San Fernando Valley P.O. Box 2189, Van Nuys, CA 91404 1•877•RYDELLS

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Jan San Fernando Valley

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0071-868 (818)

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CHEAROTET/BUICK/GMC TRUCK/PONTIAC
700 San Fernando Road • San Fernando, CA 91340
721832

SERVICE (818) 838-1717 • PARTS (818) 838-1770

San Fernando Valley

758127 01031721832 PAY #AM202744 840140S86GAO# AG3 M.9 00:8 of .M.A 00:8 M.9 00:5 of .M.A 00:9 YAGNUS **YAGRUTAS** FOR YOUR CONVENIENCE
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San Fernando Valley
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San Fernando Valley
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Mailing Address P.O. Box 2189 Van Nuys, CA 91404
SERVICE (618) 838-1717 • PARTS (818) 838-1770
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700 San Fernando Road • San Fernando, CA 91340 CHEAROTET/BUICK/GMC TRUCK/PONTIAC

SERVICE (818) 838-1717 • PARTS (818) 838-1710 0071-868 (818)

Mailing Address PO. Box 2189 Van Nuys, CA 91404



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CUSTOMER SIGNATURE

IF YOU SHOULD HAVE ANY QUESTIONS OR CONCERNS. PLEASE DO NOT HESITATE TO SEE YOUR SERVICE CONSULTANT BEFORE YOU LEAVE.

M.Q OUS THROUGH FRIDAY 6:00 .m.s ON 9:00 p.m. YADADHT YADADHA .m.q OO:8 OT .m.s OO:8 YADAUTAZ

PAGE 1 OF 1



Service Request: 1-230074256

Customer Relationship Manager: Paul Nagy

Dear Ms.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

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Service Request: 1-230083917

Customer Relationship Manager: Delores Clonce

Dear Mr.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

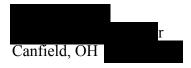
General Motors Corporation

CMPP Request for Processing

SR#	1-231	1245502					
New/Used:	New		Division:	Chevrolet	Veh	icle Style:	Car
Comp	lete VIN:	1G1ZU54864F109759 Vehicle Year: 2004					
Divisi	on - Deale	r Code:	Chevrole	et 13-32888			
General Mot	ors has ag						
		Approv	e and pay for a	a new plan - no GM	PP Coverage c	urrently	
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☐ Transf	fer all clain	ns to new pol	licy	☐ Endorse se	lling dealer c	ode to Divisi	on code
(Selling de	ealer to keep	p profit. Divisi	on is debited t	ne dealer's profit)			
Delivery	Date:	12.20.03		Odomete	r Reading:	103	889
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	Division A	Address:	Chevrol	et - PO Box 33	170 Detroit,	MI 48232	-5170
CRM	M (Decision	n Maker):	Richard Dic	ckson			
Team	n Manager	/ Liaison:	TM Amanda	a Warner/TERI	RICHARDS	ON	
Team CA	ARS Site:	Port	tland		Date:	07/2	0/04

□ AVM Requested

September 10, 2004



Service Request: 1-231245502

Customer Relationship Manager: Richard Dickson

Dear Ms.

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 Major Guard plan for your 2004 Chevrolet Malibu, Vehicle Identification Number 1G1ZU54864F

- 60 months or 100,000 miles, whichever occurs first, beginning on July 16, 2004, and ending on July 16, 2009, and begins with 10,389 odometer miles and ends with 110,389 odometer miles
- 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 your local GM Dealer if you have coverage 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,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



General Motors Business Resource Center *****URGENT*****

To: Bob Johnson Chevrolet Attn: Jim Duke, Svc. Mgr. Fax #: 585-663-2421

Pages Including Cover, 2

2^{NO} REQUEST

A claim has been filed against General Motors with the Better Business Bureau and the customer has listed your dealership in the claim. The General Motors Business Resource Center, Alternative Dispute Resolution Department, will handle all negotiations and settlements regarding this claim.

A COPY OF THE CUSTOMER'S BBB CLAIM FORM FOLLOWS.

in order to proceed, and to comply with state regulations, we will need the following information faxed within 24 hours:

 Repair Orders, Sales Contract/Docs, ACV (if Trade-In), Incentives, Buyer's Order, etc.

USE THIS ENTIRE PAGE (AFTER YOU COPY) AS THE COVER SHEET:

Please fax this information ... WITHIN 24 HOURS ... To:

GENERAL MOTORS BRC

*****FAX: 866-293-0804*****

LINK TO CASE NO: 1-208394549

DEALER PAGES_

Customer's Name:

VIN: 1G1ZT62814F

Vehicle: Chevrolet, Malibu Max, 2004

Thank you for your quick response.

Toni Blackshear

General Motors/BRC: Alternative Dispute Resolution

Phone: 800-231-1841 ext. 57915

Fax: 866-293-0804

General Motors Division 1426 Pacific Drive Auburn Hills, MI 48326

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BOB JOHNSON CHEVROLET ACCOUNTING 1271 WEST RIDGE RD 1271 West Ridge Rd. ROCHESTER, NY 14615 Rochester, NY 14615 Main (716) 663-4040 PAGE I HOME: 663-4040 BUS: Fax (716) 663-2701 N.Y.S. REG. #R7003558 www.bobjohnsonchevrolet.com COLDET YEAR MODEL YOU WERASE WORLD SERVICE ADVISOR: GR CHEVROLET MALIBU MARKET PROPERTY DATE WAS EXEMPLED PROPERTY BOAD WELL BATE PROPERTY WAS EXEMPLED. 1G1ZT62814F 26JAN2004 19:00 18FEB04 PRO CPENED BEADY OPTIONS: 0.00 CASH 18FEB2004 STK: C41258 ENG: 3.5 Liter SFI AXL: 2.18.04 07:37 18FEB04 12:06 18FEB04 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP A NEW MALIBU APPRIMANCE POL TIMOTHS SHERRIFICATION SHERRIFICATIO 600 2496 24.96 24.96 WAX NEW CAR PDI WAX 486677777002867744 TEG HIMOTHY SHERE IN 32.02 32.02 TW 0.00 0.50 750 3202 GINSTALL RUFT EVANTED IN THE STATE OF THE ST 930 INSTALL RUST EVADER THE PARTY GROWS HIS COR. TO SERVE THE COR. THE COR. IRUST 0.00 1.50 2250 9605 William Control Rusterfor Strategy Control Con 96.05 96.05 **15625** 155:25 15**6.2**5..... 654321 CONN 156 312 D PAINT AND/OR FABRIC SEALER 928 PAINT AND/OR FABRIC SEALER Ö 1.04 1.04 3.12 THE PROPERTY OF THE PROPERTY O IFP 0.00 0.00 ä 0.00 0.00our variability cosmoners receive a subvey FROM GM. A COMPLETELY SATISFIED RESPONSE IS OUR GOAL IF THIS IE NOW PUSSIFIE PLANS CALL GOODWRENCH SERVICE PLUS LIMITED LIFETIME TOWNS ON PILE *** WARRANTE TE MUST BE PAID BY THE COSTOMER COST CONTROL ACCOUNT SALE COST CONTROL 46400 1202 And the second second 47301 9605 2250 48100 15937 12656 26182 Q ****** 23100 86000 25542 64500 COST, SALE, & COMP TOTALS 16256 31240 ANY WARRANTIES ON THE PRODUCTS
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SOLD HERESY ARE THOSE MADE BY THE
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PRODUCTS. - PHIS REPTION **SERVICE HOURS** TOTALS LABOR AMOUNT 0.00 MONDAY - THURSDAY PARTS AMOUNT 0.00 7:30 A.M. - 8:00 P.M. FRIDAY GAS, OIL, LUBE 0.00 SUBLET AMOUNT 7:30 A.M. - 5:45 PM 0.00 SATURDAY THE CONTRECTION WITH THE SIZE OF SAID THE PRODUCTS.

THE CRALETSHIP LITLIZES THE HOURS PUBLISHED IN THE FACTORY LABOR TIME GUIDE, CHILTON MANUAL AND MOTORS FORSH BOOK, WHICH METERS AN AVERAGE TIME REQUIREMENT FOR THE PROPORTION OF OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE ETHER MOTE, OR LESS THAN THE ACTUAL CLOCK TIME IN ANY BIVEN INSTANCE. MISC. CHARGES 0.00 9:00 A.M. - 2:00 P.M. TOTAL CHARGES 0.00 WE ACCEPT -- AMEX, DISCOVER, MASTERCARD, VISA, GMPP LESS INSURANCE 0.00 BEEPER AVAILABLE * SHUTTLE SERVICE * EARLY BIRD PROGRAM SALES TAX 0.00 PLEASE PAY CUSTOMER SIGNATURE X THIS AMOUNT

Early Bird Orop
Shuttle Service Aveilable
Beacons Available
Service Discounts
Service With Refreshments

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BOB JOHNSON CHEVROLET ACCOUNTING 1271 WEST RIDGE RD 1271 West Ridge Rd. ROCHESTER, NY 14615 Rochester, NY 14615 Main (716) 663-4040 HOME: 663-4040 PAGE 1 BUS: Fax (716) 663-2701 N.Y.S. REG. #R7003558 www.bobjohnsonchevrolet.com SERVICE ADVISOR: COLDE: YEAR MAKE MODEL 30 GET READY VOT. CICENSE VIII VILEAGE IN OUT. GR CHEVROLET MALIBU 1G1ZT62814F REPARE PARE PRODUCTION DATE PRODUCTION PRODUCTION PRODUCTION DEPARENT. 26JAN2004 19:00 26JAN04 OPTIONS: STK:C41258 BNG:3.5_Liter_SFI 26JAN2004 11:27 26JANC4 12:54 26JAND4 LINE OPCODE TECH TYPE A/ARS S/HRS COST SALE A MEN MATERIAL COR. COMP Alcinem malifactured participation of the control o 109 MIKE MANDERY LIC#: 3CL5 WSH 0.00 0.00 ä PC: 99 PARTIE COLUMN G. ATTAL CODE: BOTE BOT KINITE INITIDE 109 MIKE MANDERY LIC#: 3CL5 WSH-19:90 P. DO: 10:00 P. DO: 1 O TPARTS 440 THARAF OUR WARRANTY CUSTOMERS RECEIVE A SURVEY FIGH CM - A COMPANIES SAUGE THO RESPONDE 13 OUR GOAL. IF THIS IS NOT POSSIBLE PLEASE CALL "W" INDICATES THE PART IS COVERD BY THE GM COOMERCE SERVICE PROSTRUCTED LIBERING WARRANTY. IT MUST BE PAID BY THE CUSTOMER. DATE START FINISH DURATION TYPE TECH LINE(S) CHG ACCODING CALE COMPANIES COMPANIES COMPANIES COMPANIES COMPANIES 5616 4F140347 1301 410

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ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID, PRODUCTS.	7:30
THE DEALERSHIP UTILIZES THE HOURE PUOLISHED IN THE FACTORY LABOR TIME GUIDE. CHRITON MANNIAL AND MOTION	9:00

SERVICE HOURS

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MONDAY - THURSDAY 7:30 A.M. - 8:00 P.M. FRIDAY 7:30 A.M. - 5:45 PM SATURDAY 9:00 A.M. - 2:00 P.M.

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CUSTOMER SIGNATURE X ______ BEEPER AVAILABLE * SHUTTLE SERVICE * EARLY BIRD PROGRAM

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
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OOD BODINGON CHEVROLET b Johnson 1271 Ridge Road West 04/07 CHEVROLET ROCHESTER, NEW YORK 14816 (585) 663-4040 PAGE www.bobjohnsonchevrolet.com CUSTOMER NO. CAR DEAL NO. STOCK NO: 146914 145914 C41258 UST PRICE DEALER WITHLIED ACCESSORIES: ROCHESTER NY ENIGLE IDENTIFICATION NUMBER CHEV 2004 MALI GR LG1ZT62814F ZACCAGL IND, LEON KE " YURFERN PAC. NEW X WHOLESALE ____ MUTCH SENICLE INFORM MII CAGO SUBTOTAL BOBJOHNSON BODY TYPE RADE ALLOWANCE OR DISCOUNT NYS INSP. NO. MAJUR GUARD INSP. DATE SERWICE CONTRACT OYL VI Rustproefing SALESTAX (COUNTY: 1% LUXURY TAX YEAR MAKE BOOY TYPE TIRE FEE LICENSETITLE & NYSI DOI.OR NY STATE INSPECTION FEE DENIER'S DYTIONAL FEE FOR PROCESSING APPLICATION FOR JEGISTRATIONAND OR CENTURE OF MIXES TRADE IN NO. 1 LIEN PAYABLE TO: CASH SELLING PRICE LIEN ACCT. NO. REDUTE(S) TRADE-IN NO. 2 LIEN PAYABLE TO: BALANCE DWED ON TRADE LIEN ACCT. NO. DEPOSIT /COD FNANCE SOURCE: CHARL CASH DUE UPON DELIVERY TERM IN MONTHS: BALANCE TO BE FINANCED MONTHLY PAYMENT: 299, 59 FIRST PAYMENT DUE DATE: 03 OPR 2004 FINANCING NELARMINGE V91 IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, BOB JOHNSON CHEVROLET CERTIFIES THAT THE EVTIRE VEHICLE IS IN CONDITION AND REPAIR TO RENDER UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE PUBLIC HIGHWAY AT THE TIME OF DELIVERY. TOTAL TIME PRICE JPON THE PUBLIC HIGHWAY AT THE TIME OF DELIVERY.

The Serier, BOB JOHNSON CHEVPOLET, Hereby Expressly Discialine All Warrenties, Either Express Or Implied, Including Any Implied (Arrantly Of Merchantability Or Piness For A Particular Purpose, And Neither Assumes Nor Authorizes Any Other Person To Assume For Any Liability in Connection With The Sale Of The Vehicle. This Discialiner By The Selfer in No Way Affects The Terms Of The Vanidacturers Warranty.

FIRE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE. JULIESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY AVOID THIS FEE BY SURMITTING FOUR OWN, APPLICATION FOR REGISTRATION AND/OR CERT/FIGATE OF 333LE TO ANY MOTOR VEHICLE ISSUING OFFICE. **BOB JOHNSON CHEYROLET** 1271 Flidge Road West

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We Sincerely Appreciate Your Business!

ROCHESTER, NEW YORK 14615 663-4040

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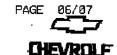
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BOBJOHNSON

ROCHESTER, NEW YORK 14615

(585) 663-4040





THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER BUYER FMAIL STREET . HOME PI CITY ROCHESTER STATE ETHNISISIENS TORDER AND AGREETO PURCHASE FROM YOU, ON THE TERMS CONTAINED ON BOTH SIDES OF THIS AGREEMENT, THE FOLLOWING VEHICLE: THE VEHICLE CONTRACTOR OF THE PROPERTY OF THE DEMONSTRATOR HALI MMLEAGE 33 "NOTICE TO CONSUMER: IF THE VEHICLE IS NOT DELIVERED IN USED VEHICLE DISCLOSURE STATEMENT - THE INFORMATION BUYER ACCORDANCE WITH THIS AGREEMENT WITHIN 30 DAYS AFTER THE ESTIMATED DELIVERY DATE AND THE DELAY IS NOT ATTRIBUTABLE SEES ON THE F.T.C. WINDOW FORM FOR THIS VEHICLE IS PART OF TO YOU, YOU HAVE THE RIGHT TO CANCEL THIS AGREEMENT AND TO THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES RECEIVE A FULL REFUND OF YOUR DEPOSIT." ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. STOCK NUMBER C41258 ESTIMATED DELIVERY DATE SALESPERSON PRIOR USE CERTIFICATION (required by Vehicle and Traffic Law 417-A if principal prior use of the vehicle were as a police vehicle, taxicab, driver education vehicle ______, or a rental vehicle ______, a driver education TRANSPORTATION (IF NOT INCLUDED IN VEHICLE PRICE) 21315.00 (+)FACTORY INSTALLED EQUIPMENT (÷) DEALER INSTALLED EQUIPMENT AND SERVICES (+)Theft-Guard 199.60 Paint/Fabric Guard WHEEL LOCKS T VES TOTAL 21765.00 TANE NA LESS TRADE-IN CREDIT (-) (BUYER SEE 1 AND 5(b) ON BACK) MILEAGE CASH PRICE 21765.0 TADE IN CLEAR OF <u>Rustproofing</u> DWED 1 EXTENDED SERVICE CONTRACT. EAR MILEARIF SALES TAX %(+) COLOR LUXURY TAX RADE IN CLEAR O +(+) DEALER'S OFTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE EN AMOUNT \$ EXP DATE REGISTRATION FEE (Estimate) ** F YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE <(+) 17.75 PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME INTL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE INSPECTION FEE (+) OTHER (Itemizer FRE FRE WITH REGULATION 'Z' (TRUTH-IM-LENDING) AND ARE ACCEPTED BY ME., IF I DO OT ACCEPT THE TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND (+)TOTAL CASH PRICE DELIVERED AY DEPOSIT WILL BE REFUNDED. PLUS BALANCE OWING ON TRADE-IN LESS CASH DEPOSIT SUBMITTED WITH ORDER (+)SPECIAL NOTICE TO CONSUMER SPECIAL NOTICE TO CONSUMER;

UNDER THE LAW OF THE STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR BHICLES, YOU SHOULD BE ENTITLED TO A REPUND IN CONNECTION WITH THIS TRANSACTION, THE WALLIE OF ANY VEHICLE YOU MAY HAVE TRADED IN THIS DOCUMENT. INSTEAD, THE OFFICE WHO IS THE VALUE USTED IN THIS DOCUMENT. INSTEAD, THE ALLIE WILL BE DETERMINED BASED ON THE NATIONAL ANTO DEALERS ASSOCIATION AND ADJUSTED FOR THE GUIDE WHOLESALE VALUE OR OTHER GUIDE APPROVED BY THE COMMISSIONER. OF OTTOR VEHICLES, AND ADJUSTED FOR MILEAGE, IMPROVEMENTS AND ANY MAJOR PRIYED. ERITE(S) CASH DUE ON DELIVERY TOTAL AMOUNT TO BE EINAME FEE DISCLOSURES
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SUED NUMBER PLATES, YOU MAY AVOID THIS FEE BY SUBMITTING YOUR OWN APPLICTON FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE
STITLE TO ANY MOTOR VEHICLE BU SIG THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR EGISTRATION AND TITLE FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCELD IF ACTUAL FEES DUE THE COMMISSIONER OF MOTOR VEHICLES. THE DEALER WILL TOMATICALLY, AND WITHIN GO DAYS OF SECURING SUCH REGISTRATION AND TITLE, FUND ANY AMOUNT OVERPAID FOR SUCH FEES. APPROVED BY SELLER 'RCHASER'S INITIALS. PLEASE SEE OTHER SIDE FOR ADDITIONAL TERMS DATE

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Overallowance/Incentives/Negative Equity Form

Customer:	Request #: 1-208394549	BBB#: CHV0439208

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$21,315.00
MSRP (from BARS Invoice)	\$22,305.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$-990.00
Trade Allowance (from dealer Bill of Sale)	\$0.00
Actual Cash Value Statement	\$0.00
Difference (if positive, this is the overallowance)	\$0.00
Payoff or Lien amount from Bill of Sale	\$0.00
Actual Cash Value Statement	\$0.00
Difference (if possible, this is the negative equity)	\$0.00

If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB				
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$21,315.00			
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit, dealer incentives)	\$3,550.00			
Overallowance and/or Negative Equity minus	\$0.00			
Actual price of Vehicle that should be presented to BBB for ATA	\$17,765.00			



Bob a almson Chevrolet 1271 Rådge Rd. West

Roch #8 ter New York 14615 Phone (16) 663-4040

Fax (71) (63-242) http://www.schiphnsonchevy.com

	FAX TRANSMIS:	SION CO	YER PAGE
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THIS R	ANSMISSION CONSISTS OF _	4 PAGE	S, INCLUDING THIS COVE:
IF YO JI CALL (7	FAVE ANY PROBLEMS RECE (6)-663-4040	IVING THE	TRANSMISSION, PLEASE
TO:	TINA		gu6 420801
			10 170°
FROM	Plil		
-7		— -	
PLEASE	DELIVER THIS TRANSMISSIO	 האו לה האונה ב	TO COURT DATE VALUE

