

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

September 10, 2004

[REDACTED]

Lakeland, FL [REDACTED]

Service Request: 1-208694714

Customer Relationship Manager: Mary Christ

Dear Mr. [REDACTED]

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

Business Resource Center

GM

Repurchase Department

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 FL 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 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:	2CNDL73F056
New Vehicle Sales Price:	\$23,524.62
Used Vehicle Trade Value:	\$21,704.62
Usage:	\$n/a
Trade Difference:	\$1,820.00
Taxes:	\$156.98
Rebates:	[Not Applicable]
Miscellaneous State Fees:	\$60.00
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make 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=	\$156.98
Miscellaneous Fees =	\$n/a
Usage / depreciation =	\$n/a
Upgrade =	\$1820.00
Total Customer Contribution =	\$1976.98

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.

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

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

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

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

RVDC Active Case # 84841



RVDC Case# 84841

BRC Case Number	1209236714	Vehicle is going to:	Auction	Is Vehicle Drivable?	N	Issue 1099?	
Customer Name		Dealer Admin Fee Applies?	Y	Issue Release	N		
Original VIN	1G1ZU54874F	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase					
BAC	111258	Retrieve Sales Tax?	N	Title Brand?			
Dealership Name	H. B. CHEVROLET	Reason for not Retrieving Sales Tax: NOT AVAILABLE IN THIS STATE					
Dealer Contact/Title	Milan Suga, Principal	Original Sales Tax Paid In State:	NY	Repurchased Under Laws of State:	NY		
Dealer Phone	7182637700	Vehicle Meets Presumption of LEMON LAW? N					
Dealer Fax	7182610167	Closing Schedule:	2004-05-27	Established on:	2004-05-21		
Delivery Date	2003-11-26	If no, where: BAC is 0					
Buyback Mileage	4277	Location Site Name:					
Transmission	A	Contact Name:					
UCC Code(s)	M4105	Address 1:					
MSRP	24520.00	Address 2:					
Est. Auction Value	20016.16	City:		State:		Zip:	
Case Number	84841	Phone #:					
TAC Case Number		Fax #:					
Type of Transaction	CL	Comment: Collateral Trade Lease - Lienholder GMAC, 500 Enterprise Dr., Rocky Hill, CT 06067, Phone #800-200-4622, Acct.#					
Replacement VIN	2CNDL73F056012953	GM Legal Case Number:					
Repurchase Type	AVM Voluntary	GM Counsel Name: N/A					
Repurchase Source	PRA AVM Pat Dubai	Gm Counsel Contact Name: N/A					
Reason for Repurchase: Steering column failure		Address1:					
		Address2:					
		City:		State:		Zip:	
		Phone #:					
		Fax #:					
Lien Payoff							
Lien Payoff Amount: 21764.62		Lien Payoff Expires on: 2004-06-10			Per Diem: 0.00		
Customer Due to GM: 0.00				Dealer Due GM: 0.00			
Check Information							
Customer		Lienholder		Plaintiff's Attorney			
Check Amt:	0.00	Payee1:	R.A.B. Motors, Inc.	Check Amt:	0.00		
Payee1:		Payee2:		Payee1:			
Payee2:	H. B. Chevrolet	Payee2:		Payee2:			
Address1:	144-45 71st Road	Address1:	105-20 Queens Blvd.	Address1:			
Address2:		Address2:		Address2:			
City:	Flushing	City:	Forest Hills	City:			
State:	NY	State:	NY	State:			
Zip:	11367	Zip:	11375	Zip:			
Phone #:	7185445529	Phone #:	7182637700	Phone #:			
Fax #:	7182610167	Fax #:	7182610167	Fax #:			
		Attention:	Milan Suga	Attention:			
		Account #:		Fed Tax ID:			
				Firm Name:			

Case ID: 84841 Initiator: hampton

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

APP		APP	
_____	CHECK REQUEST FORM (CIF)	_____	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
_____	RVDC CALCULATION WORKSHEET	_____	SIGNED SETTLEMENT OFFER LETTER
_____	SIGNED BILL OF SALE ON NEW VEHICLE	_____	SIGNED RELEASE AGREEMENT
_____	INVOICE ON REPLACEMENT VEHICLE	_____	SIGNED DEALER CONFIRMATION LETTER
_____	PRA FORM	_____	RVDC SPECIAL INSTRUCTIONS FORM
_____	INCENTIVE SHUT-OFF REQUEST	_____	DEALER PROFIT OTHER THAN ADMIN FEE
_____	COPY OF TITLE OR REGISTRATION	_____	INVOICE FOR ATTORNEY FEES (If Applicable)
_____	WARRANTY HISTORY	_____	REPAIR ORDERS FOR REASON FOR REPURCHASE
_____	INVOICE ON ORIGINAL VEHICLE		(FLORIDA ONLY)

☐ Substitution of Collateral

☐ New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION: ~~1-205587020~~ - 1-209236714

Name	[REDACTED]
VIN#	1G1ZU54874F [REDACTED]
Year-Make and Model:	2004 Chevrolet Malibu

LIENHOLDER INFORMATION:

Lienholder Name:	GMAC
Lender Contact Person and Date:	Amanda/5-18-04
Physical Address:	500 Enterprise Dr.
City/State/Zip	Rocky Hill, CT 06067
Phone:	800 200 4622
Fax Number:	800 865 4327
Account Number:	[REDACTED]
Dealer Buyout/Payoff Amount:	\$20,051.09
Buyout/Payoff Expiration Date:	6/10/04
Pct Diem:	N/A

Additional Information

BRC REPURCHASE WORKSHEET**File Number****1-209236714****Customer Name****[REDACTED]****Worksheet filled out by:****Denise Hampton****Old Vehicle VIN:****1G1ZU54874F [REDACTED]****New Vehicle VIN:****2CNDL73F056 [REDACTED]****Date:****5/20/04****DEALER'S SAMPLE PURCHASE ORDER****MOCK BILL OF SALE**

Acct. [REDACTED] Vehicle Costs	23,524.62	G
Adjustment to line 1	0.00	M
Conversion Cost	0.00	
Tax	0.00	R
Luxury Tax	0.00	E
Reg./Lic./Title Fees (opt)	60.00	S
Miscellaneous	0.00	P
Other	0.00	O
State Fees	0.00	N
		S
Cost to transfer Aftermarket Items	0.00	I
Service Contracts/GMPP	0.00	B
Miscellaneous	0.00	I
Transportation Fees	0.00	T
		Y

Total Replacement Price 23,584.62**CUSTOMER'S**

Tax	156.98	R
Luxury Tax	0.00	E
Reg./Lic./Title Fees (opt)	0.00	S
Additional Aftermarket Items	0.00	P
		O
Usage/Depreciation	0.00	N
Damage	0.00	S
Upgrade	1,820.00	I
Downgrade (deducted)	0.00	B
Reimbursement of Aftermarkets	0.00	I
Other	0.00	T
Dealer Contribution (deducted)	0.00	Y

Total Customer Cost 1,976.98**Trade Repurchase Amount** 21,764.62**Total Payoff Amount** 0.00**PAYOFF GOOD THRU(mm/dd/y)****Dealer Due to GM** NA**GM Due to Dealer** 21,764.62**Estimated Auction Price**
Projected (Loss)20,016.16
(1,748.46)

Purchase Price (New Unit)	23,524.62
State Sales Tax	156.98
Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	60.00
Additional Aftermarket Items	0.00
State Fees	0.00
Miscellaneous	0.00
Other	0.00
Less Dealer Contribution	0.00
Subtotal	23,741.60
Trade In	21,704.62
Payoff	0.00
Net Allowance	21,704.62
Cash on Delivery (Paid by GM)	60.00
Total Balance Due	1,976.98

Amount to Dealer for additional Fees 0.00**GM Authorized Signature****Date******This is a "work in process" until signed
by a GM Authorized Representative****

Rev 5/5/04

2005 EQUINOX AWD LT
 19U BLACK
 14C LIGHT GRAY CLOTH
 ORDER NO. GXCS3P/TRE
 VIN 2CN DL73 F0 56

STOCK NO.