FAX (715) 663-2421 SERVICE AND PARTS 663-2701 BUSINESS OFFICE



INVOICE

ROCHESTER, NY PAGE 1	1271 West F Rochester, N Main (716) 6	dge Rd. ` 14615
HOME: PAGE 1	Fax (716) 6€	3-2701
N.Y.S. REG. #R7003558 SERVICE ADVISOR:	www.bobjahngan: 46 DAN RICE	
YEAR MAKEMOREL VIN	UCHISE MI	IPIN OUT SHOULD
GR 04 CHEVROLET MALIBU 1G1ZT62814F		
GR 04 CHEVROLET MALIBU 1G1ZT62814F	4:90	/4197 T973
26JAN2004 18FEB2007 17:00 27MAY04	0.00 CASH	27MAY2004
RAD OPENED BEADY OPTIONS: STK: C41258 ENG: 3	.5_Liter_SFI //X	:2.18.04
1) GMPP MAJORGUARD 48/4800 13:45 24MAY04 12:10 27MAY04 SHIELD 3) THEFT GUARD 4) RU	0 0.00 2) PAINT:/:	ABRIC
13:45 24MAY04 12:10 27MAY04 SHIELD 3) THEFT GUARD 4) RU LINE OPCODE TECH TYPE HOURS	LIST MIST	TOTAL
A CUST COMPL ENGINE LIGHT IS ON,	BIST THS.	TOTAL
CAUSE: INOPERATIVE		
J6360 MODULE, PCM/VCM REPLACE		
91 CLINT PERKINS LIC#: 95M8 W4		
W4		(M/C)
FC: 6C		(M/C)
PART#: 12581595 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	W	
PART#: 12581598 () OCTOPICION SERVICE /)	W	
CLAIM TYPE:		
AUTH CODE:		
NG		
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00	TOTM::LINE A:	0.00
MANUAL MA		
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P1518 WERE SET NO BULLETINS OR PI'S APPLY. P0606 IS AN	INTERNAL FAULT	
DETECTED CODE CASE I A C INFO LINE FOR CLARIFICATION CHECK GROUNDS OF REPLACE AND PROGRAM THE PCM. CIRAL	OE BI «CHART	
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B PO 98479 1 Date:		
CAUSE: RENTAL ***	Mariana da Mariana da	
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998 W4 FC: 98 PART#: COUNT: 0		(N/C)
CLAIM TYPE:		
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1177		•
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00	TOTAL LINE B:	0,00
ANY WARRANTIES ON THE PRODUCTS	VSUDiais-pagamanananananisii	**************************************
SOLD HERSEY ARE TROSE HADE BY THE MANUFACTURES. THE SELEN HERSEY SERVICE HOURS EXPRESSLY DISCLAIMS ALL WARANTIES. MONDAY THE ISSUED	DESCRIPTION LABOR AMOUNT	
HITER EXPRESS OF IMPLIED, INCLUDING	PARTS AMOUNT	
ANY MAPLED WARRANTY OF 7:30 A.M 8:00 P.M. MERCHARTABLITY OR FINESS FOR A PARTICULAR PURPOSE, AND NETHER FRIDAY FRIDAY FRIDAY FRIDAY FRIDAY	GAS, OIL, LUBE	n
PARCH TO ASSUME FOR IT ANY LIABILITY	SUBLET AMOUNT	
IN CONNECTION WITH THE SALF OF SAID SATURDAY	MISC. CHARGES	
PURILIPHED IN THE FACTORY ABOUT TRACE	TOTAL CHARGES	
GUIDE, CHILTON MANUAL AND MOTORS WE ACCEPT AMEX, DISCOVER, MASTERCARD, VISA, GMPP AVENUE THE RECUREMENT OF THE BEEPER AVAILABLE * SHUTTLE SERVICE * EARLY BIRD PROGRAM BEEPER AVAILABLE * SHUTTLE SERVICE * EARLY BIRD PROGRAM	SALES TAX	
REPAIRS, AND WHICH MAY THEREFORE BE		
OLDOK TIME IN ANY GIVEN INSTANCE. CUSTOMER SIGNATURE X	PLEASE PAY THIS AMOUNT	
Lerly Brd Crop		THE RESIDENCE OF THE PROPERTY

INVOICE



1271 West & ige Rd.

ROCHESTER.	NY				PAGE 2		Main (718: 60 Fax (716) 86	3-4040 1-2701	
N.Y.S. REG. #R70				SERV	ICE ADVISOR	: 46 DAN	vw.bobjohns; nc RICE	ienidiet cout	
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26JAN2004		18FBB2007	17:00 27	MAY04		0.00	Cash	27MAY2	004
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CAUSE: LOO	NEL								
		a noawen							
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ANY WARRANTIES ON THE PRODUCTS SOLD MERREY ARE THOSE MADE BY THE MANUFACTURER. THE SOLES HEREY EVEREBBLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PUPPOSE, AND METHAN ASSUMES NOT ANY CAMPAGE AND ASSUMES ON IT ANY LABOURTY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THE DEALERSHIP UTILIZES THE MOURS THE GUIDE, CHILTON MANUAL AND MOTORS CRUSH SOOK, WANCH REFLECTS AN AVERAGE TIME ROUMPRISHT FOR THE REPAIRS, AND WHAT ASSUMESTED FOR THE STATES, AND WHAT ASSUMED THE PROPERTY OF THE SAID FOR THE SAID OF T DESCRIPTION TOTALS **SERVICE HOURS** LABOR AMOUNT MONDAY - THURSDAY 7:30 A.M. - 8:00 P.M. FRIDAY PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT 7:30 A.M. - 5:45 PM SATURDAY MISC, CHARGES 9:00 A.M. - 2:00 P.M. TOTAL CHARGES LESS INSURANCE WE ACCEPT -- AMEX, DISCOVER, MASTERCARD, VISA, GMPP BEEPER AVAILABLE * SHUTTLE SERVICE * EARLY BIRD PROGRAM SALES TAX PLEASE PAY THIS AMOUNT CUSTOMER SIGNATURE X

* Epriv Bird Errop

* Shurtle Service Avellable

* Beopora Avellable

* Service Clappunts

* Lounge With Refreshments

415098

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1271 West lidge Rd. Rochester, N 7 14815 Meln (718) (83-4040 Fex (718) 6 13-2701

www.bobjohr.sor :hevrolet.com

PAGE 3

INVOICE

N.Y.S. REG. #R7003558 COLOR YEAR SMAKE/MEDEL

ROCHESTER, NY

SERVICE ADVISOR:

46 DAN RICE

CANAL COURT

CHEVROLET MALIBU 1G1ZT62814F 419 3/4197 SHE DATE FROD SATE WARRESSE! PROMISED CONTINUES FANCE OF SAME OF SAME

26JAN2004 18FEB2007 17:00 27MAY04 HAR DENED READY OPTIONS:

D. 00 | CASH 27MAY2004 STK: C41258 KNG: 3.5 Liter_SFI AX :: 2.18.04

1) GMPP MAJORGUARD 48/48000 0.00 2) PAINT/ ABRIC

13:45 24MAY04 12:10 27MAY04 SHIELD 3) THEFT GUARD 4) RUST PROOFING LINE OPCODE TECH TYPE HOURS

LIST

TOTAL OUR WARRANTY CUSTOMERS RECEIVE A SHE BY FROM GM. A COMPLETELY SATISFIED RESPONSE IS OUR GOAL. IF THIS IS NOT POSSIBLE PLOASE CALL

"W" INDICATES THE PART IS COVERD BY ! HE GM GOODWRENCH SERVICE PLUS LIMITED LIFE IME WARRANTY. IT MUST BE PAID BY THE CUSTOMER.

Goodwerch Service 25,





Gärkan ilarik þóg

ANY WASSIANT'S ON THE PROBUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURED. THE BELLER HEREBY SEPRESSAY DISCLAIMS ALL WARMANTIES. ETHER EXPRESS OR IMPLED, MICLUMING ANY MELED WARRANTY OR FITNESS FOR A PARTICULAR PURPOSE. AND NOTHER ASSIME'S NOR AUTHORIZES ANY OTHER PERSON OR ASSIME'S IT ANY LIBERLITY, IN CONNECTION WITH THE BALE OF SAID PRODUCTS.

IN COVINECTION WITH THE BALE OF SAID PRODUCTS:
THE DEALTHSHIP UTILIZES THE HOURS THE QUIDE, CHILTON MANUAL AND MOTORS CASH BOOK, WHICH REFLECTS AN AVERAGE THE REFURMINAT FOR THE REPORTAGE THE REPURMINATE OF SPORT CHILDREN AND WHICH MAY THISPECKE SE ETHER MORE OR LESS THAN THE ACTUM. CLOCK TIME IN ANY GIVEN INSTANCE.

SERVICE HOURS

MONDAY - THURSDAY 7:30 A.M. - 8:00 P.M. FRIDAY 7:30 A.M. - 5:45 PM SATURDAY 9:00 A.M. - 2:00 P.M.

WE ACCEPT - AMEX, DISCOVER, MASTERCARD, VISA, GMPP BEEPER AVAILABLE * SHUTTLE SERVICE * EARLY BIRD PROGRAM

CUSTOMER SIGNATURE X

Chine and the control of the control	Party - Value - Control -
DESCRIPTION OF THE	
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY	
THIS AMOUNT	

6 priy Bird Drep Shirtie Service Avalenta Beeprit Avelleble
Senier Citizens Discounts
Lounge With Refreshment

Visit our new Website www.bobjohnsonchevrolet.com

Confidential Information

CASE ASSESSI	MENT BY	: Toni Blacks	hear	CARS Req	uest No: 1-208394549
Customer Name:					
Year of Vehicle: 2004	Make: (Chevrolet	Model: Ma	ilibu Max	Current Mileage: 2400
Vehicle ID No.: 1G1ZT62814F		In Service	Date: 2/18/	2004	Purchased: <u>New/</u> Used If used:
What is customer seeking: Re	eplacem	ent/Repurch	nase W	hat is custo	omer eligible for: Repairs
	VEHICL	E REPAIR HIS	STORY		
CUSTOMER'S PRIMARY SYMPTO	OM / COM	/IPLAINT: Bu	rning Gas		***************************************
Date: M1 sage Day 4/14/04 3,013	3 Out : 	oil life cond problems fo		from 29-100	automatically, dirshp found no
CUSTOMER'S PRIMARY SYMPTO	OM / COM	/IPLAINT: Vib	ration when	ldling	
4/14/04 3,013	*	scan system problems fo	_	idle, no tr	ouble codes, no misfire, no
CUSTOMER'S PRIMARY SYMPTO	OM / COM	/IPLAINT: Par	nel on the Ou	tside of Driv	vers Side of Vehicle Off
Uate: Mileage Day 4/23/04					has been reinstalled temporarily acket but more brackets are needed.
CUSTOMER'S PRIMARY SYMPTO	OM / COM	MPLAINT: Mo	on Roof Lea	king	
4/23/04		the concern dirshp.	with the mo	on roof leak	ing could not be duplicated by the
CUSTOMER'S PRIMARY SYMPTO	OM / COM	MPLAINT: Pov	wer Steering	Malfunction	1
4/14/04 3,013	*				ordered steering column
4/14/04 3,013	* ,	for the mod	n roof leak	ing.	concern and being reviewed 0545 code from steering column
OTHER SYMPTOM / COMPLAIN	T:				
					*
Total Days Reported Out of So	ervice:				
VEHICLE MEETS PRESUMPT	ION:	YES:X		NO:	
Tea	m Manage	er Approval:			Date:

Confidential Information

Arbitrate case:	Settle case:
CRM recommends that the ca	r Customer Satisfaction (based on a review of documentation): ase be resolved with the offering of a Value Guard 2/24 for which the asidering. CRM is waiting on the final repair order to come in from the 14.
Field Rep and/or DEALER RE	COMMENDATION:

Team Manager Approval:

Date:

2004 MALIBU LS MAXX CHEVROLET MOTOR DIVISION 92U SILVER GREEN METALLIC /V6G GENERAL MOTORS CORPORATION 52C NEUTRAL 100 RENAISSANCE CENTER ORDER NO. GTRVOC/TRE STOCK NO. DETROIT MI 48243-1114 VEHICLE INVOICE 1AD30608763 VIN 1G1 ZT62 81 4F MODEL & FACTORY OPTIONS

MSRP INV AMT RETAIL - STOCK

1ZT68 MALIBU LS MAXX

21600.00 19764.00 INVOICE 12/11/03

B37 FLOOR MATS, FRONT & REAR

80.00 72.00 SHIPPED 12/10/03

LX9 3.5L V6 ENGINE LX9 3.5L V6 ENGINE 0.00 0.00 EXP I/T 12/19/03 MX0 4-SPEED AUTO TRANSMISSION 0.00 NE1 50-STATE EMISSIONS N/C 0.00 INT COM 12/19/03 NE1 50-STATE EMISSIONS

VK3 FRONT LICENSE PLATE BRACKET

0.00 N/C PRC EFF 12/08/03 0.00 KEYS G2713 G2713 WFP-S QTR OPT-1 BANK: GMAC - 004 CHG-TO 13-073

> SHIP WT: 3362 HP: 32.9 GMS: 19885.60 SUPPLR: 20780.45 MRM: 22305.00 DAN: MMLSB MEMO 1009.00

TOTAL MODEL & OPTIONS 21680.00 19836.00 ACT 231 19810.60 DESTINATION CHARGE 625.00 625.00 H/B 261 650.40 LAM DEALER CONTRIBUTION 216.80 ADV 261 216.80 LAM GROUP CONTRIBUTION 108.40 EXP 65A 108.40

TOTAL 22305.00 20786.20 PAY 310 20786.20

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 19811.80

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

\$ 20786.20 INV 1AD30608763 DUE 12/19/03 DEALER 13-073

BOB JOHNSON CHEVROLET

2004 MALIBU LS MAXX CHEVROLET MOTOR DIVISION 92U SILVER GREEN METALLIC /V6G GENERAL MOTORS CORPORATION 52C NEUTRAL 100 RENAISSANCE CENTER ORDER NO. GTRV0C/TRE STOCK NO. DETROIT MI 48243-1114 VEHICLE INVOICE 1AD30608763 VIN 1G1 ZT62 81 4F MODEL & FACTORY OPTIONS

MSRP INV AMT RETAIL - STOCK

1ZT68 MALIBU LS MAXX

21600.00 19764.00 INVOICE 12/11/03

B37 FLOOR MATS, FRONT & REAR

80.00 72.00 SHIPPED 12/10/03

LX9 3.5L V6 ENGINE LX9 3.5L V6 ENGINE 0.00 0.00 EXP I/T 12/19/03 MX0 4-SPEED AUTO TRANSMISSION 0.00 0.00 INT COM 12/19/03 NE1 50-STATE EMISSIONS N/C
VK3 FRONT LICENSE PLATE BRACKET 0.00 N/C PRC EFF 12/08/03 0.00 KEYS G2713 G2713 WFP-S QTR OPT-1 BANK: GMAC - 004

> SHIP WT: 3362 HP: 32.9 GMS: 19885.60 SUPPLR: 20780.45 MRM: 22305.00 DAN: MMLSB MEMO 1009.00

13-073

CHG-TO

TOTAL MODEL & OPTIONS 21680.00 19836.00 ACT 231 19810.60 DESTINATION CHARGE 625.00 625.00 H/B 261 650.40 216.80 ADV 261 216.80 LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION 108.40 EXP 65A 108.40

TOTAL 22305.00 20786.20 PAY 310 20786.20

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 19811.80

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

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

REMIT TO GMAC NO. 004 VIN 1G1ZT62814F

\$ 20786.20 INV 1AD30608763

DUE 12/19/03 DEALER 13-073

BOB JOHNSON CHEVROLET

NU-LOOK COLLISION 1301 Ridge Road East Rochester, NY 14621 Reg. No. R7086684 Telephone (585) 467-2000 Fax No. (585) 467-4357

FACSIMILE COVER SHEET

To: 6-11.	Date: 5-19-04
Attn: Toni BlacksHear	Time:
c/o Bob Johnson Chevrolet Satelli 1271 W Ridge Rd Roch. NY (585) 663-2620 Fax (585) 66	14615
Reason/comments: Estimale	\$ PHODOS
Fin	
Dange to Rt Rear	_ Dear
todal 6 pgs	

Job Number:

05/19/2004 at 02:33 PM 11797

NU-LOOK'S CRISTO COLLISION

License #:R7086684 Federal ID #:161276468

1301 RIDGE RD. EAST ROCHESTER, NY 14621

(585)467-2000 Fax: (585)467-4357

PRELIMINARY ESTIMATE

Written By: TOD EDENHOFER #IA-867396 Adjuster:

Insured: Owner: Address:

ROCH, NY

Evening:

Business:

Claim # Policy #

Deductible:

Date of Loss: Type of Loss:

Point of Impact: 4. Right Otr Post

Inspect NU-LOOK'S CRISTO COLLISION

Location: 1301 RIDGE RD. EAST

ROCHESTER, NY 14621

Business: (585) 467-2000

Insurance CUSTOMER PAY

Company:

3 Days to Repair

2004 CHEV MALIBU LS MAXX H/B 6-3.5L-FI 4D TAN Int:

VIN: 1G1ZT62814F NY Prod Date: 12/2003 Odometer: 3315

Air Conditioning Rear Defogger Tilt Wheel

Cruise Control Telescopic Wheel Intermittent Wipers Keyless Entry Body Side Moldings Dual Mirrors Traction Control Clear Coat Paint Power Steering

Power Brakes Power Windows Power Locks Power Mirrors Anti-Lock Brakes (4) Driver Air Bag Passenger Air Bag 4 Wheel Disc Brakes Cloth Seats

Bucket Seats Aluminum/Alloy Wheels

NO. OP. DESCRIPTION OTY EXT. PRICE LABOR PAINT

7# VEH CONDITION - EXCELLENT 1

Job Number:

PRELIMINARY ESTIMATE 2004 CHEV MALIBU LS MAXX H/B 6-3.5L-FI 4D TAN Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRIÇE	LABOR	PAINI
2		REAR DOOR					
3*	\mathtt{Rpr}	RT Outer panel				2.0	2.0
4		Add for Clear Coat					0.8
5	R&I	RT Belt molding				0.2	
6	R&I	RT Applique front				0.1	
7	R&I	RT Applique rear				0.1	
8*	R≨I	RT Body side mldg				0.3	
9#		CLEAN/RETAPE MOLDING	1	2,	.00	0.2	
10	R&1	RT Handle, outside				0,4	
11	R&I	RT R&I trim panel				0.4	
12#	Refn	CORROSION PROTECTION					0.3
13#		CAR COVER	1	10.	00		•.•
14#		HAZARDOUS WASTE DISPOSAL	1	3,			
		Subtotals ==>		15.	 DD	3.7	3.1

Line 3 : DENT/CREASE - CTR OF PANEL BLEND WITHIN PANEL

Estimate Notes:

NO PRIOR DAMAGE NOTED AT THIS TIME

Parts				15.00
Body Labor	3.7	hrs @ s	40.00/hr	148.00
Paint Labor			40.00/hr	124.00
Paint Supplies			20.00/hr	62.00
Body Supplies			2.50/hr	9.25
	·			
SUBTOTAL			ş	358,25
Sales Tax	\$	358.25	@ 8.2500 %	29,56
GRAND TOTAL				
SILLID TOTAL			\$	387.81

05/19/2004 at 02:31 PM File# 11797-00073369

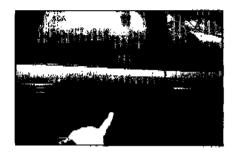
Owner: Appraiser: TOD EDENHOFER

2004 CHEV MALIBU LS MAXX H/B 6-3.5L-F1 4D TAN Int:

NU-LOCK'S CRISTO COLLISION

1301 RIDGE RD. EAST ROCHESTER, NY 14621 Business: (585)467-2000

INDICE REPORT



05/04/2004: EST01: RT REAR DOOR

05/19/2004 at 02:30 PM File# 11797-00073369

Claim#

Owner:

Appraiser: TOD EDENHOFER

2004 CHEV MALIBU LS MAXX H/B 6-3.5L-FI 4D TAN Int:

NU-LOOK'S CRISTO COLLISION

1301 RIDGE RD. EAST ROCHESTER, NY 14621 Business: (585)467-2000

IMAGE REPORT



05/04/2004: EST01:

Owner: Appraiser: TOD EDENHOFER

2004 CHEV MALIBU LS MAXX H/B 6-3.5L-FI 4D TAN Int:

MU-LOOK'S CRISTO COLLISION

1301 RIDGE RD. EAST ROCHESTER, NY 14621 Business: (585)467-2000

IMAGE REPORT



05/04/2004: ESTO1:

September 10, 2004

Rochester, NY

Service Request: 1-231666905

BRC, Customer Relationship Manager: Toni Blackshear

Dear

We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu, 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 800-231-1841 ext. 57915 on Monday-Friday during the hours of 8:00am-4:45pm EST. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

Confidential Information

CASE ASSESSMENT BY: Toni Blackshear CARS Request No: 1-231666905

Customer Name:

Year of Vehicle: 2004 Make: Chevrolet Model: Malibu Max Current Mileage: 2400

Vehicle ID No.: 1G1ZT62814F In Service Date: 2/18/2004 Purchased: New/Used

If used:

What is customer seeking: Replacement/Repurchase What is customer eligible for: Repairs

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Burning Gas/CURRENT

			scription of Repair:
4/14/04	3,013	10	oil life concern going from 29-100 automatically, dlrshp
	,		found no problems

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Engine Light On.