/V6G

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD38653639
 *****13*02199S

New

MODEL & FACTORY OPTIONS

MSRP

INV AMT

RETAIL - STOCK

1LP26 EQUINOX AWD LT

24335.00

22436.87

INVOICE 04/13/04

CF5 SUNROOF, TILT & SLIDING

595.00

535.50

SHIPPED 04/13/04

C4Q GVW RATING - 5070 LBS

N/C

N/C

EXP I/T 05/04/04

F67 2.70 AXLE RATIO

N/C

N/C

INT COM 05/04/04

LNJ 3.4L SFI V6

0.00

0.00

PRC EFF 04/13/04

MX0 5-SPEED AUTO TRANS

0.00

0.00

KEYS H1582 H1582

NE1 50-STATE EMISSIONS

N/C

N/C

WFP-F QTR OPT-1

N75 WHEELS, 17" ALUMINUM

295.00

265.50

BANK: GMAC - 103

1SD 1SD PACKAGE INCLUDES:

550.00

495.00

CHG-TO 02-199

LEATHER WRAPPED STEERING WHEEL

SHIP WT: 3733

INSIDE MIRROR, AUTO-DIMMING

HP: 31.6

W/TEMPERATURE AND COMPASS

GVW: 5070

DRIVER, 6 WAY POWER SEAT

GVWF: 2535

GVWR: 2535

GMS: 23599.62

SUPPLR: 24661.60

MRM: 26340.00

MEMO 1213.75

TOTAL MODEL & OPTIONS

25775.00

23732.87

ACT

DESTINATION CHARGE

565.00

565.00

H/B 261

773.25

LAM DEALER CONTRIBUTION

257.75

ADV 261

257.75

LAM GROUP CONTRIBUTION

128.88

EXP 65A

128.88

TOTAL

26340.00

24684.50

PAY 310 24684.50

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT

23619.23

 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.

H. B. CHEVROLET

REMIT TO GMAC NO. 103

VIN 2CNDL73F056

\$ 24684.50 INV 1AD38653639

DUE 05/04/04 DEALER 02-199

electronic Preliminary Repurchase Authorization (ePRA)

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

1. Date (mm/dd/yyyy): 05/13/2004
 2. Customer Name: [REDACTED]
 3. Customer Address: [REDACTED]
 4. Customer City, State, and Zip: Flushing, NY 11354
 5. Primary Customer Phone #: [REDACTED]
 6. Additional Customer Phone #: [REDACTED]
 7. Customer fax #: [REDACTED]
 8. Cust Drivers Licenses #: [REDACTED]
 9. State tax % rate: 8.625%

Hampton
5/13/04 10:00

Customer Vehicle Information

10. Year/Make/Model: 2004 Chevrolet Malibu
 11. VIN (17 Digits): 1G1ZU54874F [REDACTED]
 12. Current Mileage: 4,277
 13. Purchased: NEW

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

Principal

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

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

21. Was a **TRADE** Repurchase offered? YES
 22. If this will not be a Trade Repurchase, Please explain Why?

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

23. CAC Case Number: 1-209236714
 24. TAC Case Number:

25. If no TAC number, Explain: Vehicle Repaired-owner refuses to drive vehicle

26. Reason for Repurchase (Include specific mechanical failure): Owner had second steering column fail causing owner to drive car with no power assist. Check engine light also came on twice. Owner feels steering has an inherent product problem and refuses to drive vehicle.

27. This case was resolved by: Field Voluntary Decision

28. Does this vehicle meet the presumption of Lemon Law in applicable state? NO

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? LEASE 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 [REDACTED]

33. New Vehicle Year/Make/Model: 2005 Chevrolet Equinox

34. Upgrade ☒ Downgrade ☐ Difference Amount (PURCHASED NEW ONLY: Old MSRP to New MSRP): 1,820**35. Usage/Depreciation Amount:**

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

-Please show how you arrived at this usage amount: Amount waived due to NY lemon law does not allow a mileage charge below 12k miles.

Minus POC 45
 105 - 45 = 60
 Tire, Trans, plates

Hay
[Signature]

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:

GM Pays Title Tag

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.I 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: AVM

44.VoiceMail Node: 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 cPRA@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
CUSTOMER: [REDACTED]
FILE NUMBER: 1-209236714
OLD VEHICLE VIN: 1G1ZU54874F [REDACTED]

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 02-199

BRAND: Chevrolet

NEW VEHICLE VIN: 2CNDL73F056 [REDACTED]

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

05/18/2004

May-14-2004 10:15am From-H B CHEVROLET

*1(1820)10101

Keep this document to show to the police and courts.



CS475633



6

06/05/05
1G1ZU54874F
2004 CHEVR 4DSD
AFN2800 PAS 1

05



NEW YORK STATE REGISTRATION DOCUMENT

2004 CHEVR NONTRANSFERABLE
4DSD GY 1G1ZU54874F
003225 G 6 NOV 26 2003
W/Drama Fun/Cat CMF LIPAE3

FLUSHING NY
06/05/05
*NYMA
20 75

NOT ALTERED EXCEPT FOR ADDRESS
22 75



322

2004 MALIBU LT SEDAN
 12U GALAXY SILVER METALLIC /V6G
 142 GRAY
 ORDER NO. GHSJH3/TRE STOCK NO.
 VIN 1G1 ZU54 87 4F

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD22362338

*****13*02199S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
12U69 MALIBU LT SEDAN	22870.00	20926.05	INVOICE 08/25/03
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 (REPLACES STD/OPT RADIO)	300.00	270.00	KEYS G2834 G2834
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	WFP-F QTR OPT-1
			BANK: GMAC - 103
			CHG-TO 02-199

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

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

TOTAL 24520.00 22831.98 PAY 310 22831.98

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.

H. B. CHEVROLET

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

Ver-04-2004 04:15pm From: H & CHEVROLET

+1712318187

T-470 P-011 F-244

RETAIL INSTALLMENT CONTRACT

Contract Number 02199

Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)	Creditor (Seller name and address)
FLUSHING NY [REDACTED] QUEENS	H.B. CHEVROLET 106-20 QUEENS BLVD FOREST HILLS NY 11375

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreement on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below.

Model Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2004	CHEVROLET MALIBU	1G1ZU54B7AF [REDACTED]	<input type="checkbox"/> Personal, family, or household <input type="checkbox"/> Agricultural <input type="checkbox"/> Business <input type="checkbox"/>

Your trade-in is: Year Make Model

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount of cash price	Total of Payments	Trade-In Price
8.50	1,736.04	21,305.51	28,041.55	2,674.73

Year	Month	Amount of Payment	When Payments Are Due	Or as Follows
2004	12	368.85	Monthly beginning 12/26/2003	
ONE FINAL PAYMENT OF \$ 11,524.40 DUE ON 11/26/2005				

Late Charge: If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is not received in full, with a maximum charge of \$10.
Prepayment: If you pay off all your debt early, you may be entitled to a refund of part of the finance charge.
Security Interest: You are giving a security interest in the vehicle being financed.
Additional Information: See this contract for more information including information about nonpayment, default, and repossession in full before the scheduled date, prepayment interest and security interest.

ITEMIZATION OF AMOUNT FINANCED		
1. Cash price (including any accessories, services, and taxes)		\$ 24,956.55 (1)
2. Total down payment (if negative enter "0" and add to the 1st item)		
- Cash down payment		\$ 1,000.00
- Other down payment		\$ 2,711.55
- Other down payment		\$ 3,711.55 (2)
3. Unpaid balance of cash price (1 minus 2)		\$ 21,245.04 (3)
4. Other charges including amounts paid to others on your behalf (Seller may keep part of these proceeds):		
- A. Cost of optional credit insurance paid to the insurance company or companies		
- Life	\$ N/A	\$ N/A
- Disability	\$ N/A	\$ N/A
- Other insurance paid to the insurance company	\$ N/A	\$ N/A
- Official fees paid to government agencies	\$ N/A	\$ N/A
- Government agency service charge	\$ 12.50	
- Government agency registration fee	\$ N/A	
- REG-28.00	\$ 28.00	
- Government agency title fee	\$ N/A	
5. Other charges (Seller must identify who is paid and location business)		
- to N/A for N/A	\$ N/A	\$ N/A
- to H.B. CHEVRO for DOC FEE	\$ 20.00	
- to N/A for N/A	\$ N/A	\$ N/A
- to N/A for N/A	\$ N/A	\$ N/A
- to N/A for N/A	\$ N/A	\$ N/A
- to N/A for N/A	\$ N/A	\$ N/A
- to N/A for N/A	\$ N/A	\$ N/A
- to N/A for N/A	\$ N/A	\$ N/A
6. Net trade-in value (if any) to N/A	\$ 60.50 (4)	
Total of cash price and other charges paid to others on your behalf	\$ 21,305.51 (5)	
7. Amount financed (5 - 6)		

Insurance: You may buy the physical damage insurance the contract requires (see below) but you may choose not to buy it. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.
If any insurance is checked below, policies or certificates from the agreed insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:
Optional Credit Insurance:

☐ Credit Life ☐ Suffer ☐ Co-Owner ☐ Both
☐ Credit Disability (Buyer Only)

Premium:
Credit Life: N/A
Credit Disability: N/A

N/A (Insurance Company)

N/A (Home Office Address)

Check the insurance and credit disability insurance you are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance and credit disability insurance are for your benefit and the contract provides a different term for the insurance is shown below.