Date:	Militage	Days Out:	Description of Repair:
05/24/04	4196	4	Inoperative Module, PCM/VCM Replcd/Reprogrammed

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Vibration when Idling/CURRENT

Datet	Mileane	Days Out: 0	escription of Repair:
4/14/04	3,013	*	scan system for rough idle, no trouble codes, no misfire,
			no problems found.
05/24/04	4196	*	nothing abnormal felt/cust concern not duplicated.

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Panel on the Outside of Drivers Side of Vehicle Off/REPAIRED This date was a day that the paddock chevy did this work on the veh but did not create an ro for the veh.

Date:	Mi cage	Days Dut:	Description of Repair:
4/14/04	3,013	*	Panel on the drivers side of the veh has been reinstalled
			temporarily with one bracket. Dirshp replaced bracket but more
			brackets are needed.

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Moon Roof Leaking/REPAIRED

This date was a day that the paddock chevy did this work on the veh but did not create an ro for the veh.

AND S		44, 44,	wan pronon acpair
4/14/04	3,013	*	the concern with the moon roof leaking could not be duplicated
			by the dirshp.

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Power Steering Malfunction/REPAIRED

Date	Mileage	Days Out. De	scription of Repair:
4/14/04	3,013	*	scan system code C0545, special ordered steering column
			veh still at dirshp for the steering concern and being
			reviewed for the moon roof leaking.
4/14/04	3,013	*	veh light on, ses light on due to C0545 code from steering
			column

Team Manager Approval:

Date:

Confidential Information

OTHER SYMPTOM / COMPLAINT: Misc Date: Mileage Days Out: Description of Repair: N/A
Total Days Reported Out of Service: _14
VEHICLE MEETS PRESUMPTION: YES: NO: X
Arbitrate case: Settle case:
Case Recommendation for Customer Satisfaction (based on a review of documentation): CRM RECOMMENDS TO OFFER THE CUST A 12/12 SMART CARE FOR THE INCOVIENCE AND TO REPAIR THE VEH UNDER THE NVLW
Field Rep and/or DEALER RECOMMENDATION:



Paddock CHEVROLET, Inc.

3232 DELAWARE AVENUE KENMORE, NEW YORK 14127 Phone: 876-0945 www.paddockchevrolet.com

"GET THE BEST OF US



SFR	VICE	SALESPERSON	NO.		
DATE	REPAIR ORDER	MILEAGE ADVISOR	TECHNICIAN TO	YPÉ OPERATION	OPERATION DESCRIPTION

JENVICE	
1G1ZT62814A	ZEAD ANGLINOSE PLOS ACTION OF A CONTROL OF A
	00010000 NO. SERVICE CONTINUET CONTINUED CONTI
TOCHESTER, NY	CREEN/
	CVZZ 1/10 COMO PER TYPING NAME AND ADDRESS PRODUCTION ON PER TYPING TO THE TYPING THE TY
NAME PROCESSES	I hereby explorate the separt work trees as forth to be done by you, together with the

04/14/04 11:00pm PROGRATIVIENT 🔙 YUG. Advisor: PHIL

LABOR INSTRUCTIONS

entinoriza commencement has do no authorize commencement but do as authorize completion et a repair or sarvice, a charge will be imposed but diseascembly of partially completed work. Such charge will be directly mated to the actual amount of labor or parts innotived in the imspection repair or dervice.

RECOMMENDED SERVICES

0258ATIOW CPE	RATION DESCRIPTION NO / MI SOTAL
orcyzof oj	SER MI
ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS S	PARTS \$
	LASOR \$
TOTAL, \$	TOTAL \$
DATE	
TIME	
ALL PARTS ARE NEW OR FACTORY REBUILT	REPLACED PARTS REQUESTED
UNLESS SPECIFIED OTHERWISE.	☐YES ☐NO

ORIGINAL CUSTOMOS ESTIMATE: TOTAL

COMMENTS: ADVISED CLISTOMER OF DENT ON TRUNK LED

W. HC./2

TETERSIMESUSPENSIONS

CUSTOMER STATES STEERING ASSIST CUTS OUT WHILE DRIVING AND
SERVICE STEERING MESSAGE HAS BEEN DISPLAYING.

CUSTOMER STATES VEHICLE HAS ROUGH IDLE!

TECH CORY

DISCLAIMER WARRANTIES

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY THE MANUFRICTURED THE SOLID HEREBY EXPRESSLY DISCLAMBLE SOLID HEREBY EXPRESSION DISCLAMBLE SOLID HEREBY EXPRESSION DISCLAMBLE SOLID HEREBY EXPRESSION DISCLAMBLE SOLID HEREBY DISCLAMBLE SOLID HERBERT OF RESIDENCE SOLID HERBERT SOLID HERBERT DISCLAMBLE THE TOTAL SEPTIMENT OF THE SALE OF SAID PRODUCTS.

REPAIR SHOP REGL NO P5150211



232195 | Padabock CHEVROLET, Inc.

DATE

MILEAGE ADVISOR TECHNICIAN TYPE OFFERATION OPERATION DESCRIPTION

3232 DELAWARE AVENUE KENMORE, NEW YORK 1-127 www.paddockchevrolet.com Phone: 876-0945

"GET THE BEST OF US"

	BEST THE THE THE THE THE THE THE THE THE TH	ROCHISTER, NY	TGLZT62814F
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	fed for be done by year, logation will the fed for text of each of each of the fed for text of the fed for text of the fed for text of the fed for each of the fed for each of the fed for	OCCUPATION OCCUPATION	SIDSK NO.
	In the event that you, the custorrer, authorize commencement but do not eathorize commencement but do not eathorize compeleton of a repair or sorvice, a crange will be imposed for disassembly of partie by completed work. Such charge will be directly related to the actual smount of fabor or partie involved in the inspection, repetir or service.	OA BELIAREN MARS BELLAREDEACH BIOTH CANAL A/OA BOOK CONTROL BOOK CONTROL BACK BIOTH BACK BIOTH	AS87483 232195

RECOMMENDED SERVICES

ANY WARDANTES ON THE PRODUCTS SOLD HEREBY ARE THOSE WADE BY THE MANUFACTURED: THE SELLER HEREBY EXPRESSOR DISCULLAR PUNDESSOR FOR A MATIFICAL AF PUNDOSE, MAD METHER ASSUME NOF AUTHORIZES ANY OTHER PERSON TO ASSUME FOR TOWN WITH THE MODINECTION WITH THE REPAIR SHOP REG. NO. R5150211

WARRANTIES



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DO'L REPAIRS AUTHORIZED BY:

TOTALS .. LABOR\$

ABOR \$ AFTS \$

PARTS \$_

THE PARTS ARE NEW OR FACTORY REBUILT

REPLACED PARTS REQUESTED

∐ YES

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THERWISE.

JNLESS SPECIFIED



Paddock CHEVROLET, Inc.



Dute: 7-14-04

Fax Cover Letter

COMPANY:	6M CUSO	1555	FAX NO:_	1-866-29	<u> 3-0804</u>
ATTENTION:	Tank	BLACK	l SITER	<u>L</u>	
TOTAL NU	450 }-	COA	er letter)	:_4_	
FROM:				NOW NOOFTE	en.
PLEAS	SE ADVISE THIS	OFFICE IF AT	l pages an Tity in any	MAX. Gengir Kecetai	תפ

THANK YOU.

FAX NUMBER: (716) \$75-6607



Paddock CHEVROLET, Inc.CVCS232195

3232 Delaware Ave. Telephone 7164 KENMORE, NEW YORK 14217 Telephone 716-876-0945 www.paddockchevrolet.com

	ADVISOR	TAG	NO.	INVOICE DATE	INVOKCE NO.
5103	MC CARRIAGHE	R PATR 53		04/27/04	CVCS232195
	LABOR MATE	MULRAS	3.013	GREEN/	BTOCK NÓ.
	YEAR I MAKE I MODEL	- A / - C	-, -,	DELIVERY DATE	DELIVERY MILES
ROCHESTER, NY	04/CHEVROLET	/MALIBU/4DSD		02/18/04	FRONUCTION DATE
KOCHESTER, IV	VENTICLE LD. NO. 1 G 1 Z T 6	2814F		BOB JOHNSON	
	F. T. E. NO.	P. O. NO.		04/14/04	_
	COMMENTS	<u>. </u>	<u>-</u>	Q 4 /17/07	<u> </u>
CUSTOMER STATES STEERING SERVICE STEERING MESSAGE VERIFIED INTERMITENT INOI EQUID CODE COSAS/ STEERI	SION UNITS: 3.30 FECH(S): ASSIST CUTS OUT WHILE DRIV HAS BEEN DISPLAYING/ P POWER STEERING/ SCANNED S NG COLUMN ASSEMBLY/ ALLED STEERING COULMN/ CLEA	ing and Ystem/	WARRANTY	DISCLAIMER OF The seller, hereby expres- ties either expressed or implied warranty of merch particular purpose, 3nd authorizes any person to in connection with the sal	siy disclaims all warran implied, including an antability or filmess for neither assumes in assume for it any liability a ot saud products.
PARTSQTYFP-NUMBER	DESCRIPTION1 IS COLUMN KI 6.BK/OR	T PRICE-UNIT PRICE-	WARRANTY	NYS REPAIR SI R515	
SPAC# 00369357 4/. 108 # 1	RET-RKRPN 8.309	_	WARRANTY	ALL PARTS A	RE NEW OR
NO II 2 2233333		B # 1 TOTAL PARTS	0.00	FACTORY REE	
	JOB # 1 T	OTAL LABOR & PARTS	0.00	SPECIFIED (
# 2 40CVZ *ENG MECHANICAL	WORK UNITS: 0.30 TECH(S):	580	WARRANTY		2
CUSTOMER STATES VEHICLE SCANNED SYSTEM/ NO FAULT NO MISFIRES PRESENT/ ALL ADVISED CUSTOMER/	HAS ROUGH IDLE/ CODES FOUND/ SCANNED ENGIN DATA NORMAL/	e data/		CHEN F	OLT DEA
PARTSQTYFP-NUMBER	ing samu kalang pa ak	B # 2 TOTAL PARTS	0.00	Paddock Ct	il KVDOLET Ing
· 1773	J08 # Z7	OTAL LABOR & PARTS	0.00	-unites C	EVACLES, INC.
R# 3 40CVZ-1 ENG MECHANIGAL W	ORK UNITS: 1ECH(S): WENT FROM 29 TO 100 BY 1TS	580 <i>#99</i> 7	0.00	3232 DELAW/	
RESET OIL LIFE/ UNABLE TO DUPLICATE ANY	MALFUNCTION/			KENMORE, NE'	
PARTSQTYFP-NUMBER	DESCRIPTION		0.00) www.paddock	·=
	308 # 3 T	TOTAL LABOR & PARTS	0.00		
₩ 4 04CVZ17 ACCESSORY	UNITS: TECH(S):		WARRANTY	GA	E0 .
RENTAL PROVIDED 4-14-04 RETURNED 4-29-04 15 DAYS PROVIDED				SERVICE 🚅	
PARTSQTYFP-NUNBER	····-DESCRIPTIONLIS	ST PRICE-UNIT PRICE- DB # 4 TOTAL PARTS	0.00		
	JOB # 4	TOTAL LAROR & PARTS	0.00		
J# 5 45CVZ-1 ELECTRICAL ENG W	WORK UNITS: TECH(S)	:580	WARRANTY	7kank	You!
LIGHT ACTIVATION FROM ST	reering failure/ see Job on	F/		WE APP	
PARTSQTYFP-NUMBER	DESCRIPTIONLI	ST PRICE-UNIT PRICE- OB # 5 TOTAL PARTS	0.00	YOUR CON	FIDENCE IN LERSHIP.
PAGE 1 OF 3	FILE COPY [CONTINUED ON NEXT PAG	SE) 02:41 pm	Companyini di 1996 Tin	s Kryunida and Kryunida (ins grand byde - SP602008 (i



Paddock CHEVROLET, Inc.CVCS232195

aware Ave. Telephone 716-876-0945 KENMORE, NEW YORK 14217 3232 Delaware Ave.

www.paddockchevrolet.com

STOMER NO. 5	1.03	ADVISORI MC CA	RRIAGHER PATR	53	,	04/27/04	CVC\$23219
		(A00) 841		MEAGE	3 013	GREEN/	STOCK NO.
		JEAN I MAN	KE / MODEL		2,013	DELIVERY DATE	DELIVERY MILES
			HEVROLET/MALIBU/	4DSD		02/18/04	
KOCHESTER,	NY	1 G	1 Z T 6 2 8 1 4	F		RELLING DEALER NO. BOB JOHNSON	PRODUCTION DATE
		F, T. E. NO		P. G. 14G.		04/14/04	
Δ-1	T NI PRINCES BUI	DOMMENT	8				
		٠٠	10B # 5 TOTAL LABOR	& PARTS	0.00	DISCLAIMER OF	
SU	BODY WORK CUSTOMER SERVICE S BLET TO ANGES FOR W LEAKS FOUND/ UNABL	rates check water le. Ater test/	TECH(\$):53 4K FROM MOON ROOF		Warrani Y	The seller, hereby expre- ties either expressed or implied warranty of merci particular purpose, and authorizes any person to micromeoston with the se	nentationly of namess for neither assumes fi assume for ill arry liabili
RTS 2TY-	FP-NUMBER	DESCRIPTION	LIST PRICE-UNI	T PRICE-	0.00		
		,	JOB # 6 IUIAL LABOR		0.00	NYS REPAIR S R515	
7+82CVZ-1	BVVA FRUSK	UNITS: 0.2) TECH(\$):32		YTMARRAW	ALL PARTS	RE NEW OR
GH.	CUSTOMER SERVICE S	TATES DRIVERS ROCKER	MOLDING LOOSE/		i	FACTORY RES	BUILT UNLESS
DE	BLACER OME RETAINER	THE REAR / ACTVINES CO.	STORMER IN SEE			SPECIFIED (THEHWISE
SE	LLING DEALER TO HAV TAINER IN STOCK/	E REPAIRED PROERLY A	S WE UNLY HAD UNE		•		-
		DESCRIPTION	LIST PRICE-UNI	T PRICE	A AA	2	MOLET
4,1			JOB # 7 TOTA	L PARTS	0.00	Pag	22
			JOD # 7 TOTAL LABOR	2 PARTS	00.0	!	9
UBLETPO#- OB # 4 2321	VEND INV#-IN	V.DATE-DESCRIPTION /29/04 USA:RENTAL:			WARRANTY	Paddock c	
	95 35071 88 33 04	/29/04 USA RENTAL	TOTAL	SUBLET	INTERNAL 0.00	Panasee C	EVROLE I, IIK
tsccode-			CONTROL NO	. SS 7		3232 DELAW	ARE AVENUE
)B # 4	DP WOW ACCOUNT		TOTAL	MISC	INTERNAL 0.00		W YORK 14217
	1.1%		TOTAL	- 11100	9,43	I	876-0945
MMENTS DVISED CUSTOME	R OF DENT ON TRUNK	LIDA	e e e e e e e e e e e e e e e e e e e	· · · · · · · · ·		www.paddock	ichevrolet.com
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Paddock CHEVROLET, Inc.CVC\$232195

3232 Delaware Ave. Telephone 716-876-0945 KENMORE, NEW YORK 14217 www.paddockchevrolet.com

5103	MC CARRIAGHER PATR 53	04/27/04 CVCS232195
ROCHESTER, NY	7,013 VEAR/MAKE/MODEL 04/CHEVROLET/MALIBU/405D VEHICLE UN NO. 1 G 1 Z T 6 2 8 1 4 F F. T. E. NO. P. O. NO.	GREEN/ DELIVERY ONTE O2/18/04 SELLING DELIVERY MILES O2/18/04 SELLING DELIVERY MILES O4/14/04 SELLING DELIVERY MILES O4/14/04
TOTALS *********************************	* TOTAL PARTS 0.00 * TOTAL SUBLET 0.00 * TOTAL G. 0 0.00 * TOTAL HISC CHG. 0.00 * TOTAL MISC CHG. 0.00 * TOTAL MISC DISC 0.00 * TOTAL TAX 0.00 * TOTAL INVOICE \$ 0.00 * * *****************************	DISCLAIMER OF WARRANTIES The selfer, hereby expressly disclaims all windsties offer expressed or implied, including any implied warranty of merchantation or filters for a particular purpose, and neither assumes nor particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. NYS REPAIR SHOP REG. NO. R5150211 ALL PARTS ARE NEW OR FACTORY REPUBLIC UNLESS SPECIFIED OTHERWISE
CUSTOMER SIGNATURE ************************************	E YNVOICE ************************************	Paddock CHEVROI FT, Inc. 3232 DELAWARE AVENUE KENMORE, NEW YORK 14217 PHONE: 876-0945
	edalas lucius Ares	SALES SERVICE PARTS
PAGE 3 OF 3 FILE COPY		7hank You! WE APPRECIATE YOUR CONFIDENCE IN OUR DEALERSHIP.

Confidential Information

CASE ASSESSMENT BY: Toni Blackshear CARS Request No: 1-208394549

Customer Name:

Year of Vehicle: 2004 Make: Chevrolet Model: Malibu Max Current Mileage: 2400

Vehicle ID No.: 1G1ZT62814F In Service Date: 2/18/2004 Purchased: New/Used

If used:

What is customer seeking: Replacement/Repurchase What is customer eligible for: Repairs

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Burning Gas/CURRENT

			scription of Repair:
4/14/04	3,013	10	oil life concern going from 29-100 automatically, dlrshp
	,		found no problems

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Engine Light On.

Date:	Militage	Days Out:	Description of Repair:
05/24/04	4196	4	Inoperative Module, PCM/VCM Replcd/Reprogrammed

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Vibration when Idling/CURRENT

Datet	Mileane	Days Out: 0	escription of Repair:
4/14/04	3,013	*	scan system for rough idle, no trouble codes, no misfire,
			no problems found.
05/24/04	4196	*	nothing abnormal felt/cust concern not duplicated.

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Panel on the Outside of Drivers Side of Vehicle Off/REPAIRED This date was a day that the paddock chevy did this work on the veh but did not create an ro for the veh.