Other Insurance:

☐ N/A N/A

Type of Insurance: N/A Term

Premium: N/A

(Insurance Company)

N/A (Home Office Address)

I want the insurance checked above.

X Buyer Signature Date

X Co-Owner Signature Date

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

HOW THIS CONTRACT CAN BE CHANGED: This contract contains the terms agreement between you and us relating to this contract. Any change to the contract must be in writing and signed by both parties.

If any part of this contract is not valid, all other parts may still be valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may suspend the term for making some payments without extending the time for making others.

See back for other important agreements.

NOTICE TO THE BUYER: 1. Do not sign this contract before you read it or if it contains any blank space. 2. You are entitled to a completely filled in copy of this contract when you sign it. 3. Under the law, you have the following rights, among others: (a) To pay-off in advance the full amount due and to obtain a partial refund of the credit service charge; (b) To redeem the property if repossessed for a default; (c) To require, under certain conditions, a resale of the property if repossessed. 4. According to law you have the privilege of purchasing the insurance on the motor vehicle provided for in this contract from an agent or broker of your own selection.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

RETAIL INSTALLMENT CONTRACT	
Buyer Signature: [REDACTED]	Date: 11/26/2003 Co-Owner Signature: [REDACTED]
Co-Owner Signature: [REDACTED] Date: 11/26/2003	
Creditor Signature: H.B. CHEVROLET	Date: 11/26/2003 By: [REDACTED]

Seller assigns its interest in this contract to General Motors Acceptance Corporation (GMAC) under the terms of the GMAC Fact File agreement.	
Assigned with recourse	Assigned without recourse or with limited recourse
Seller By Title	Seller By Title
2108 NY 11/2003 (For use in the State of New York) (1 of 1)	Station See Other Side

Copyright 2003 General Motors Acceptance Corporation. All Rights Reserved.

WHEN STATE FINANCIAL - REAL ESTATE FEE

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

+17182610167

T-470 P.005

F-244



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

CUSTOMER NAME: [REDACTED]

VIN: 1G1Z0548744 (or see attached list*)

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ☒ to the down payment of this vehicle, (b) _____ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive and final price with incentive applied), or (c) _____ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
<u>Cap Lease Return</u>	<u>\$200.00</u>	<u>CCR</u>
<u>GM CARD</u>	<u>\$461.00</u>	<u>UDP</u>
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	<u>\$271.00</u>	

2. Other Program Selection. (Which may or may not be in lieu of customer incentive programs for example, Division supported financing/leasing, etc.)

a. I elect to receive

in lieu of

and/or

b. I elect to receive

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 11/24/03. I acknowledge receipt of incentive(s) as described in item 1/2 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [Signature]Date: 11/24/03

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in item 1/2 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.

Authorized Dealer Signature: [Signature]Date: 11/26/03Dealership Name: H.B. ChevroletDealer Code: 02199* List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File
Copy #1 - Dealer Copy #2 - Customer

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC

GM3795 1/01

Reynolds and Reynolds
ORDER TOLL FREE: 1-800-344-0000
FAX: 1-800-837-8935

May-06-2004 04:58pm From H & CHEVROLET

+17182810167

T-478 P.010

F-244

SmartBuy
Rider

New or Used		Year	Description of Property	Dealer Number	Contract Number
NEW		2004	CHEVROLET MALIBU 4DR	25	1617054874E

BUYER'S LAST PAYMENT OPTIONS

This SmartBuySM Plan Rider ("Rider") is part of the contract relating to the credit sale of the motor vehicle described above ("Contract") dated NOVEMBER 26th 2003 between H. B. CHEVROLET (Buyer) and _____ (Creditor).

(Co-Buyer). All references to "this Contract" include this Rider.

Meaning of Words. Unless this Rider says otherwise, all words used in this Rider and the rest of this Contract have the same meaning. In this Rider, the words "you" and "your" refer to the Buyer and Co-Buyer, if any. The words "we," "us," and "our" refer to the Creditor named above and any assignee of the Creditor.