Date:	Mi dage	Days Out:	Description of Repair:
4/14/04	3,013	*	Panel on the drivers side of the veh has been reinstalled
			temporarily with one bracket. Dirshp replaced bracket but more
			brackets are needed.

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Moon Roof Leaking/REPAIRED

This date was a day that the paddock chevy did this work on the veh but did not create an ro for the veh.

AND S		44, 44,	wan pronon acpair
4/14/04	3,013	*	the concern with the moon roof leaking could not be duplicated
			by the dirshp.

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Power Steering Malfunction/REPAIRED

Datie	Mileage	Davs Out	escription of Repair:
4/14/04	3,013	*	scan system code C0545, special ordered steering column
			veh still at dIrshp for the steering concern and being
			reviewed for the moon roof leaking.
4/14/04	3,013	*	veh light on, ses light on due to C0545 code from steering
			column

Team Manager Approval:

Date:

Confidential Information

OTHER SYMPTOM / COMPLAINT: Misc Date: Mileage Days Out: Description of Repair: N/A
Total Days Reported Out of Service: _14
VEHICLE MEETS PRESUMPTION: YES: NO: X
Arbitrate case: Settle case:
Case Recommendation for Customer Satisfaction (based on a review of documentation): CRM RECOMMENDS TO OFFER THE CUST A 12/12 SMART CARE FOR THE INCOVIENCE AND TO REPAIR THE VEH UNDER THE NVLW
Field Rep and/or DEALER RECOMMENDATION:

10 de Septiembre de 2004



Expediente de servicio: 1-231770396

Gerente de Servicios al Cliente: Ismael Torres

Estimado Sı :

Gracias por su reciente comunicación referente a su Chevrolet Malibu del 2004. Los comentarios de clientes como usted expresando sus impresiones y experiencias, nos permiten mejorar nuestros productos y aumentar la satisfacción de nuestra clientela.

Sus comentarios nos indican que tiene preocupaciones con su vehículo, le hemos tratado de llamar para ver como podemos asistirlo. Desafortunadamente no hemos podido comunicarnos con usted al número de teléfono que tenemos en nuestros expedientes.

Entendemos que quizás alguien le pueda estar asistiendo en su concesionario o nuestro Centro de Servicio. Si este no fuera el caso y todavía necesitara asistencia, puede comunicarse directamente con nuestro Centro de Servicios al cliente al 1-800-222-1020 durante las horas de 8:00 a.m. hasta las 8:00 p.m. de lunes a viernes. Por favor tenga a mano el número de referencia arriba mencionado y cualquiera de nuestros Gerentes le ayudarán. Si usted ya se ha comunicado con nuestro Centro de Servicios al Cliente, por favor ignore esta carta.

La meta de Chevrolet y sus distribuidores es lograr su completa satisfacción con nuestros productos y servicios. Esperamos su pronta comunicación.

Sinceramente,

General Motors Corporation

SU0003-T/sr



Service Request: 1-232231595

Customer Relationship Manager: Jonathon Trent

Dear Mr.

Chevrolet is pleased to provide service coverage for the steering in your 2004 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54834F

This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until June 3, 2009, 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:

Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

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 Malibu. 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,

General Motors Corporation

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.

September 10, 2004

835 Scott St Talladega, AL

Service Request: 1-232516115

Customer Relationship Manager: Gregory York

Dear Mrs.

We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu, 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 1-866-952-4368 extension 58511 Monday through Friday during the hours of 9:00 a.m. to 5:45 p.m., EST. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

SCF KIRKS Chevrolet Motor Division P.D. Sof 10054 Tolet, Oh. 43699-0054

4 3699 - 905 اساطططاطاطاطاطاطاطاطاطاطاطاطاط Chevrolet Motor Division P.O. Box 10054 Toledo, OH 43699-0054

ATTENTION: Charles F. Ugolino, Director of Operations

Dear Mr. Ugolino,

I received a card this date from you questioning me concerning a return of service survey that I had been mailed. As it happens, I had returned the survey about two days before. I also received the very next day, another recall on the 2004 Malibu that I purchased November 21, 2003. I have not felt right about the last two surveys that I have returned. I never gave them less than a satisfied on the questions, but, I have continually had the feeling, that it isn't the service that is less than the highest rating, but the feeling that I have about my car

I am a widow, 77 years old, and live independently. I bought this car, thinking it would probably be the last new car I purchased (I also had that thought when I purchased a new 1995 Buick Regal). Since November 21, I have spent a lot of my time taking this Malibu back for problems which I will list below. It is not that they are not courteous, furnish me with transportation when needed, it is the hassle of having to deal with it. I purchased a new car, and did not expect to see anyone in the service department, other than for an oil change, for a long time. WRONG.

The latter part of Dec. I took car in because of a continued "rattle" in the passenger door. I took the young man on a ride, and could not duplicate noise, so a ticket was not made out and they did not keep the car. On January 20, 2004, I experienced the loss of power steering while on the road, at night. I handled it, but I should not have to have this type of problem. They again checked out noise in front door, and also the window on the drivers' side was catching when raising the window. They kept the car from Jan. 20th thru February 03 replacing the electronic power steering. I was given a loaner car, a 2003 Monte Carlo. On March 16th a light came on indicating a problem and I took it to shop, They told me it was safe to drive and I took it back the next day to be calibrated. . I reported a "whine" noise that I hear occasionally in the engine, so far has not been duplicated for them, and may be nothing, but can you understand that I am continually concerned with the "next" problem. May 4th, I took the car back with driver window still catching when being raised. Run was replaced. and seatbelt on passenger side was replaced which had been causing the rattling that seemed to come from door. I had a Recall with new stickers to be placed over old ones concerning the air bag warning. So far I have handled things, but I didn't buy a new car to have to continually be running to the service shop, arranging my days, so I can handle same. At this time I do not have the information

concerning the Lemon Law, but am seriously considering looking into this. I travel on the highway quite frequently, and only three years ago was driving to Texas by myself. I stopped because of some health problems, but mainly, the car I had at that time was getting older. With the record of this car, I am not sure that I would consider a trip like that by myself. It is not the service that I rate less than satisfactory, but the car itself.

Actual Milage: 2636 miles

Sincerely yours,



cc: Shottenkirk 1537 North 24th St. Quincy, Il 62301

PAR Case Assessment Form

Cishal Daywood No. 4 222704024
Siebel Request No.:1-233791024
Customer Name:
Product Purchased?: New Used
Vehicle Identification Number: 1G1ZT54894F
Model: Mailbu Make: Chevrolet Year:2004 Mileage:
Service Request Detail Screen Reviewed and Updated
Pre-PAR Form ⊠ Reviewed and Updated
PAR Detail Form ⊠ Reviewed and Updated
Allegation and / or Claim
Allegation and / or Claim
OnStar (Follow specialized procedure)
☐ Credit / Rebill Process (Review Step-by-Step)
□ Injury_
Reviewed Step-by-Step in Webknowledge:
☐ <i>Major</i> (Surgery, compensation, current medical treatment, lacerations, sutures, fractures,
paralysis, loss of consciousness, fatality)
☐ Forward file to ESIS.
☐ <i>Minor</i> (Bruises, bumps, scratches, abrasions, headaches) - Review with customer for a
thorough description.
□ Dealer
☐ Forward file to EAA
☐ <i>Grey Area</i> (Past: medical treatment, surgery and injury. Pregnancy, numbness)
Review file with Team Manager
☐ Forward file to ESIS
☐ PAR will work file
FAX WIII WORK HIE
□ Collision (Includes curbs and / or sidewalks):
☐ <u>Air Bag/s (Vetronix)</u> –
□ Non-Deployment
Forward file to EAA
Advised customer on basic air bag function
☐ Inadvertent Deployment <u>without</u> collision
Advised customer on basic airbag function
☐ Dealer (Inspect under-carriage)
_ Forward file to EAA
☐ Deployment <u>with</u> Collision
☐ Advised customer on basic air bag function
☐ Dealer (Inspect vehicle and obtain a repair estimate)
☐ Forward file to EAA (Customer is requesting an inspection)
Major Body Damage (Review with customer and/or Dealership, Bodyshop for thorough
description and vehicle location)
☐ Forward file to EAA
Advised customer on basic brake/ABS function
☐ Minor Body Damage (Review with customer and/or Dealership, Bodyshop for thorough
description and vehicle location)
Advised customer on basic brake/ABS function
☐ Advised customer on basic brake/Abs function
☐ Forward file to EAA (Customer is requesting an inspection)

☐ Thermal Event:

☐ <i>Minor</i> (Centralized / Confined to a small area) – Review with customer and/or Dealership for a
thorough description.
☐ Dealer Inspection and / or Repair Order☐ Forward file to EAA.
Smoke / Non-Thermal –
Return to Workflow (File reviewed < 24 HRS after assignment).
☐ PAR will work file (File is > 24 HRS after assignment).
☐ Property Damage (Includes pets): ☐ < \$1,000 - Advise Dealership to proceed under PAR Warranty code Z1241
> \$1,000 - Review with customer and/or Dealership for thorough description. Obtain estimate
and attach to file and / or conclude damage may be >\$1,000
☐ Forward file to ESIS.
Insurance Subrogation Claim
☐ Deductible Claim ☐ Compensation Claim with Supporting Documentation – Review with customer and/or caller for
thorough description.
☐ Forward file to ESIS.
☐ Law Enforcement Inquiry <u>without</u> allegation
Forward file to Workflow
☐ Law Enforcement Inquiry <u>with</u> allegation ☐ Review file with Team Manager
_
☐ Customer Retracted Allegation: ☐ PAR will close file.
TAX will close life.
Vehicle Evaluation
☐ Inspection requested ☐ EAA
☐ Dealer
☐ Field Personnel
☐ Inspection <u>not</u> requested
☐ Customer did not authorize inspection☐ Customer accepted explanation and resolution
Customer retracted allegation
☐ Vehicle not available
☐ Customer does not own vehicle
Siebel Actions/Follow-Up
 ☑ Documented all actions and events in the PAR file ☑ Provided resolution to Dealer and AVM
CRM Resolution / Recommendation
☑ Forward file to ESIS☐ Repair
Repurchase
☐ Trade Repurchase
Law Enforcement Inquiry
☐ GM declines responsibility ☐ File Closed / Customer Information Request Only
File forwarded to the Workflow
Non PAR File
☐ Other



To: John Shephard	From: Denise Hampton
Fax: 772 461 4856	Fax: 866-549-8879
Pages: 2	Phone: 800-231-1841 X58723

Attached is the Dealer Confirmation Letter and Repurchase Worksheet. Please sign and return via fax along with a New Bill of Sale.

Please Fax Documents.

I CANNOT PROCESS CASE WITHOUT ALL DOCUMENTS.

- Signed Dealer Confirmation Letter
- A New Bill of Sale base off of Worksheet Dealer Sign Only

Thanks,
Denise Hampton
Repurchase Coordinator

Dealer Confirmation Letter- Collateral Exchange Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa F1 33610 Denise Hampton Phone (800) 231-1841 Ext. #58723

Collateral Exchange Agreement between Robert H. China and its dealer partner Bill Shultz Chevrolet.

Customer's Name: Case Number:	1-234539499				
Thank you for assisting Chevrolet in the collateral exchange for our mutual customer.					
receiving a completed coll- institution representative.	a check in the amount of \$22,110.00 made payable to Robert China and Bill Shultz Chevrolet, afte ateral exchange form that has been signed by the customer, dealer representative, and financial The customer, in order to make the transaction take place, must supply any funds that might be check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old cle).				
When writing the sales ag	reement for this exchange, please use the numbers below:				
replacement vehicle. Wi	n/a \$156.50 (GM pays – pls show this on bill of sale) [Not Applicable] [If applicable] [Not paid by either party] [\$200 applied as warranty credit via W.I.N.S.] is obligated to make arrangements to complete the collateral exchange paperwork for the the exception of the VIN, nothing in the financing contract changes because the lien holder a funds must be brought to the dealership signing at the time of the transaction. Using the figures				
Upgrade = Usage = Sales Tax = State Fees = Total Customer Contribution Bill Shultz Chevrolet agreement of the contribution of	\$n/a \$n/a \$n/a \$n/a \$n/a \$n/a on = \$n/a sto sign a Power Of Attorney to enable GM to make the necessary arrangements with the above ding institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle. with this offer, please sign and date below and return a copy to my attention at the following				
Bill Shultz Chevrolet/BAC 114744 Management Agent's Signature and Title.					

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

Bill Shultz Chevrolet/BAC 114744 Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

nedezeniare langzekimetawa



Fax: 1-866-549-88	79 Pages	. /	
Phone:	Date:	July 2	8 2004
Les Chevy Malibe Mi Auto Replacement Urgana O For Raviow	9×× cc :	/	
HUTO Replacement] Piesse Comment	□ Please Reply	□ Please Recycle

Dear Denise,

As per our phone conversation

of July 27, this is a fax of our

FLORIDA registration, Our phone #

15 7,2 9,1

Ce11 #

 REG. TAX
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FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 07/13/04 DL#:

VIN-1G1ZU64834F

TC:90909307 YR/MK:2004 CHEV

PORT ST LUCIE. FL















GENERAL MOTORS BUSINESS RESOURCE CENTER

August 11, 2004



TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, VIN#1G1ZU64834F

Case Number: 1-234539499

Dear Mr.

We regret that you are dissatisfied with your 2004 Chevrolet Malibu 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 VIN#1G1ZU64804F2 2004 Chevrolet Malibu. Your responsibilities may be, <u>but not limited to</u>, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 9/16/04 \$26,054.74

Plus Upgrade \$n/a

Plus Usage \$n/a

Plus Taxes \$n/a

Plus registration, tag, title fees \$n/a

TOTAL RESPONSIBILTY OF CUSTOMER \$26,054.74

General Motors will repurchase VIN #1G1ZU64834H in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-549-8879 by August 12, 2004. 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

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 Bill Shultz Chevrolet. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58723 if you have any questions or concerns.

Sincerely,
Denise Hampton
Business Resource Center

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

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











Signature and Date



 To:
 John Shephard for Robert
 From:
 Denise Hampton

 China
 Fax:
 772 461 4856
 Fax:
 866-549-8879

 Pages:
 2
 Phone:
 800-231-1841 Ext.
 58723

Attached is the Settlement Offer. Please sign and return via fax.

Please Fax Document.

I CANNOT PROCESS CASE WITHOUT THE:

• Signed Settlement Offer

Thanks,
Denise Hampton
Repurchase Coordinator

VEHICLE 56858

Date: 06/17/04

Salesman #1: BRADLEY D WILKENSON

DEAL#: 27267

Stock #: 4684

BILL SHULTZ CHEVROLET, INC.

4200 S. US #1 -- P.O. Box 13029 FORT PIERCE, FL 34979 Telephone 772-461-4800 Vero Beach 569-0686 — Stuart 335-2500

VAULT AS NOMINEE FOR GMAC

CHVW.	P" SOLD TO: C	/O GMAC	V ((W ()))	Salesm	an #2:	10
CUST#		O BOX 8111 OCKEYSVILLE MD 21	1030		Venicle	T
		SERIAL #		c l	Sale Price	25280.35
YEAR _	2004	KEY #'s		500	Service Contract (A)	710.00
MAKE	CHEVROLET	MILEAGE			State of Fia. Battery Fee	
MODEL	MAXX				State of Fla. Tire Fee	
BODY	4DR		New Demo □			lola.50
Descrit	oed Vehicle Sold As: N	ew. KDX Used. □	New Denio		Total Price	25280.35
(A) Ser	rvice Contract with: 61	MPP			Less Trade Allowance	
	e & Disability Ins. with:				Taxable Amt	3316.50
(C) Phy	ysical Damg. Ins. with:				State of Fla Sales Tax	198,99
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06/17/2004

TOTAL

BILL SHULTZ CHEVROLET, Inc.

SALES ASSOCIATE Brad Wilkerson	DATE 6-17-04
CUSTOM	PHONE
ADDRES	INTERESTED IN Maliba Make
How many miles on your car?36275	Is this actual mileage? 📮 Yes 🗖 No
2 How often was oil changed? 51-5-	When was last time? Tust Done
3 How many miles on tires?	
4 What gas mileage are you getting?	
5. Has your car ever been damaged, involved in an accider	it, or had paint work?
Explain	
6. Did you buy car new?	
7. When was your last tune-up?	
8. Is there a spare tire and jack? The No	Vane -
9. What equipment will be removed or altered?	
10. Who holds this:	Amount of monthly payment? 369.—
11. Payoff amount? Yes No	/
	? V Yes ⊐ No
	✓ Yes ☐ No How much?
14. Does your car have a balance on a service contract? 15. Is your vehicle equipped with all emission controls?	Des De
Customer Sig	nature
OVER 100 ACTUAL 5 DIGIT 6 DIGITL INACCURATE MILEAGE 1 D #	13.000 ACV MGR
16NDT13XX3K	37.4
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4 CYL ☐ 6 CYL ☐ 8 CYI	
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GENERAL MOTORS BUSINESS RESOURCE CENTER

August 11, 2004



TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, VIN#1G1ZU64834F

Case Number: 1-234539499

Dear Mr.

We regret that you are dissatisfied with your 2004 Chevrolet Malibu 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 VIN#1G1ZU64804F2 2004 Chevrolet Malibu. Your responsibilities may be, <u>but not</u> <u>limited to</u>, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

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Plus Upgrade \$n/a

Plus Usage \$n/a

Plus Taxes \$n/a

Plus registration, tag, title fees \$n/a

TOTAL RESPONSIBILTY OF CUSTOMER \$26,054.74

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- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)
- ⇒ this offer is contingent upon the approval of your lending/leasing institution
- ⇒ no cash back rebates or incentives of any kind are applicable towards this transaction
- ⇒ the enclosed release agreement is signed and returned with this offer letter

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Bill Shultz Chevrolet. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58723 if you have any questions or concerns.

Sincerely,
Denise Hampton
Business Resource Center

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Signature and Date



 To:
 John Shephard for Robert
 From:
 Denise Hampton

 China
 Fax:
 772 461 4856
 Fax:
 866-549-8879

 Pages:
 2
 Phone:
 800-231-1841 Ext.
 58723

Attached is the Settlement Offer. Please sign and return via fax.

Please Fax Document.

I CANNOT PROCESS CASE WITHOUT THE:

• Signed Settlement Offer

Thanks,
Denise Hampton
Repurchase Coordinator













GENERAL MOTORS BUSINESS RESOURCE CENTER

August 11, 2004



TRADE SETTLEMENT OFFER

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Case Number: 1-234539499

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Sincerely,
Denise Hampton
Business Resource Center

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

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Signature and Date



Service Request: 1-236174130

Customer Relationship Manager: Alfred Minder

Dear Mr.

We are sorry you have experienced concerns with your 2004 Chevrolet Malibu MAXX. 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. 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.

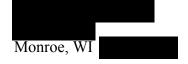
Sincerely,

General Motors Corporation

ATTENTION: DEALERSHIP SERVICE MANAGER Complimentary Lube, Oil and Filter

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.

September 10, 2004



Service Request: 1-236174130

Customer Relationship Manager: Alfred Minder

Dear Mr.

We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu MAXX, 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 1-866-942-4368 extension 47204 Monday through Friday during the hours of 8:30 a.m. to 5:15 p.m. Central Standard Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

General Motors Corporation



Service Request: 1-239562821

Customer Relationship Manager: Yolanda Garrett

Dear Ms.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

September 10, 2004



Service Request: 1-239875004

Customer Relationship Manager: Stephanie Hovda

Dear Mr.

We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu, 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 1-866-932-4368 extension 38171 on Monday through Friday during the hours of 8:00 a.m. and 4:30 p.m. Eastern Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

General Motors Corporation











GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

>>>>>TO BE FAXED TO MSX<

TO: Charles Back DATE: 8/2/04

DEALER: Terry Lee Chevrolet

FAX #: 513-697-2694

A CLAIM HAS BEEN FILED AGAINST GENERAL MOTORS WITH THE BETTER BUSINESS BUREAU AND THE CUSTOMER HAS LISTED YOUR DEALERSHIP IN THE CLAIM. THE GENERAL MOTORS BUSINESS RESOURCE CENTER, ALTERNATIVE DISPUTE RESOLUTION DEPARTMENT, WILL HANDLE ALL NEGOTIATIONS AND SETTLEMENTS REGARDING THIS CLAIM.

IN ORDER TO PROCEED, AND TO COMPLY WITH STATE REGULATIONS WE WILL NEED THE FOLLOWING INFORMATION FAXED WITHIN 24 HOURS:

- * ALL REPAIR ORDERS (FRONT AND BACK)
- 🎤 /SALES CONTRACT, BUYER'S ORDER AND/OR SALES AGREEMENT
- /ACV/APPRAISAL SHEET, IF TRADE WAS MADE
- ✓ INCENTIVES ACCEPTANCE FORM
- ✓ DEAL RECAP SHEET
- ANY AVAILABLE FINANCING INFORMATION
- * ADDITIONAL INFORMATION

USE THIS ENTIRE PAGE (AFTER YOU COPY) AS THE COVER SHEET:

PLEASE FAX THIS INFORMATION ... WITHIN 24 HOURS ... TO

MSX-GENERAL MOTORS BRC >>>>>FAX: 866-249-2312<<<<<<

LINK TO CASE NO:1-239900424 DEALER PAGES_____

CUSTOMER'S NAME: Kelly Stephens VIN: 1G1ZU54824F104011 Date of purchase: 9/22/03

THANK YOU FOR YOUR QUICK RESPONSE.

Linda Carr

GENERAL MOTORS/BRC: ALTERNATIVE DISPUTE RESOLUTION PHONE, 800-231-1841, EXT: 57139

TERRY LEE BIE WROLET

DEAL #: 40462 STOCK #: 40251

9673 KINGS AUTOMALL ROAD PHONE 683-4TLC (4852) <u>CINCINNATI, OHIO 45249</u>
TOLL FREE 800/956-4TLC

'URCHASER'S						, 10-17	DATE		SEP 22nd	21	03
		(PRINT OF	TYPE)	. <u> </u>	***						
MASON OH	WARR	Ем .	 	DF	liver's	LICENSE #	V 1 MAIII	INTU	<u> </u>		
CITY	WARK	□ IN		SA	LESPE	RSONIERR	Y L MAHI	OKIN		***** <u>**</u>	
HONES				E-	MAIL		11.00				
PLEASE ENTER MY	ORDER FOR	STOCK	NO. 46				w 🗆 c	DEMO	USED	AS FOLLO)WS:
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CHEVROLE	TRIM		ERIAL NO.			CAR		BIATH DA	51 NE	YEAR 2 DEL DATE	04
	GRAY LTH		1G1ZU548	24F				1	08/62		20
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SIGNED:	PUF	CHASER			.	- <u> </u>					N/A
The Seller, TERRY LE						TCH			nt:	199	
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assumes nor authorize	es any other perso	on to assu	me for it any lia	bility in connection	—	LUTLE HAT	JEAL			<i>f</i>	1.00
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duration to the term of The undersigned pur			does that the	annlicable provi-		LATE: BUY	[] TR/		TEMP [X]		
sions of Consumer C	redit Protection	Act (Publ	ic Law 90-321	382 Stat. 146 Et.			DESCRIPT	ION OF	TRADE-IN #2	2	
Seq.) if applicable to execution of this agree	o this transaction e <mark>ment.</mark>	n nas be	еп тину ехра	linea prior to the							
All non GM items n	oted below on	this sale	s order are r	not warranted by	TYPE					YEAR 19	
General Motors.					_		· · · · · · · · · · · · · · · · · · ·			20 Miles	
IF PURCHASE OF THE FINANCE AN) SERI	ALNO. GATIVE EQUIT	· ·				
THE RETAIL INST.	ALLMENT COI	NTRACT	- SECURIT	Y AGREEMENT	100	ASH PRICE C	F VEHICL	E HAS	BEEN RAISEI	o \$	
BETWEEN THE CU					-	O COVER NE	GATIVE E	QUITY iI	N TRADE-IN V	EHICLE.	
The attached signed 5	Spot Delivery Agr	eement is	a billuling payr						I TOMOTUA	VE FINANC	E
CUSTOMER SIZINATORE	<u> </u>			9/240		separate rece required as p	· _	****		26685	
	/		/		ı.	required at p ment by cu	1		ENTARY FEES	N/A X\$XX 26685	
DEALER SIGNATURE IF NO The front and back of this		he entire a	greement affection	ng this purchase and	- I	ase ask if you			STAX7.0 %	1867	
no other agreement or u	understanding of a	nv nature d	concerning same	e has been made o	1 200	eive a receipt.	·		TITLE FEE		.75
for the purchase of this agreement.	motor vehicle ex	cept as ap	pears in writing	on the face of this			N	IECH. BRI	EAKDOWN COV.		V/Δ
I have read the matter programme as if it were printed	rinted on the back I	hereof and	agree to it as a	part of this order the	Cus	tomero Initials: _			AL TOTAL	28573	
binding contracts in this s	state and hereby ac	knowledge	re <u>ceipt of a copy</u>						G REBATE	2000	1
I represent that I am at le order and authorize Terr				h the Credi			ON DELIVE	RY REC.		5000	.00
Bureau.			Cy ,	20/02	-	TRADE ALI LESS BAL.	LOW.		18684.54 18684.54		N/A
SIGNED THE ORDI	ER IS NOT VALID UN	ILESS SIGN	VED AND ACCEP	22/03 PURCHASER TED BY	 	TOTAL DOV	WN		1000 T. p4	7000	
DE	ER IS NOT VALID UN ALER OR HIS AUTH	IORIZED RE	PRESENTATIVE		-	UNPAID BA				21573	
APPROVED						LUXURY TA	¥Χ				
	CNICO	11111ADEC		MATC							

Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 406(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-513.

CALCULATION OF FIGURES ON THIS ORDER ARE SUBJECT TO CORRECTION IN THE EVENT OF MATHEMATICAL ERROR OR OBVIOUS MISTAKE.

TRADE-IN VEHICLE APPRAISAL AND INSPECTION FORM

ADDRESS			M.	NAME	04	
TELEBUONE (U)	(W)			(CELL)		
YEAR 2002	MAKE BODY	WFINIT	<u> </u>	MODEL	620	<i></i>
VIN JUKCPILA32T	BOD\	1 Yan		COLOR		3CK
F-MAIL ADDRESS						shuper
ASK THE CUSTOMER TO AN	NSWER, TO THE BES	T OF CUSTOME	ER'S KNOWL	EDGE, THE	FOLLOWIN	NG QUESTIONS: NG QUESTIONS:
When did you purchase to the second sec	this vehicle? 4/2	<u>002</u> 7.	. Has this ve	chicle been i se describe	n an accider anv damage	nt? resulted to the vehicle.
2. Where did you purchase	this vehicle? ICING	<u>v</u>				
3. In what state is this vehic	cle titled? Our		. Has the ve	1?		Yes □ No
4. Is this vehicle titled in the			in good wo	orking order?	?	nt on this vehicle Yes⊠∕No
5. Are you the original own			disconnect	ed?		been deployed o Yes□ No
Has this vehicle ever be junk or rebuilt vehice	en titled as a salvage, ele?	Yes□ No 🖭		as it repaired om?		ected? Yes□ No
Odometer 24,982 Reading	5 Digit [2] 6 Digit [3] EVALUATION OF OV	□ Not Actual □	Customer Si		IONS	
						UATI <u>ON</u>
OPTION EVALUATION	ON NOTE	ANY DAMAGE T	O VEHICLE	OPTION	<u></u>	•
Body/Paint			*	Seat Belts		
Glass			2 0	Seats/Car	pet	
Tires		5		Gas/Oil/Er	nissions	
Trunk			<u></u>	Transmiss	ion <u>auto</u> □	3sp □ 4sp □ 5sp 0
Engine <u>4cyl □ 6cyl □ 8cyl</u>	□ 12cyl □			Exhaust S	system	
Front End				Brakes		
Rear End	7					odplayer □
Frame	7		\mathcal{U}	Heat/Air		
	()	3	Left Door	Frame/Glove	e Box
Power Equip/Electrical					_/1/	,
Power Equip/Electrical REMARKS:	•					<u></u>
						<u> </u>
REMARKS:					2290	D 14,50
	☐ Clean ☐ Avera	age	Trad	e-In Allowan	2291 ace) 14,50 \$

DEAL RECAP

TERRY LEE CHEVROLET GEO INC 9673 KINGS AUTO MALL RD CINCINNATI OH 45249

☐ Truth in Lending	SELLING	PRICE (Inc. all Acc.)		25352	.49
☐ Check in Slip ★X Bank CHASE MATTAN AUT	_				
Appraisal Slip Other	_ SALES TA	X		1867	. 98
Odometer Certs	_			10001	F.4
Power Sheet	_ TRADE AL	LOWANCE		<u> 18684</u>	.54
Insurance	-			10004	. .
Cash Receipts:	_ PAY-OFF.	CTCTH TH	IRD EXCHANGE CO	18684	.54
Amt No					M 7 A
Amt No				E000	N/A
Amt No	I				A
Trade: Disc. Lic Lic	l l				N/A
P.O. Amt.	-				N/A N/A
Good Till					
Verified By	- 1		• • • • • • • • • • • • • • • • • • • •	7000	
Registration	_ TOTAL CA	ASH DOWN PAYMENT		<u> 7000</u>	.00
Title In Due	-		60	200	00
Source	_ NUMBER	OF PAYMENTS/PAYM	ENT <u>60</u> @	<u>, 399</u>	.09
				44 (00	(0000
2 <u>002 INFINITI G20 24982 14500.00 </u>	→ NO. DAYS	BEFORE 1st PMT./DA	те <u>45</u>	11/06	/2003
JNKCP11A32T					
N/A	ADD-ON I	NTEREST RATE/APR.	<u>2,01</u>	4	.12
,					7.5
N/A	LICENSE	AND REGISTRATION.		19	. 75
•					
21572 22		41 / A		421	4.0
	OUNT RATE:		FINANCE RESERVE	431	40
PREMIUM M / A	COST			1	ι / Λ
CREDIT LIFE		AI I A	RESERVÉ:		N/A
CREDIT A & H			RESERVE:		N/A
N/A		N/A			N/A
PHYSICAL DAMAGE			RESERVE:	=	<u> </u>
SERVICE CONTRACTS 1333.00			RESERVE:		
OTHER		<u>N/A</u>	RESERVE:		<u> </u>
	4451 754			700	00
STOCK # 40251 DESCRIPTION 2004 CHEVROLE	WALIBO	TOTAL	INSURANCE RESERVE:	700	,00
DEAL # 40402 I.D. # 1612034824F	10000				4.0
CHSTOMER DATE U9/22	/2003		TOTAL F & I RESERVE:	1131	
ADDRESS MASUN UH	**************************************		FINANCE COMMISSION:	·	N/A
SALESMAN 1 TERRY L MAHURIN MGR. RANDY	THOMAS	LAH INS	URANCE COMMISSION:		Y/A
		SERVICE CO	NTRACT COMMISSION:		N/A
SALESMAN 2 CUSTOMER PHONE: (H)			PDI COMMISSION:		N/A
PRICE OF VEHICLE	j				N/A
COST OF VEHICLE. 21949.10			NET F & I RESERVE:	1131	. 46
PACK / HOLU 686.10					
TRADE ALLOWANCE 10004.04 (PAYABLE	GROSS)		TIC DEC		VV
ACV OF TRADE 14500.00 -50	97.69	HOLDBACK	TLC ₆ 86910	YES	- 120
OVER-ALLOWANCE 4184.54			ETCH		NO.
LINDER-ALLOWANCE N/A			ETCH	XX	NO.
COMMISSION No. 1/BONUS N/A	N/A			YES	NO
COMMISSION No. 2/BONUS N/A	N/A N/A				
MANAGER COMM					
PROFIT OF SALE4411.59					
THOUSE OF WALL,					10
			GROSS PROFIT:	-3280	.13
APPROVED					
ALLIANTED					•
		•			

General Motors Car and Truck Divisions CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

101	ZU54824F					
						
	mer Incentive					
assign	the total amount of customer ince	ntive(s) listed t	to the dealer name	d below and r	equest that the	e availab
ame b	er incentive(s) be applied: (a) y Dealer name&below	_ to the down t	payment on this ver	licie.(D)	. a check be iss	sued in m
STIMED	Incentive Program Reference CASH 100	20.00	Amou	int GM	incentive code	<u>s_</u>
		00.00				_
000110	100	•	\$			
		N/A	<u> </u>			
			\$			
			\$\$			
			\$			
	Total Incentive Amount Received		\$			
						
	l elect to receive					
	inited of			,		
		(or			
	Lalant ta manaina					
).	I elect to receive			<u> </u>		
Э.						
	CUSTOMER	R AND DEAL	ER ACKNOWLEI		number which	
am the	CUSTOMER a ultimate retail purchaser or lessee the Dealer named below. This vehic	R AND DEAL of the vehicle to the was purchase	ER ACKNOWLEI bearing this vehicle sed/leased for pers	identification r	number which v	 was sold esale and
am the me by t	CUSTOMER - ultimate retail purchaser or lessee - the Dealer named below. This vehicle - this vehicle on	R AND DEAL of the vehicle to the was purchase	ER ACKNOWLEI bearing this vehicle sed/leased for pers	identification r onal/business	use and not re	esale and
am the me by t ook de ackno	CUSTOMER a ultimate retail purchaser or lessee the Dealer named below. This vehic	AND DEAL of the vehicle to	ER ACKNOWLEI bearing this vehicle sed/leased for personate bed in item #	identification r onal/business	use and not re	esale and
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Confidential Information

CASE ASSESSMENT BY: Linda Ca	ırr	CARS Request No:1-239900424
Customer Name:		
Year of Vehicle:2004 Make: Chevrolet N	lodel: Malibu	Current Mileage:15649
Vehicle ID No.: 1G1ZU54824F	e Date: 9/22/03	Purchased: New If used: (date/miles)
What is customer seeking:repurchase	What is customer e	ligible for: repurchase
VEHICL	E REPAIR HISTORY	
CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: S Date Mileage Days Out: Descripti		
g		
OTHER SYMPTOM / COMPLAINT: Date: Mileage: Days Out Description	on of Repair	
Total Days Reported Out of Service:		
VEHICLE MEETS PRESUMPTION: YES:		NO:
Arbitrate case: Settle case:		
Case Recommendation for Customer Satis		review of documentation):
CRM recommends 48/48 \$0 ded Major Guard \$	1365 msrp	
Field Pen and/or DEALED DECOMMENDATION		
Field Rep and/or DEALER RECOMMENDATION AVM John Cosby recommends payment reim of which will be a second and the		ves veh is now repaired. Agrees
whepurchase in necessary		

Team Manager Approval:

Date:

Revised 4/6/04

Actual Cash Value Statement

Difference (if positive, this is the negative equity)

Overallowance/Incentives/Negative Equity Form (non-Florida)

Customer: Request #: 1-239900424 BBB#: CHV0447218

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$20889.95
MSRP (from BARS Invoice) Note: If GMS price, use in place of MSRP price	\$23495.00
Difference (If positive, look for Over Allowance) If no Trade in, have Deale explain why customer paid more than MSRP.	_\$(2605.05)
Trade Allowance (from dealer Bill of Sale)	_\$18684.54
Actual Cash Value Statement	\$14500.00
Difference (if positive, this is the overallowance)	\$4184.54
	\$18684.54

If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB								
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$20889.95							
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included	\$2000.00 d)							
Overallowance and/or Negative Equity minus	\$4184.54							
Actual price of Vehicle that should be presented to BBB for ATA	\$14705.41							

\$14500.00

\$4184.54

> SHIP WT: 3202 HP: 32.9 GMS: 20889.95 SUPPLR: 21725.55 MRM: 23495.00 MEMO 1118.50

TOTAL MODEL & OPTIONS 22870.00 20926.05 ACT 231 20864.95
DESTINATION CHARGE 625.00 625.00 H/B 261 686.10
LAM DEALER CONTRIBUTION 228.70 ADV 261 228.70
LAM GROUP CONTRIBUTION 114.35 EXP 65A 114.35

TOTAL 23495.00 21894.10 PAY 310 21894.10

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 20864.95

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.

TERRY LEE CHEVROLET, INC.

REMIT TO GMAC NO. 010 VIN 1G1ZU54824F \$ 21894.10 INV 1AD22743461 DUE 09/16/03 DEALER 09-200 08/02/2004 12:30 5136972694 PAGE 01 SERVICE

08/02/2004 09:26:20

SUMMARY HISTORY PRINTOUT

PAGE 1

3030

OTTOMORED NAME	n i						SERIAL NO.	1G1	ZU54824F
CUSTOMER NAMO	8	TOTAL	SERV	. DAYS	: ⊅8		MAKE		CHEVROLET
	RO. DATE	MILES.	ADV	/TECH	J#	T	OFERATION COL	Œ.	DESCRIPTION
1 103302	07/26/2004	15652		00558	1	TAT	06CVZ		*STEERING/SUSPEN
			T	00524			11CVZ		CAMPAIGNS
			T				11CVZ-1		CAMPAIGNS
			T T	00524			11¢v203		CAMPAIGNS
			T	00524			07CV2		*BRAKES/TRACTION
			Т	00524			03CVZ		*BODY ELECTRICAL
			T	00524			90CVZ03		COURTESY TRANS.
			T	00524			06CVZ19-F7		WHEEL ALIGNMENT
	06/01/2004	12426	_	00552					
2 100918	(6) (1) 2004	11-10	т	7	1.	С	01CVLLLOFFFR	EE	LL LUBE OIL FILT
			т	7			02CVZ02		ses lamp on
7 07774	03/08/2004	7563	_	00606					
3 97374	03/08/2004	,,,,,	T	63	1	С	01CVZ05-6K		6K/SCHEDULE I SE
			T	63	2	w	05CVZ02		RATTLE
			T	63	3	W	06CVZ		*STEERING/SUSPEN
			т	63	4	W	15CVZ		*ENGINE REPAIR
4 95004	02/02/2004	5968	A	00601					
	, . ,		т	63	1	W	06CV2		*STEERING/SUSPEN
			т	63	2	W	90CVZ03		COURTESY TRANS.
5 95459	01/16/2004	5968	A	00601					
	,,		T	63	1	W	OCCVZ		*STEERING/SUSPEN
			т	63	2	W	90CVZ03		COURTESY TRANS.
			T	63	3	C	02CVZ99		MISC. DRIVABILIT
			т	63	4	C	05CVZ02		RATTLE
			т	63		C	15CVZ		*ENGINE REPAIR
6 94315	12/17/2003	4813	L A	00606	;				
			\mathbf{T}	63	1	W	06CVZ		*STEERING/SUSPEN
			T	63	2		02CVZ03		ses lamp on
			T	63	2	C	03CVZ		*BODY ELECTRICAL
			T	63	, 4	(15CVZ06		ENGINE NOISE
			T	63	5 5		4 90CVZ03		COURTESY TRANS.
7 93287	11/34/2003	370	8 A.	00606	5				
			T	63	_	_	01CVZ03-F1P	1	*LUBE, QIL & FIL
			T	63	3 2	3 (06CVZ		*STEERING/SUSPEN
8 90265	09/18/2003	3	7 A	00552					
			Ť	298	3 3	LV	60CV2-1		PRE-DELIVERY INS