Last Scheduled Payment. **THIS CONTRACT IS NOT PAYABLE IN INSTALMENTS OF EQUAL AMOUNTS.** AN INSTALMENT OF \$ 11524.40 WILL BE DUE ON NOVEMBER 26th 2005

You may meet your obligation to make this last scheduled payment by choosing one of the following options:

1. You may pay the last scheduled payment on its due date; or
2. You may, if you have met each of the conditions in the paragraph below entitled "Your Option to Sell":
 - a. sell the vehicle to the Creditor and have the Sale Price applied to the last scheduled payment; and,
 - b. pay the Creditor the difference between the Sale Price and the last scheduled payment.

Your Option to Sell. You have the option to sell the vehicle to the Creditor on the due date of the last scheduled payment at the Sale Price. The Sale Price will be the amount of the last scheduled payment (A) less a 25% depreciation fee; (B) less any Excess Wear and Tear Deduction; and, (C) less any Excess Mileage Deduction. You have this option only if each of the following conditions is met:

1. You drive the vehicle as directed to a specified place so that the Creditor may make a preliminary appraisal of the vehicle's condition;
2. You have not broken any of your agreements under the Contract, including your agreement to keep the vehicle free from all liens and encumbrances other than the Creditor's lien;
3. You have paid the Creditor all amounts owing under the Contract except for the amount of the last scheduled payment;
4. You deliver the vehicle to the Creditor on the due date of the last scheduled payment (or the following business day) at a place designated by the Creditor;
5. You pay the Creditor on the due date of the last scheduled payment the difference between the Sale Price and the last scheduled payment;
6. You have serviced the vehicle as described in the Owner's Manual and in the Maintenance Schedule folder and as the manufacturer requests in any recall campaign; and
7. You have not altered the vehicle without obtaining the prior written permission of the Creditor.

If you exercise this option, you will sign and deliver all documents that may be needed to transfer title to the vehicle to the Creditor.

Excess Wear and Tear Deduction. The Excess Wear and Tear Deduction used to figure the Sale Price will be the amount the Creditor estimates it would cost to make all repairs to the vehicle that are not the result of normal wear and tear, whether or not the Creditor makes the repairs. These costs include, but are not limited to, the amount it would cost to repair or replace: (a) glass that is damaged or that you have replaced; (b) damaged body, fenders, metal work, lights, trim or paint; (c) missing equipment that was in the vehicle when delivered and has not been replaced with equipment of equal quality and design; (d) missing wheel covers, jack or wheel wrench; (e) missing or unsafe wheels; (f) any tire with less than 1/8 inch of tread remaining at the shallowest point; (g) ton doors (including spare), snow tires are not acceptable; (h) any tire with less than 1/8 inch of tread remaining at the shallowest point; (i) any mechanical damage or other condition that causes the vehicle to operate in a noisy, rough, improper, unsafe, or unlawful manner; (j) any other damage; and, (k) any other costs required to restore the vehicle to salable condition.

Independent Appraisal. If you disagree with the Excess Wear and Tear Deduction, you may obtain at your own expense a professional appraisal of the vehicle's value. The appraiser must be an independent third party acceptable to both you and the Creditor. If you choose to obtain a professional appraisal, the Sale Price will be the lesser of: (1) the amount of the last scheduled payment as shown in the payment schedule, minus the 25% depreciation fee; or (2) the appraised value of the vehicle minus the 25% depreciation fee.

Excess Mileage Deduction. The Excess Mileage Deduction used to figure the Sale Price will be \$0.15 per mile for each mile the vehicle is driven over 36000 miles.

Buyer Sign _____

Co-Buyer Sign _____

Other Owner Sign _____

Creditor Sign _____

By _____

Title _____

GMAC SB-TRAD-NPD (3-2003)

TRIPPLICATE ORIGINAL - DEALER'S COPY

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

+17182510167

T-587 P.004

F-612

DEALER
NUMBER

9049

CONTRACT
NUMBER

44667

SUBSTITUTION AGREEMENT

1. Definitions. "You" and "your" refer to the Buyer and any Co-Buyer signing below.

"Dealer" refers to H.B. CHEVROLET

"GMAC" refers to General Motors Acceptance Corporation.

"Replacement Vehicle" refers to the vehicle described below:

New or Used	Year	Make and Model	Body Type if Truck, Give GVW	Vehicle Identification No.	Lic. No. & Yr
NEW	05	CHEVROLET	BOLINOX	2CNDL73F056	

"Retail Contract" means the Retail Installment Sale Contract between you and Dealer dated 11/26/03 for the purchase of a motor vehicle. (Mo.) (Day) (Yr)

2. Substitution of Vehicle. You agree that the Replacement Vehicle will be substituted for the vehicle that 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 law.