CVCS103

7:30 AM - 9:00 PM MONDAY TUESDAY - FRIDAY 7:30 AM - 6:00 PM 10:00 AM - 2:00 PM SATURDAY

CUSTOMER NO. 34099	CHARLES B.	ACK	00558 ^{TAG}	^{NO.} 411	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	™ ८५६८ 103302
	LABOR RATE	LICENSE NO.	MILEAG	15,652	CGALAXY SILV	8740251
MACON OU	*604	LET/MALIBL	I/4DR SDN	LT	° ፞ ፞ ፞ ፟፟፟፟፟፟፟ጛ፟፟፟፟፟፟፟፟፟፟፟፟፟፟፟፟፟፟፟፟፟፟	DELIVERY MILES 51
MASON, OH	VETICE D.TO. Z	J 5 4 8 2	4 F		SELLING DEÄLER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		ካ ፅን ፇ26/04	
RE	COMMENTS					
LABOR & PARTS J# 1 06CVZ CUSTOMER STATES FORMS FORES STATES DIAGNOSTIC TEST FORMS FORES FAILURE FAILURE REPLACED MODULE TEST DRIVE TO VE	. Nasau eroe			Tribonistasistr	The anty warranties engine	VARRANTY: ng to this part(s) are those
CUSTOMER STATES FORM STEERS IN	TING CONTROL M		1 m . 1 m .	東京東京から上京の中の中。 : 東京に関する場合の 東京の日本の 京大学者 オラフィンス・ファンス	which may be offered by the desiler hardby expressly dis appress or implied, including	claims all warranties, either g any implied warranties of
REPLACED MODILE TEST DELVE TO VE	try later with	THEFT		######################################	axpress or implied, including increasing the impression and increasing the increasing the impression of authorises for its easy fisibility.	
OTV. CO. MARKET CO.			at Price		bitili parte atrice ervice	Buyer shall ook be entitled.
JOB # 1 1 15139693		2000 040 462 63 0464 045 1	AL HARAS	MARIANTY D. CO	damages, demages to pro Lied, loss of time, lose of pro incidental demages.	offit, or income, or any other:
The state of the s		i viikii kees	e al Papet e		HOI	<u> </u>
	t i				*	
PERFORMED SECRET					- YOU MAY RECEIV OUESTIONNAIRE	
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				i i i i i i i i i i i i i i i i i i i	- OUB GOAL IS FOR	divina dintri din
OFFICER REQUESTS PERFORM RECALL					COMPLETELY SA	nspied.
TEMER RECUESTS PERFORM RECALLY	DAUSY DRIVERS	SEAT BECT			Love sehvce te	
PERFORMADIRE ALL			NIT PRICE		BASED ON COMP	LETELY SATISFIED
J08 + 3			iali:###		AND A SECOND CONTRACTOR OF THE SECOND	
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38 4:120Y203					MARKATER TRANSPORTER STATE OF THE	24. 146.249 (511) 34. 146.249 (511)
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And Described the second of th			CAL PARTS		مرونون والمؤلف إبل المراها والمناسسية	RIETO MERK
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MONDAY 7:30 AM - 9:00 PM
TUESDAY - FRIDAY 7:30 AM - 6:00 PM
SATURDAY 10:00 AM - 2:00 PM





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MONDAY 7:30 AM - 9:00 PM TUESDAY - FRIDAY 7:30 AM - 6:00 PM SATURDAY 10:00 AM - 2:00 PM





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MONDAY 7:30 AM - 9:00 PM TUESDAY - FRIDAY 7:30 AM - 6:00 PM SATURDAY 10:00 AM - 2:00 PM



9673 Kings Auto Mali Road Cincinnati, Ohio 45249 Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC



CUSTOMER NO. AG NO. 109 34099 ŶŎÑŶ L BLANKENSHIP 0055Ź **№℃₺₺**₩₹/04 **™℃∜₹₹100918** 12,426 °ශී්LAXY SILV 8740251 DELIVERY MILES 51 YEARY CHEVROLET/MALIBU/4DR SDN LT MASON, OH SELLING DEALER NO. veYct&l.o.1o.z u 5 4 8 2 4 F PRODUCTION DATE °06701/04 CHITTED WARRANTY:

The only warranties applying to this part(s) are those strictingly-be-offered by the manufacturer. The setting dealer thereby expressly disclaims all warranties, either dearese or implied, installing any implied warranties of menchantability or fitness for a particular purpose, and delitifier, lessuinger not settloder purpose, and delitifier, lessuinger not settloder purpose, and delitifier, lessuinger not settloder by collecting any district settled of this part(s) and/or settling bert(s) that the settling part(s) and/or settling bert(s) and the best of this part(s) and/or settling bert(s) and the best of the part(s) and/or settling bert(s) and the best of the b PARTS OF TOTAL PROTECTION OF THE CONTROL OF THE CON CUSTOMER STATE DESCRIPTION

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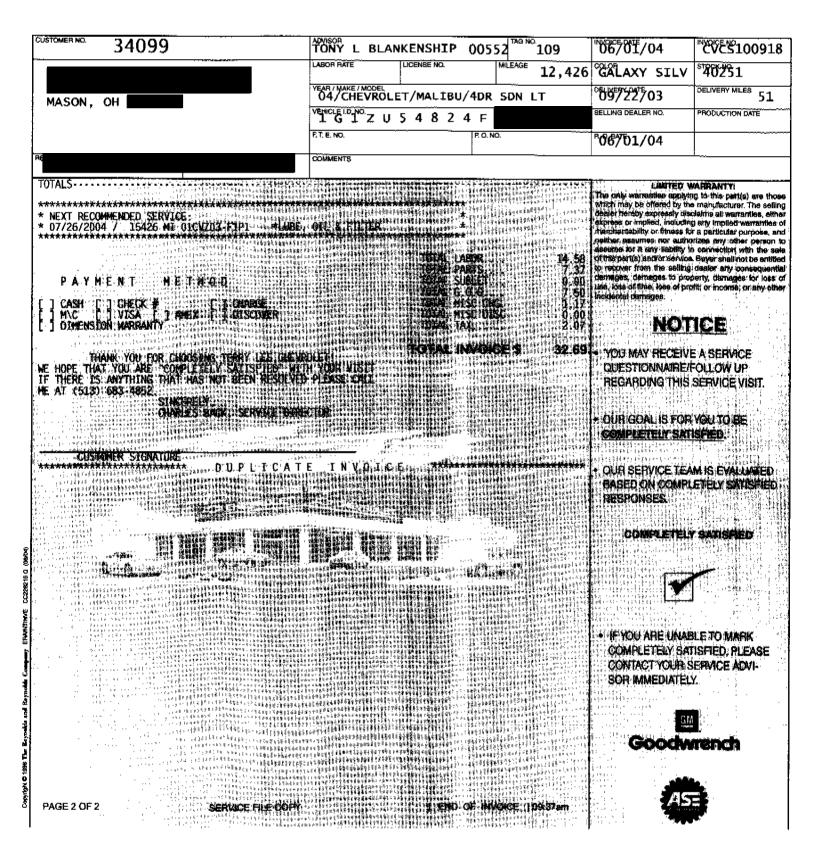
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MONDAY 7:30 AM - 9:00 PM TUESDAY - FRIDAY 7:30 AM - 6:00 PM SATURDAY 10:00 AM - 2:00 PM









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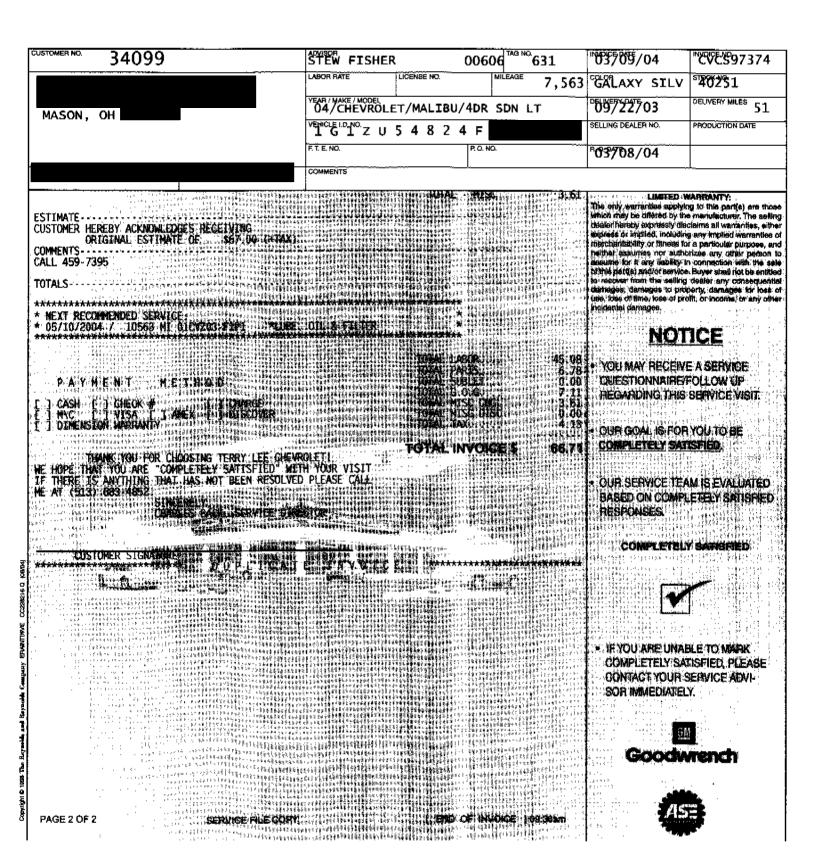
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MONDAY 7:30 AM - 9:00 PM TUESDAY - FRIDAY 7:30 AM - 6:00 PM SATURDAY 10:00 AM - 2:00 PM









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TUESDAY - FRIDAY 7:30 AM - 6:00 PM
SATURDAY 10:00 AM - 2:00 PM





CUBTOMER NO. 34099	ANGEL COGO	zzo 006	501 ^{TAG NO} 353	™02°/04/04	™ ୯ ೪୯ ୯ §96004
	LABOR RATE	LICENSE NO.	MILEAGE 5,968	CGALAXY SILV	⁵⁷ 4 702751
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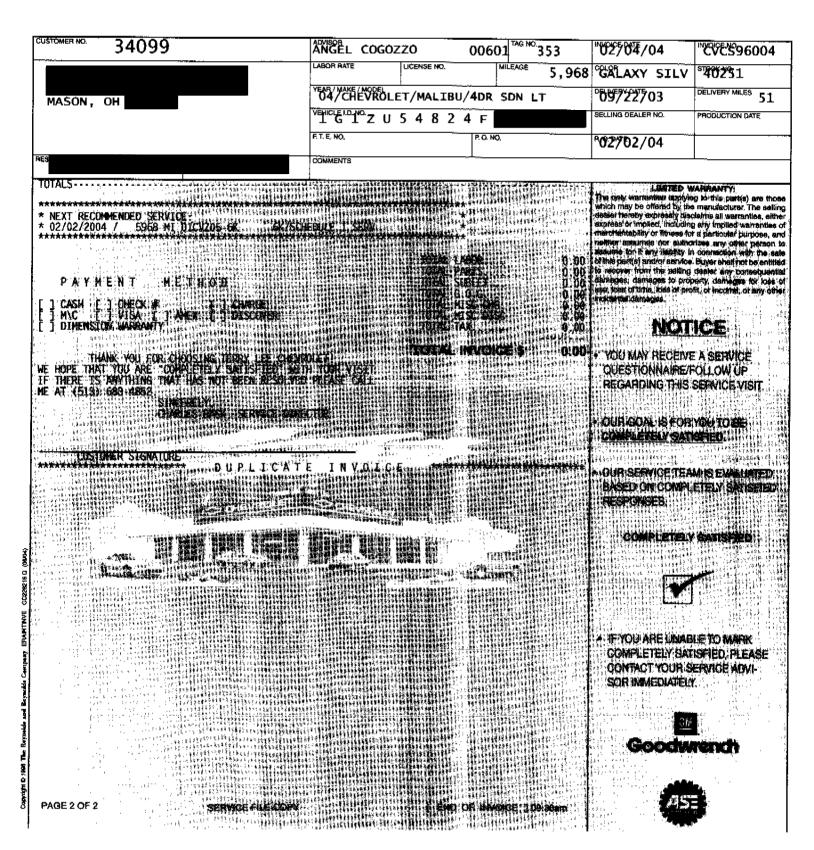
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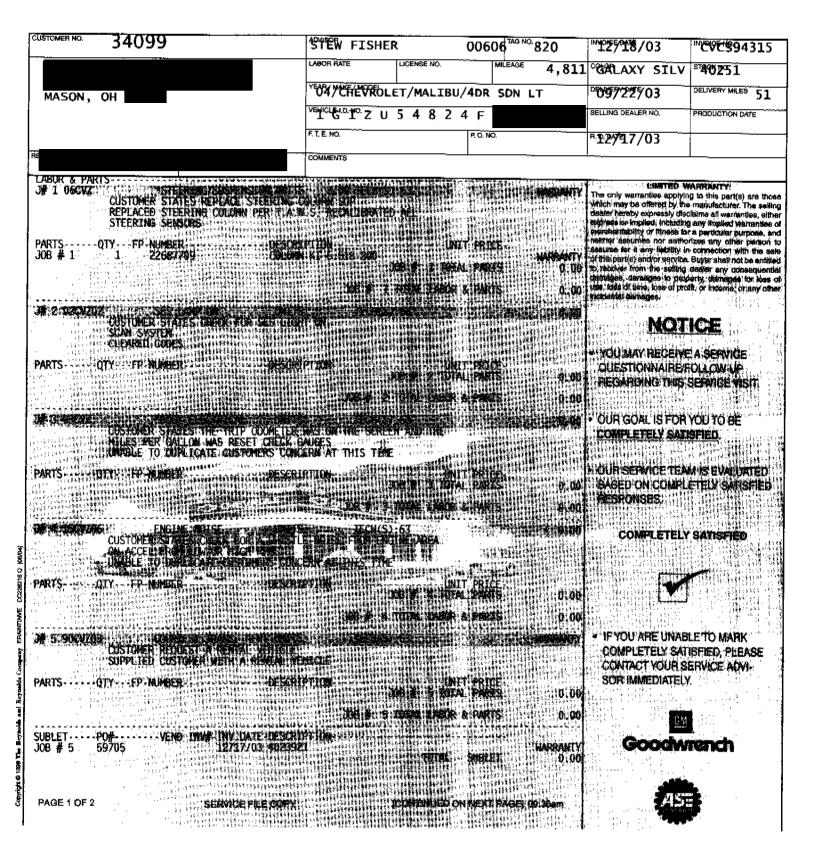
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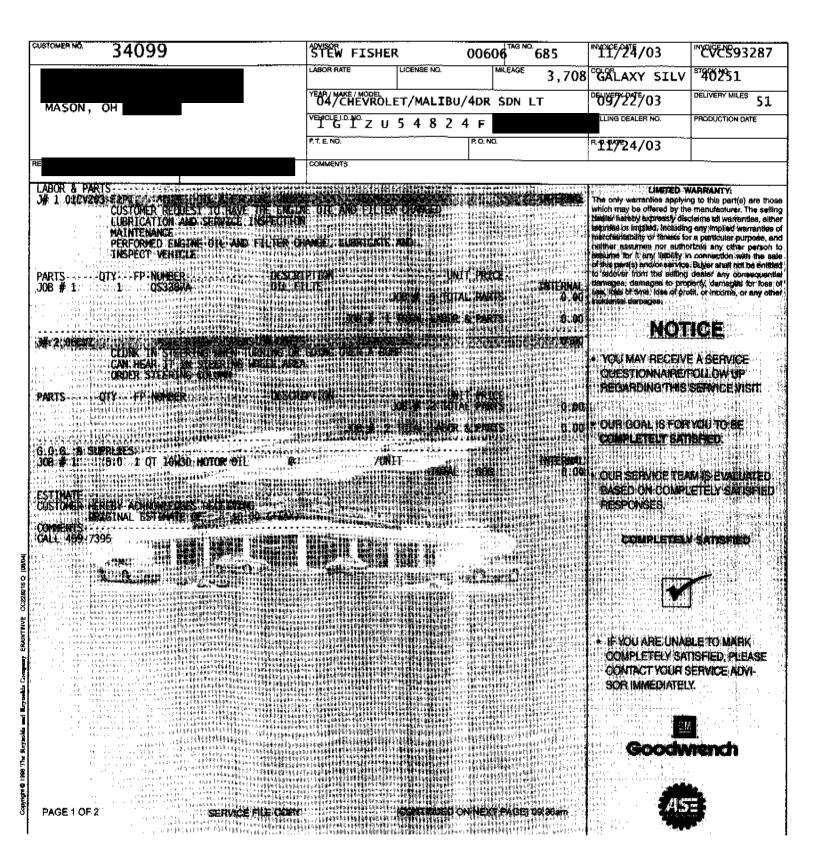
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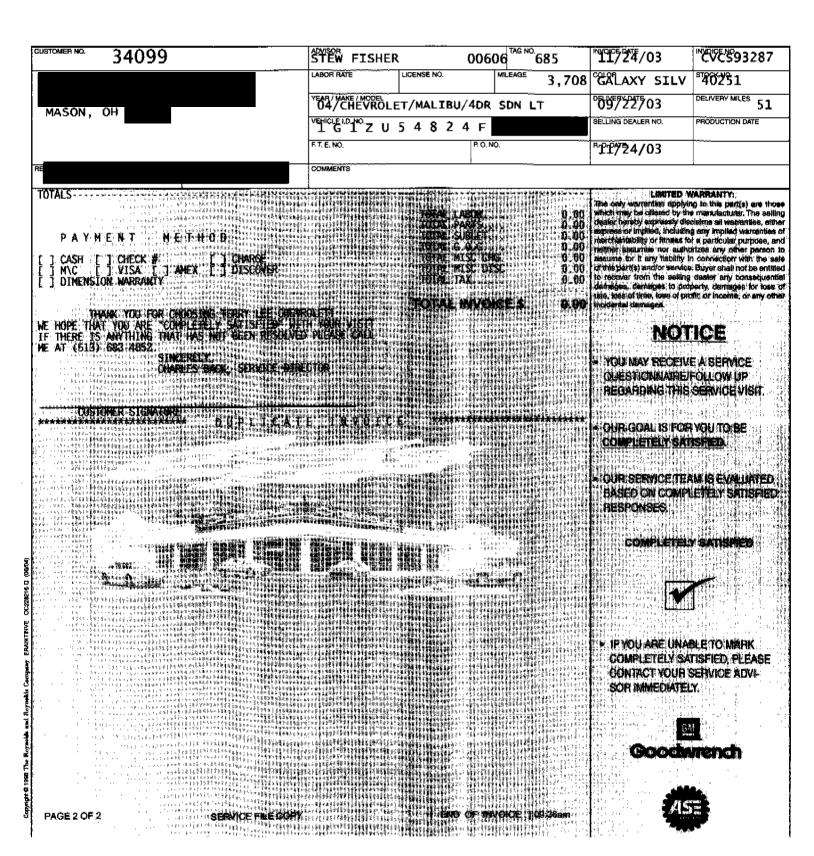




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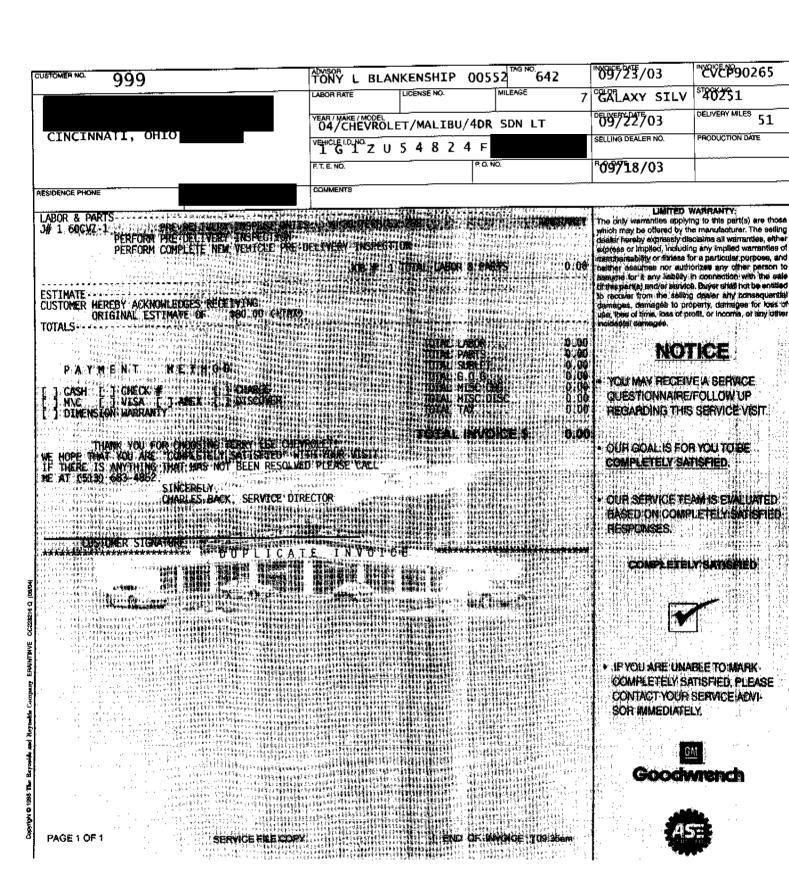




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GENERAL MOTORS BUSINESS RESOURCE CENTER

>>>>>TO BE FAXED TO MSX<<<<

TO: Charles Back

DATE: 8/2/04

DEALER: Terry Lee Chevrolet

FAX # 513-697-2694

A CLAIM HAS BEEN FILED AGAINST GENERAL MOTORS WITH THE BETTER BUSINESS BUREAU AND THE CUSTOMER HAS LISTED YOUR DEALERSHIP IN THE CLAIM. THE GENERAL MOTORS BUSINESS RESOURCE CENTER, ALTERNATIVE DISPUTE RESOLUTION DEPARTMENT, WILL HANDLE ALL NEGOTIATIONS AND SETTLEMENTS REGARDING THIS CLAIM.