You sign

(Mo.)

(Day)

(Yr)

(Street)

FLUSHING NY

(City)

(State)

(ZIP Code)

Co-Buyer Signature

(Street)

(City)

(State)

(ZIP Code)

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

GENERAL MOTORS ACCEPTANCE CORPORATION

By

Name

Title

The dealer below warrants and represents that (1) dealer had title to the Replacement Vehicle at the time of sale free of any liens, except liens 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 purchase the Replacement Vehicle; (3) the contract for the sale of the Replacement Vehicle is enforceable; 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.

****ADDITIONAL PAPERWORK NEEDED TO COMPLETE****

- ~~TWO-OR-FOUR-WHEEL-DRIVE VEHICLE~~
- ~~TITLE APPLICATION FOR NEW VEHICLE~~
- ~~PROOF OF INSURANCE FOR NEW VEHICLE~~
- ~~LETTER OF BILL OF SALES OR LETTER STATING REASON FOR SUBSTITUTION.~~

By

(Name)

(Title)

Date

PRES.

5/12/04

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

GMAC 153 7-65 (1)

GMAC'S COPY

May-18-2004 03:43pm From:H B CHEVROLET

+17182610187

T-713 P.002

F-998

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 19, 2004

Flushing, NY

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, VIN#1G1ZU54874F
 Case Number: 1-219236714

Dear Mr. [REDACTED]:
 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 [REDACTED] 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	\$ 1,420.00
Plus Usage	\$0/a
Plus Taxes	\$154.70
Plus registration, tag, title fees	\$0/a
TOTAL RESPONSIBILITY OF CUSTOMER	\$22,025.79

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

General Motors will repurchase VIN #1G1ZU54874F [REDACTED] 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:

- ⇒ 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.

Received May-18-2004 02:58pm

From:RightFax

To:H B CHEVROLET

Page 002

5/19/04

May-20-2004 04:23pm From: H B CHEVROLET

+17182610167

T-736 P.001

F-074

ADDENDUM - Updated Tax Rate
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]

Customer's Name:
 Case Number:

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:	2CNDL73F056
New Vehicle Sales Price:	\$23,524.62
Used Vehicle Trade Value:	\$21,704.62
Usage:	\$n/a
Trade Difference:	\$1,820.00
Taxes:	\$158.98
Rebates:	[Not Applicable]
Miscellaneous State Fees:	\$80.00
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	\$200 applied as warranty credit via W.I.N.S.I

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 =	\$158.98
Miscellaneous Fees =	\$n/a
Usage / depreciation =	\$n/a
Upgrade =	\$1,820.00
Total Customer Contribution =	\$1976.98

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. CHEVROLET 111258, Debra Kaya, PRES.
 [Dealership Name BAC] Management Agreement

[Dealership Name BAC] Management Agreement

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!

Received May-20-2004 04:14pm

From: RightFax

To: H B CHEVROLET

Page 003

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

+17182610187

T-713 P.003

F-006

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]

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

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

General Motors will issue a check in the amount of \$21,764.82 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:	2CNDL73F056 [REDACTED]
New Vehicle Sales Price:	\$23,524.82
Used Vehicle Trade Value:	\$21,704.62
Usage:	\$n/a
Trade Difference:	\$1,820.00
Taxes:	\$154.70
Rebates:	[Not Applicable]
Miscellaneous State Fees:	\$80.00
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, the customer is obligated to make 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
Upgrade =	\$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 #866-642-8879.

H.B. CHEVROLET 111758 Denise Hampton, Pres.
[Dealership Name BAC] Management Agents Signature and Title.

MILAN SUGA, PRES.
[Dealership Name BAC] Management Agents Printed Name and Title.

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

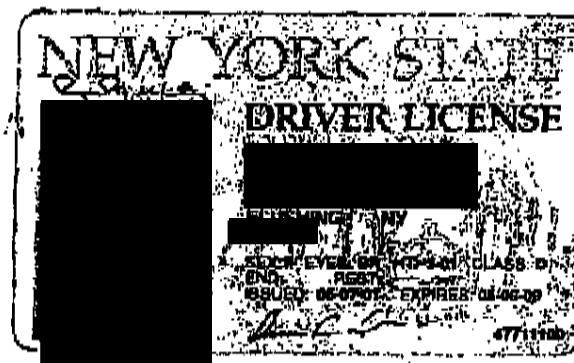
Again, thank you for assisting Chevrolet in this collateral exchange transaction for our mutual customer!