IN ORDER TO PROCEED, AND TO COMPLY WITH STATE REGULATIONS, WE WILL NEED THE FOLLOWING INFORMATION FAXED WITHIN 24 HOURS:

- **ALL REPAIR ORDERS (FRONT AND BACK)**
- SALES CONTRACT, BUYER'S ORDER AND/OR SALES AGREEMENT
- ACV/APPRAISAL SHEET, IF TRADE WAS MADE
- INCENTIVES ACCEPTANCE FORM
- **DEAL RECAP SHEET**
- ANY AVAILABLE FINANCING INFORMATION
- ADDITIONAL INFORMATION

USE THIS ENTIRE PAGE (AFTER YOU COPY) AS THE COVER SHEET: PLEASE FAX THIS INFORMATION ... WITHIN 24 HOURS ... TO:

MSX-GENERAL MOTORS BRC >>>>FAX: 866-249-2312<<<<<<

LINK TO CASE NO:1-239900424 DEALER PAGES

> CUSTOMER'S NAME: VIN: 1G1ZU54824F

Date of purchase: 9/22/03

THANK YOU FOR YOUR QUICK RESPONSE.

Linda Carr

GENERAL MOTORS/BRC: ALTERNATIVE DISPUTE RESOLUTION

PHONE: 800-231-1841 EXT: 57139

TO: 9086863942

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION

(page 1 of 3)

Is inspected By: 10 M SAVER — CARCASTERNA Organization: 11 Just Curv City By Bothone: 808 686 2800 Inspection Date: 8/2 0 4 Mileage at Inspection: 2, 573 I: INSPECTION SUMMARY Coloming the inspection, summarize the facts and observations: 12 ON THE WEED TO BE REPLACED. AND OF LOWER WIFFORD AT THIS TIME WEEDING TO BE REPLACED. AND ADDRESS SEE ESTIMATE FOR EXPOSED DATE. II: INTERVIEW - VEHICLE HISTORY III: INTERVIEW - VEHICLE HISTORY INTERVIEW - VEHICLE HISTORY Name, address & phone number of person being interviewed. Prior collision damage? (date, description, etc.) LOWE Prior collision damage? (date, description, etc.) LOWE Prior collision damage? (date, description, etc.) LOWE			2077	V/80 4/21	711978675			 	7
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То:	Theln	no or Tom	Bower		From:	Michael Riddick	
Fax:	(908)	686-3942			Pages:		
Phone:	(908)	686-2800			Date:	08/09/04	
Re:	Z124	2 Repair G	iuidelines		CC:		
☑ Urge	nt	☑ For Re	eview	☐ Please Com	ment	☐ Please Reply	☐ Please Recycle
the instr	uction		port, cont				d questions concerning , between the hours of
						ECTION REPORT ER'S CONCERN.	"SECTION I". ONLY
PLEA	ASE D	O NOT PF	ROVIDE A	COPY OF THE	INSPEC	TION REPORT TO	THE CUSTOMER.
	Custo	mer's Nan	ne:				
	SR N	umber:		1-242403655			
	VIN:			1G1ZU54864F			

2004 Chevrolet Malibu

Sincerely,

Michael Riddick General Motors Product Allegation Department Phone: 1-800-231-1841 Ext. 58756

Fax: 1-866-293-0889 Riddickm@gmexpert.com

Vehicle:

Z1242 REPAIR GUIDELINES FOR DEALERSHIP

PLEASE CALL ME PRIOR TO CLOSING OUT THE REPAIR ORDER TO MAKE SURE THAT EVERYTHING IS CORRECT (once it is "Closed", you will not be able to modify the figures).

- 1. USE LABOR OPERATION CODE **Z1242** FOR PRODUCT ALLEGATION CLAIM ONLY...EXCLUDING CAMPAIGNS, SPECIAL POLICIES, CUSTOMER PAY, AND WARRANTY CLAIMS. THESE ITEMS MUST GO ON A SEPARATE REPAIR
- 2. REPAIRS MUST BE DONE AT **WARRANTY RATE W/OUT TAX**. PLEASE PROVIDE SUBLET (BODYWORK AND RENTAL VEHICLE) WITH YOUR **TAX ID** #
- 3. SET UP AN ITEMIZED REPAIR ORDER SHOWING PARTS AND LABOR CHARGES @ WARRANTY RATE
- 4. RO <u>MUST</u> SHOW A DOLLAR AMOUNT AT WARRANTY RATE. <u>CANNOT</u> SAY \$0 OR WARRANTY
- 5. PROVIDE CUSTOMER WITH A RENTAL VEHICLE IF NEEDED UP TO \$30 PER DAY, PUT THE RENTAL CHARGES ON THE REPAIR ORDER
- 6. PLEASE FAX THE FOLLOWING ITEMS BACK TO 1-866-293-0889.....
 - ITEMIZED REPAIR ORDER
 - COPY OF ALL RECEIPTS/SUBLET BILLS EX... TOW, RENTAL, SUBLET BODYWORK
- 7. ANYTHING THAT YOU NEED FOR GM TO PAY REGARDING THE PRODUCT ALLEGATION CLAIM, <u>MUST</u> BE ON THE RO. IF IT IS NOT, WE <u>CANNOT</u> SUBMIT FOR PAYMENT.
- 8. <u>DO NOT</u> SUBMIT FOR PAYMENT, <u>IT WILL REJECT IF YOU DO</u>. A GMWA PROCESSOR WILL CONTACT YOU TO SHOW YOU WHEN AND HOW TO SUBMIT AFTER IT'S BEEN SUBMITTED IN OUR SYSTEM.
- 9. ANY REIMBURSEMENT TO THE CUSTOMER <u>MUST</u> BE APPROVED BY GENERAL MOTORS.

MULTI CHEVROLET, INC. 2675 ROUTE 22 WEST UNION, NJ 07083 DEALER CODE: 02-245

FACSIMILE TRANSMITTAL SHEET					
Michael Riddick FROM: Tom Baven					
FAX NUMBER: 8/6/0 4					
COMPANY: Multi Chev Rolet TOTAL NO. OF PAGES INCLUDING COVER:					
PHONE NUMBER: 90 2 - 686 - 2800					
Case - 1-242 403655					
HURGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY PLEASE RECYCLE					
NOTES/COMMENTS:					
as Per Phone Con. Spoke					
with you when you Get					
This Call Tom Baven at					
9N8 -686-2800 X 145					

TO:9006863942

PRODUCT ALLEGATION RESOLUTION **PRELIMINARY INSPECTION**

(page 1 of 3)

Claimant's Name (LAST, First) Inspected By: **IDM SAVER — CANASTRONICO** Organization: **PAULE CHEW CETH Make Phone: **ION SAMMARY Inspection Date: **RAVE	Division: Chavrolet	SR Number: 1-242403655	VIN: 1G1ZU54864F	
I: INSPECTION SUMMARY Following the inspection, summarize the facts and observations: THE OUT EAR DIFFERENCE VIS. S. B.E. B.T. TABS. T. VIE. LIST OF PARA DIFFERENCE VIS. S. B.E. B.T. TABS. T. VIE. LIST OF PARA DIFFERENCE VIS. S. B.E. B.T. TABS. T. VIE. DIFFERENCE VIS. SEE ESSIMATE FOR EVENUE VID. II: INTERVIEW - VEHICLE HISTORY Note to the inspector: In questions 3-5 below, document only the information that relates to the incident/allegation. Name, address & phone number of person being interviewed: Prior collision damage? (date, description, etc.) Describe existing vehicle conditions at the time of the incident(e.g. warning lights "On", engine miss, etc.): EXECUTE VID. Repairs outside of warranty (what, when, by whom?):	Claimant's Name (LAST, Fi	rst)		
Coloring the inspection, summarize the facts and observations: ### CONT. GUD. D. B. B. B. G. C. V. S. B. L. B. T. T. T. T. T. L. G. C. L. G. C. L. G. C. C. C. C. C. C. C. C. C. C. C. C. C.	Inspected By: <u>1041 8 A</u> Phone: <u>208-686-28</u>	VER - CARLOSFRANCO 00 Inspection Date:	Organization: HUST CI 8/6/04 Mileage	at Inspection: 5,578
TRONG CONTROL WITCHED BY THE WITCH WITCHED TO BE REPLACED OF THE W	· · · · · · · · · · · · · · · · · · ·	i: INSPECTIO	N SUMMARY	1
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TO: 9086863942

(page 2 of 3)

III: VEHICLE INSPECTION
The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.
Take color photographs of the following:
A. Exterior: Front Right side Rear VIN Left side
Comments: + 140 TO GRAPHS HAVE BEEV E-HAILED
B. Brakes: Front assemblies Rear assemblies with drums removed
Comments: FRONT AND REAR BRAKES ARE OPERATIONAL AND IN EXCELLENT ASSOCIATE OFFICE
C. Interior: Instrument panel & odometer List all driver electrical controls which are in the "On" position: OpenETER SHOWING STORY OF CONTROLS SHOWING ON AT MISS.
Comments:
D. Underhood: Engine compartment Master cylinder and brake fluid reservoir Brake lines and hoses ABS/TCS Modulator
Comments: OTHER THAN DAMAGED PARTS LISTED ALL REGIER COMPONENTS ARE IN EXCELLENT GOORKING ORDER.
E. Underbody: Scrapes or impact damage on the following: Fuel tank Tires/Wheels
Comments: None AT THIS TIME
F. General Observations (Take photographs if applicable):

·	(page 3 of 3
Anything on vehicle which is after-market	
Anything on vehicle which is a modification:	
Other relevant Information: 12015	
Other Comments:	î

P.2

Date: 8/6/2004 10:35 AM

Estimate ID: 2995 Estimate Version: Preliminary

Profile ID: State Farm

City Auto Body Corp.

84 JOHNSON STREET NEWARK, NJ 07105 (973) 578-2070 Fax: (973) 578-4991 BAR #: NJ Lic.#03651A

Damage Assessed By: Carlos Franco

Appraised For: Michael Riddick

Deductible: UNKNOWN

Claim Number: 1-2

insured:

Address: Claim Number 1-242403656

Mitchell Service: 910161

Description: 2004 Chevrolet Malibu LT

Body Style: 4D Sed

1G1ZU54864F

Drive Train: 3.5L Inj 6 Cyl AA FWD

OEM/ALT: Options:

VIN:

Search Code: None ALUM/ALLOY WHEELS, AIR CONDITIONING, POWER STEERING, POWER WINDOWS

POWER DOOR LOCKS, TILT STEERING WHEEL, CRUISE CONTROL, ELECTRIC DEFOGGER

AUTOMATIC TRANSMISSION, AM-FM STEREO/CDPLAYER(BINGLE)

Number Type Operation	Line	Entry	Labor	.	Line Item	Part Type/	İ	Dollar	L	abor
2 000011 BDY REMOVEREPLACE FRT BUMPER COVER 12335943 GM PART 275.00 INC # C 2.3 AUTO REF REFINBH FRT BUMPER COVER \$UPPORT 22728872 GM PART 33.98 INC \$000020 BDY REMOVEREPLACE FRT BUMPER MPACT ABSORBER 22624986 GM PART 69.93 INC \$000021 BDY REMOVEREPLACE FRT BUMPER IMPACT ABSORBER 22634048 GM PART 16.49 INC \$000021 BDY REMOVEREPLACE FRT BUMPER SPLASH SHIELD 22634048 GM PART 16.49 INC \$000023 BDY REMOVEREPLACE UPR GRILLE 22735737 GM PART 10.63 INC # C 1000023 BDY REMOVEREPLACE GRILLE RETAINER 10134407 GM PART 0.63 INC # C 1000023 BDY REMOVEREPLACE GRILLE RETAINER 10134407 GM PART 0.63 INC # C 1000023 BDY REMOVEREPLACE GRILLE RETAINER 10134407 GM PART 0.63 INC # C 1000023 BDY REMOVEREPLACE GRILLE RETAINER 10134407 GM PART 0.63 INC # C 1000023 BDY REMOVEREPLACE GRILLE RETAINER 10134407 GM PART 0.63 INC # C 1000023 BDY REMOVEREPLACE GRILLE RETAINER 10134407 GM PART 0.63 INC # C 1000023 BDY REMOVEREPLACE GRILLE RETAINER 10134407 GM PART 0.63 INC # C 1000023 BDY REMOVEREPLACE GRILLE RETAINER 10134407 GM PART 0.63 INC # C 1000023 BDY REMOVEREPLACE GRILLE ROULDING 22686448 GM PART 108.00 INC # C 1000029 BDY REMOVEREPLACE LWR GRILLE WOULDING 22686449 GM PART 108.00 INC # C 1000029 BDY REMOVEREPLACE LWR GRILLE WOULDING 22686449 GM PART 108.00 INC # C 1000029 BDY REMOVEREPLACE LWR GRILLE WOULDING 22686449 GM PART 108.00 INC # C 1000029 BDY REMOVEREPLACE LYM GRILLE WOULDING 22686449 GM PART 108.00 INC # C 1000029 BDY REMOVEREPLACE LYM GRILLE WOULDING 22686449 GM PART 108.00 INC # C 1000029 BDY REMOVEREPLACE LYM GRILLE WOULDING 22686449 GM PART 108.00 INC # C 1000029 BDY REMOVEREPLACE LYM GRILLE WOULDING 22686449 GM PART 108.00 INC # C 1000029 BDY REMOVEREPLACE LYM GRILLE WOULDING 22686449 GM PART 108.00 INC # C 1000029 BDY REMOVEREPLACE LYM GRILLE WOULDING 22686449 GM PART 108.00 INC # C 1000029 BDY REMOVEREPLACE LYM GRILLE WOULDING 22686449 GM PART 108.00 INC # C 1000029 BDY REMOVEREPLACE LYM GRILLE WOULDING 2268649 GM PART 108.00 INC # C 1000029 BDY REMOVEREPLACE LYM GRILLE WOULDING 2268649 GM PART 108.00 INC # C 1000029	lberra	Number	Type	Operation	Description	Part Numbe	<u> </u>	Amount	U	nits
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8 000022 BDY REMOVE/REPLACE UPR GRILLE 22735737 GM PART 118.03 INC # 100023 BDY REMOVE/REPLACE GRILLE RETAINER 10134407 GM PART 0.63 CM PART 0.63	•			REPAIR	FRT BUMPER IMPACT BAR	Existing	ĺ		2	.0"#
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18		000029	BDY	REMOVE/REPLACE	L FRONT COMBINATION LAMP ASSEMBLY			210.00		_
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20 090042 BDY REMOVE/REPLACE HOOD PANEL 22730984 GM PART 380.00 0.8 21 AUTO REF REFINISH HOOD CUTSIDE C 2.6 22 AUTO REF REFINISH HOOD UNDERSIDE C 1.3 23 000043 BDY REMOVE/REPLACE HOOD INBULATOR 22828073 GM PART 50.85 INC 24 000051 BDY REMOVE/REPLACE R HOOD HINGE 22729168 GM PART 13.07 0.3 # 25 AUTO REF REFINISH R HINGE 0.2 26 000052 BDY REMOVE/REPLACE L HOOD HINGE 22729165 GM PART 13.07 0.3 #		CO1551	BDY	REMOVE/INSTALL	L FOG LAMP	i				
21 AUTO REF REFINISH HOOD CUTSIDE 22 AUTO REF REFINISH HOOD UNDERSIDE 23 000043 BDY REMOVE/REPLACE HOOD INBULATOR 24 000051 BDY REMOVE/REPLACE R HOOD HINGE 25 AUTO REF REFINISH R HINGE 26 000052 BDY REMOVE/REPLACE L HOOD HINGE 27729165 GM PART 13.07 0.3 #	20	000042	BDY	REMOVE/REPLACE	HOOD PANEL	22730964	GM PART	360.00		
22 AUTO REF REFINISH HOOD UNDERSIDE C 1.3 23 000043 BDY REMOVE/REPLACE HOOD INBULATOR 22828073 GM PART 50.85 INC 24 000051 BDY REMOVE/REPLACE R HOOD HINGE 22729168 GM PART 13.07 0.3 # 25 AUTO REF REFINISH R HINGE 0.2 26 000052 BDY REMOVE/REPLACE L HOOD HINGE 22729165 GM PART 13.07 0.3 #	21	OTUA	REF	REFINISH	HOOD OUTSIDE				-	
23 000043 BDY REMOVE/REPLACE HOOD INBULATOR 22828073 GM PART 50.85 INC 24 000051 BDY REMOVE/REPLACE R HOOD HINGE 22729188 GM PART 13.07 0.3 # 25 AUTO REF REFINISH R HINGE 0.2 26 000052 BDY REMOVE/REPLACE L HOOD HINGE 22729185 GM PART 13.07 0.3 #	22	OTUA	REF	REFINISH	HOOD UNDERSIDE	į				
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26 000052 BDY REMOVE/REPLACE L HOOD HINGE 22729165 GM PART 13.07 0.3 #	25	AUTO	REF	REFINISH	R HINGE			10471		
27 ALTO DEE OPENION	28	000052	BDY	REMOVEREPLACE		22729166	GM PART	18.07		-
	27	AUTO	REF	REFINISH	L HINGE					

ESTIMATE RECALL NUMBER: 8/8/2004 09:43:28 2995

Mitchell Data Version: UltraMate Version:

JUN_04_A 5.0.023

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Page 1 of 3

3.50 *

Date: 8/6/2004 10:35 AM Estimate ID: 2005 Estimate Version: 0 Preliminary Profile ID: State Farm 28 000053 BDY REMOVEREPLACE HOOD LATCH 22687904 **GM PART** 48.63 INC 29 000095 BDY REMOVE/REPLACE **COOLING RADIATOR** 52494386 **GM PART** 293.86 INC # 30 000100 BOY REMOVE/REPLACE UPR COOLING RADIATOR SEAL 22731300 GM PART 8.98 31 000101 BDY REMOVE/REPLACE **COOLING RADIATOR BAFFLE** 22691394 GM PART 23.00 MCH 32 001524 **EVACUATE & RECHARGE A/C** REMOVE/REPLACE 1.4 33 900500 BDY * REMOVE/REPLACE **INSPECTION/ESTIMATE** New 2.0* 900500 34 BOY * ADD'L LABOR OF **OETAIL FOR DELIVERY** Existing 0.5* 35 900500 BDY * ADD'L LABOR OP CAR COVER **Qual Rept Part 5.00 * 0.2* 36 900500 REF * REMOVEREPLACE **FLEX ADDITIVE** Now 12.00 0.3* 37 900500 REF * ADD'L LABOR OP COLOR SAND AND BUFF VEHICLE Existing 1,5* 936003 38 ADD'L COST COOLANT 20.00 * 39 000127 MCH REMOVE/REPLACE AIR COND CONDENSER 22704208 GM PART 272.74 INC 40 001680 REF BLEND R FENDER OUTSIDE C 9.7 41 001681 REF BLEND L FENDER OUTSIDE G 0.7 42 000159 BOY REMOVE/REPLACE **UPR FRONT BODY TIE BAR** -8 22724353 GM PART 115.26 5.9 # 43 **AUTO** REF REFINISH **UPPER TIE BAR** 1.0 44 AUTO REF ADD'L OPR CLEAR COAT 2.1 46 AUTO ADD'L COST PAINT/MATERIALS 270.90 *

HAZARDOUS WASTE DISPOSAL

46

AUTO

- Labor Note Applies

C - Included in Clear Coat Calc

ADD'L COST

I.	Labor Subtotals Body Refinish Mechanical	Units 15.1 12.9 1.4 Taxable L	Rate 40,00 40,00 40,00 abor or Tax	Lai Amo	6.00	Sublet Amount 0.00 0.00 0.00	Totals 804.00 T 518.00 T 66.00 T 1,176.00 70.56	íl.	Part Replacement Summary Taxable Parts Sales Tax Control Replacement Parts Amount	Amount 2,330.23 139.81 2,470.04
	Labor Summary	29.4					1,246.56		! ! :	
tii.	Additional Costs Taxable Costs Total Addition	Sales Tax		e	6.0	00%	Amount 294.40 17.66 312.06	IV.	Adjustments Customer Responsibility	<u>Атоилт</u> 0.00
). IL IN_	Total Labor: Total Replacement Parts: Total Additional Costs: Gross Total:	1,246.56 2,470.04 312.06 4,028.66
								iv.	Total Adjustments: Net Total:	0.00 4.028.68

This is a preliminary estimate. Additional changes to the estimate may be required for the actual repair.

ESTIMATE RECALL NUMBER: 8/6/2004 09:43:28 2996

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^{* -} Judgement item

P.4

Date: 8/ 6/2004 10:35 AM Retimate ID: 2995

Estimate Version: 0 Preliminary

Profile ID: State Farm

Insurance Co: GMAC

AUTHORIZED AND ACCEPTED: I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DO ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE THIS VEHICLE FOR THE PURPOSE OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACRNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO, YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

	**************************************	DATE	
AUTHORIZED S	SIGNATURE		_

MULTI CHEVROLET, INC. 2675 Route 22 West UNION, NJ 07083 (908) 686-2800

28360	ADVISOR	000	TAG NO.	INVOICE DATE	INVOICE NO.
	DAVID LABOR RATE	006 TLICENSE NO. I MIII	483	04/03/04	CVCS503
	88.56	WINDERSON IN	3,112	ĞÖLD/	a lock No.
	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
CRANFORD, NJ	VEHICLE I.D. NO.	T/4 DOOR SEDAN		11/04/03 SELLING DEALEA NO.	PRODUCTION DATE
	1 G 1 Z U	5 4 8 6 4 F		MARKING DENCER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		P. O. DATE	
	COMMENTS			04/03/04	
1010	E# 3.5L V6				MO: 3113
[STK#] STK# C2403 [SA	_ESMAN]	TRAMUTOLA, FRED	• ***		
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LABOR- J# 1 00CVZLOF LUBE OIL FILTER			_	1	
CUSTOMER REQUEST LUBE, OIL AND FIL	ER CHANGE	:148	INTERNAL		
CHECK ALL FLUID LEVELS.	- Trivillar				
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j <u>i 12345621 QIL10W</u>	30B 8.800	ST THEORY ONLY PRICE	INTERNAL		
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		CVCS JOB# 1, TOTAL	0.00		
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TOTALS					
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*		TOTAL PARTS	0.00		
* [] CASH [] CHECK CK NO. [] *		TOTAL SUBLET TOTAL G.O.G	0.00		
* [] VISA [] MASTERCARD [] DISCOVER *		TOTAL MISC CHG.	0.00		
* [] AMER XPRESS [] OTHER [] CHARGE *		TOTAL MISC DISC	0.00		
*		TOTAL TAX	0.00		i
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CUSTOMER SIGNATURE ************************************					
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PAGE 4 OF 4					
PAGE 1 OF 1 ACCOUNTING COPY		[END OF INVOICE	1 09:06am		

MULTI CHEVROLET, INC. 2675 Route 22 West UNION, NJ 07083 (908) 686-2800

28360	ANTHONY	007	307	07/19/04	CVC\$4445
	LABOR HATE 88.56	LICENSE NO. MIL	5,376	COLOR GOLD/	STOCK NO.
	YEAR / MAKE / MODEL	THE TOTAL PROPERTY.	3,3,0	DELIVERY DATE	DELIVERY MILES
CRANFORD, NJ	04/CHEVROLE	T/4 DOOR SEDAN	<u> </u>	11/04/03	PRODUCTION DATE
	161205	4 8 6 4 F			
	F. T. E. NO.	P. O. NO.		07/19/04	
COLORES DUANE	COMMENTS E# 3.5L V6				MO: 5376
[STK#] STK# C2403 [SA		TRAMUTOLA, FRED			
JOB# 1 CHARGES	FESIMA .				
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RECALL PERFORMED					
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JOB# 2 CHARGES					
LABOR	TECH(S)	039	WARRANTY		
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JOB# 2 TOTALS					
		CVCS JOB# 2 TOTAL	0.00		
i "			0.00		
CUSTOMED HERERY ACKNOWLEDGES RECEIVING			-		
ORIGINAL ESTIMATE OF \$0.00 (+TAX)					
******************		TOTAL LABOR			
*	*	TOTAL PARTS	0.00		
* [] CASH [] CHECK CK NO. []	*	TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG.	0.00 0.00		
* [] VISA [] MASTERCARD [] DISCOVER	*	TOTAL MISC CHG. TOTAL MISC DISC	0.00 0.00		
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL TAX	0.00		
**************************************	*	TOTAL INVOICE	E\$ 0.00		
THANK YOU FOR YOUR BUSINESS!!					
CUCTOMED CTONATURE					
CUSTOMER SIGNATURE	E INVOICE	*******	******		

p. 2 S. Tukles

August 11, 2004

G. Richard Wagoner, Jr., GM Chairman and Chief Executive Officer John M. Devine, GM Vice Chairman and Chief Financial Officer Robert A. Lutz, Chairman General Motors North America Gary L. Cowger, President General Motors North America

AUG 1 1 2004

J. M. DEVINE

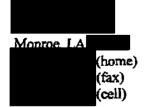
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Hug 11 04 09:33a

Monroe, I.A. (office) (cell) (fax)



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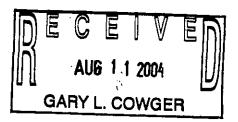
To:	G. Richard Wagoner, Jr.	From:						
	John M. Devine			•				
	Robert A. Lutz							
	Gary L. Cowger			·				
Fax	517-272-3709	Pagesi	4 including this cover					
Phones	313-556-5000	Date:	August 11, 2004					
Re:	2004 Malibu	CC:	· · · · · · · · · · · · · · · · · · ·					
C) Urge	nt 🛘 For Review	☐ Please Comment	☐ Please Reply	☐ Please Resycle				
• Conu	• Conumentis:							
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My than	ks,							

Monroe, LA

S. Ti dle c: Ben S.

AUG 1 3 2004





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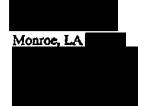
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RECEIVED

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On Saturday, August 7 after I had filled up with gas, I turned the car back on and heated air was coming from the a/c vents. My mom was with me and we both checked the settings and found that they indeed were set just as they had been when the car was turned off. I drove across the street and when I got back in the car to start it, this time the a/c worked properly. I did not adjust the controls at all during this time. When I got home I called and left a message for Juanita to inform her of this occurrence. I asked that she call me to confirm receipt of the message. I did not hear from her on Monday, August 9, so I called to make certain she received my message about the a/c problem.

I did not get a call from Juanita before 12:30p on the 10th. When I returned home I had a message that she did not know anything yet and that the first available time she had to call me back would be between the hours of 11-1p on Tuesday, August 17th. I advised Toby Liner that she had not called at the appointed time and that she indicated she had nothing to report.

August 11, 2004 I sent the car to Ward with Toby Liner because the steering is easy to steer to the left and hard to steer to the right. A friend of mine had driven the car at my request the previous day and without me telling her of my concern she reported the same to me after she drove it.

On August 11, 2004 I spoke to Jennifer Deltoro at General Motors customer service and was told until the "eyes and ears" at the dealership could report what the problem was that there would be no answer on my request for a buy back and that I should continue to drive the rental car for whatever period I was allowed by the dealership.

BEE: 80 + 11 gun

P.1



Fax

Re:	G. Richard Wagoner, Jr.	From:		
	John M. Devine			
	Robert A. Lutz			
	Gary L. Cowger			
Fax:	517-272-3709	Pagesi	4 including this cover	
Phones	313-656-6000	Date:	August 11, 2004	
Re:	2004 Malibu	CC:		
O Urge	ent D For Review	☐ Floase Comment	☐ Please Reply	☐ Please Recycle
• Contr	ments:			
Please '	forward this fax to each o	f the gentlemen above.		
My than	ntre			

حـــــ
CHEVROLET.

Service Satisfaction Survey

LINEVICE	ŒI,						
		ease make a	•	-	our name,	address,	
	_				.=,,		
	Zellwood FL						
		•	one:				
Dea		Please prov	ide us wit	h vour pr	eferred Em	ail addres	s:
goa our con	Il is for you to be completely satisfied. Please take a few minutes dealership's personnel and services. Your timely response is vertinued efforts toward meeting the highest expectations of our customater.	s to complet ery importan stomers.	te both si	des of thi	s question	nnaire abo	
Home telephone:							
	Cha	hul- arles F. Ugol	ino ('gr			
_	Instructions						
	Please check this box if you no longer own/lease this 2004 LEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FO	Malibu, an	d return t	he questi		APLETE 1	гніѕ
						· · ·	
_	About Your Chevrolet Dealersh	ip's Serv	ice Dep	artme	nt		
1.		Satisfied	•	Satisfied	Satisfied_	_	
	Department's hours?	. u	Ц		Ц	Ц	
		Yes	No		Don't Know		
2.	Were services available to you on both an appointment and non-appointment basis?	. 🗹					
3.	When arriving for service, were you greeted promptly?	. 🗹					
4.	How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?	Completely Satisfied	Very Satisfied	. Satisfied	Somewhat Satisfied	Not At All Satisfied	
	About Your Service Con	sultant/	Advisor	}			
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
5.	How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?	e _		3			
	•	Yes	No	Does Not Apply/Not Required	Don't Know		

Please complete other side

Satisfied

Does Not Apply/Not Required

Not At All

Were you offered transportation options?

How satisfied were you that you were kept informed about the status of

your service request?

Was your vehicle ready by the original time promised?

Completely

Satisfied

回

Satisfied

 \square

No Time

	About Your Service Consultan	t/Advisor	- Cont	inued		
9 .	How satisfied were you with the explanation you were given of all	Completely Satisfied	Very Satisfied	Satisfied	Somewhat. Satisfied	Not At All Satisfied
•	services performed?			4		
0.	Overall, how satisfied were you with your Service Consultant?	🗆			SE E	
	About Service D	elivery			Below	
1.	When you picked your vehicle up, how satisfied were you with:	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
	- The time it took to complete the transaction?	🖳				
	- The ease of getting your vehicle?	12				
	The condition in which it was returned?	🗹				
		Yes	No			
2.	Were ALL of your service concerns corrected on this service visit?	DZ				
	IF NO, why not? (check all that apply)					
	Condition explained - repair not necessary	Parts not a	vailable			
	☐ Work performed did not correct the problem ☐		-			
	☐ Service Department could not duplicate problem ☐	Other (plea	,	y)		
	☐ Service Department was too busy ☐	Don't know	1			
	•	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
3.	How satisfied are you that your vehicle was fixed right	/	541131160	_		_
	on this service visit?	😉	Ц			
		Yes /	No 🎤			
	Were you given a copy of the completed repair order/invoice?	🖎	v			
_	Mara va va antanta da la cutto officiablic para incluinità a determina va ve	⊸r Yes	No	Don't Know / Not Sure	1/	
Э.	Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?	🗆	₽ Ø			
			_			
	Summing Up Your	Experienc	ce			
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
ŝ.	Based on this service visit, overall, how satisfied are you			П		
	with Vann Gannaway Chevrolet?	. Definitely	Probably	Might/	Probably	Definitely
		Would	✓ Would	Might Not		Not
7.	Would you recommend this dealership for service?	. 12	Ш	IJ		
		Completely	Very		Somewhat	Not At All
3.	Overall, how satisfied are you	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied
•	with your 2004 Malibu?	. 🖳				
).	Are you 🗹 Male 🔲 Female					
`	Vour 200	□ 45	- 54	□ 55 -	c4 [7	65 or older
٠.	Your age Under 25 25 - 34 35 - 44	□ 43	- 54	□ 55-	04 <u>Le</u>	y os or order
				Yes	No	_
١.	May we include your name when providing this survey information to	your dealers	ship?	छ		J
≥.	Do you have any other comments/recommendations about Vann Gan	naway Chevi	rolet?			
		-		-	<i>ה</i> נאנו <i>רול</i>	
_	TOAS ADVISED THE VEHILLE V	~~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~	HIE	<u> </u>	2 10 -	PAR A WE
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ا	f you have an issue with your vehicle or a concern requiring :	immediate a	attention	, we enco	ourage yo	u to first contacț
	very dealer if front a conjugation of		-1	-11 46-		
	Chevrolet Customer Assistance	. Jeinei. 1°0	JU-466"	TA	AFFIC	I BELIE
	7hank 40		hotte			CO BARTO
	Your opinions will help us	dressed po	stage-p	aid envelo	WVICE one to:	and and
	Please return this questionnaire in the self-ad CHEVROLET MOTOR DIVISION, P.O. BOX	. 10054. TO I	LEDO. O	H 43699-	0054	NEROOF
						VVICE.

1G1ZT54844F 26207 21425172364 3431250352 019197

September 10, 2004



Service Request: 1-245190182

Customer Relationship Manager: Tara Allen

Dear Mr.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

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Service Satisfaction Survey



Instructions

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

Director of Operations

Please check this box if you no longer own/lease this 2004 Malibu, and return the questionnaire.

"PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JULY 2, 2004, COMPLETE THIS SURVEY."

	About Your Chevrolet Dealershi						
	How satisfied were you with the convenience of the Service	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
1.	Department's hours?						
		Yes	No	Does Not Apply/Not Required	Don't Kraw		
2.	Were services available to you on both an appointment and non-appointment basis?	卣					
3.	When arriving for service, were you greeted promptly?						
4.	How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
				`			
_	About Your Service Cons	sultant//	Adviso	·			
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
5.	How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?	Satisfied		Satisfied			
5.		Satisfied	Satisfied	Satisfied Does Not Apply/Not Required	Satisfied	Satisfied	
		Satisfied	Satisfied	Does Not Apply/Not	Satisfied Don't	Satisfied	
	to thoroughly understand your service request?	Satisfied	Satisfied	Does Not Apply/Not Required	Satisfied Don't Know	Satisfied	Apply/No
5.6.7.	to thoroughly understand your service request?	Yes	No Uvery	Does Not Apply/Not Required	Don't Know	Satisfied Not At All	Apply/No
6.	to thoroughly understand your service request?	Yes Completely Satisfied	No Very Satisfied	Does Not Apply/Not Required	Satisfied Don't Know Somewhat Satisfied	Not At All Satisfied	Does No Apply/No Required

Please complete other side

-		About	Your Servi	ce Consu	ıltanı	/Advisa	r - Cor	ntinued			
9.		ere you with the ex				Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfled	Not At All Satisfied	
10.	Overall, how sa	itisfied were you w	rith your Service	e		_	<u> </u>		_		
			-	· · · · · · · · · · · · · · · · · · ·			l				
			Ab	out Servi	ce D	elivery					
11	Mhon you nicke	duauruahiala ua h	av ootises duos			Completely Satisfied	v Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
•••		d your vehicle up, he ok to complete the t		•				D			
		getting your vehicle?				/		_ 🗖			
	- The condition	n in which it was reti	ımed?				3		ø		
						Yes	No				
12.	Were ALL of you	r service concerns o	orrected on this	service visit?						. ,	,
	_ ` `	t? (check all that a	' • •	•				1	/	Hotel	Ley
	_	explained - repair	-			Parts not a		14	re l	100	_
	_	formed did not corr			_	I declined				NO	
	_	epartment could ne repartment was too		blem	_	Other (plea Don't know	•	ry)			
	_ 0e/vice p	eparment was too	ousy		_	Completely Satisfied		Satisfied	Somewhat Satisfied	Not At All Satisfied	
13.		e you that your veh				П	П	П	П	-	
	On this service v	rsar				1		u	ب	-	
		***				Yes	No.	_			
14.	Were you given	a copy of the comp	leted repair ord	er/invoice?		_	U	Don't Know/			
15.		ted shortly after this he dealership's serv				Yes	 □	Not Sure			
								_			
		· · · · · · · · · · · · · · · · · · ·	Summ	ing Up Yo	our E	xperien	ce				
16.	Based on this se	ervice visit, overal	l. how satisfied	are vou		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
		vrolet?				Definitely	Probably	☐ Might/	Probably	☐ Definitely	
			•			Would	Would	Might Not	Not	Not	
7.	Would you reco	mmend this dealer	ship for servic	e?			8				
						Completely	Yery		Somewhat	Not At All	
8.	Overall, how sat	isfied are you				Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	
	with your 2004 i	Malibu?			• • • • • • • • • • • • • • • • • • • •				П		
9.	Are you	Male	☐ Female								
0.	Your age	Under 25	☐ 25 - 34	□ 35	- 44	☐ 45	- 54	55 - 6	4 🗀	65 or older	
,,	May we include	your name when pr	ovidina thin our	unu informatic	an ta ua	iir dadam	hio?	Yes	No		
	may we module y	your name when pr	oviding this sur	vey information	on to yo	Jur dealers	npr	ш			
2.	Do you have any	other comments/re	commendations	about Powe	r Chevr	olet?					
											
H	vou have an ie-	sue with your ve	hicle or a con	cern requiri	iaa imi	madiata a	ttantion	ura anaar		to first some	
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		Ci	nevrolet Custo -				10-222-1	020			
_			Vauranini	Thank			u botto	, .			
		Please return t	Your opinions his questionna						pe to:		
		CHEVROLET	•			-					

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Jaly 30,2005

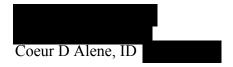
1. Howel Streening want out a 11,000 miles. WHEN BROUGHT IN FOR ZEPAIR - SERVICE Could Not Find event RECORDED ON the Comporter. ALL USUAL AND ANDIBLE ALDEMS INFORMED US at fIME OF INCIDENT-

VEhicle WAS RETURNED to US WITH NO work or REPAIRS ComplETED.

HAD to FARE BACK to DEDIER a SECOND fine for Final REPAIRS.

2. DED PROVIDED ME WITH ON ENTERPHISE RENTAL CAR. While IN MY possesion, Someone hit (one RUN) ME CULILE & WAS PARKED CAUSING \$ 836 00 -I was liable and has to paying \$ 500 - BEDUCTIBLE

Nor a Very Good Expensesce



Service Request: 1-245465449

Customer Relationship Manager: Kurjural Newell

Dear Mr.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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Sincerely,

General Motors Corporation