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

+17182610167

T-470 P.003

F-244





CUST # 33856

105-20 Queens Blvd.
FOREST HILLS, NEW YORK 11375
718-263-7700

SOLD TO

ADDRESS

FLUSHING NY

NEW/USED	YEAR	MAKE	MODEL	BODY STYLE
NEW	2005	CHEVROLET	EQUINOX	SUBN

VIN

2CNDL73F056

SALESMAN BRENDAN P BRETT 3032 H1582 / H1582

Waste Tire Management Fee

(NY Law/ECL 27-1913) \$2.50 x Tires = \$

05/20/2004

35524

6006

I

DESCRIPTION	COST	KEY	ACQ NO	SALE	KEY
CAPTIVA		C	400		-
LUMINA		C	401		-
MONTE CARLO		C	402		-
BERETTA		C	403		-
CONSIGNA		C	404		-
CAMARO		C	405		-
CAVALIER		C	406		-
CONVECTE		C	407		-
PRIZM		C	408		-
STORM		C	409		-
METRO		C	410		-
FLEET		C	419		-
TRUCK		C			-
EQUINOX		C		23524.62	-
GM OPP		C	443		-
EXTENDED WAR.		C	444		-
CAR DEAL NO.	33848	I			
SALES TAX			324	156.98	-
DEALERS OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFI- CATE OF TITLE. *\$20.00 /TIRE FEE					
LICENSE & TITLE FEES			243		-
N.Y. STATE INSPECTION FEE			243		-
TOTAL CASH PRICE				23681.60	
FINANCING					
INSURANCE					
TOTAL TIME PRICE					
DEPOSIT			220A		+
CASH ON DELIVERY			220A		+
USED CAR ALLOWANCE					+
PAYMENTS					
MONTHS DOLLARS PER MONTH					
TOTAL				23681.60	
PAY-OFF BAL. OWED FIN. CO.			301		-
					+
				1976.98	+
FINANCE CONTRACT			205		+
					+
					+
					+
					+
					-
				21704.62	+
VALUE OF TRADE			240		+
STOCK NO.					+

This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the _____ Division

*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."

Reynolds and Reynolds RD4286 (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."



SOLD TO

ADDRESS

FLUSHING NY

NEW/USED	YLA/I	MAKE	MODEL	BODY STYLE
NEW	2005	CHEVROLET	EQUINOX	SUBN
VIN				
2CNDL73F056				
SALESMAN BRENDAN P BRETT 3032 H1582 / H1582				

Waste Tire Management Fee
(NY Law/ECL 27-1913) \$2.50 x ____ Tires = \$____

DATE		VIN		PRICE		KEY	
DESCRIPTION	COST	KEY	ACCT NO.	SALE		KEY	
CAPRI		C	400			-	
LUMINA		C	401			-	
MONTÉ CARLO		C	402			-	
BLYETTA		C	403			-	
CONSIGNA		C	404			-	
CAMARO		C	405			-	
CAVALIER		C	406			-	
CORVETTE		C	407			-	
PRISM		C	408			-	
STORM		C	409			-	
METRO		C	410			-	
FLEET		C	419			-	
TRUCK		C				-	
EQUINOX		C		26340.00		-	
GM CPP		C	443			-	
EXTENDED WAR.		C	444			-	
CAR DEAL NO.	33848	I				-	
SALES TAX			324	156.98		-	
DEALERS OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFI- CATE OF TITLE. *\$20.00 /TIRE FEE						-	
LICENSE & TITLE FEES				243		-	
N.Y. STATE INSPECTION FEE				243		-	
TOTAL CASH PRICE				26496.98		-	
FINANCING						-	
INSURANCE						-	
TOTAL TIME PRICE						-	
DEPOSIT			220 A			+	
CASH ON DELIVERY			220 A			+	
USED CAR ALLOWANCE						+	
PAYMENTS						-	
MONTHS	DOLLARS					-	
PER MONTH						-	
TOTAL				26496.98		-	
PAY-OFF BAL. OWED FIN. CO.				301		-	
						+	
						+	
FINANCE CONTRACT				205:	1976.98	+	
						+	
						+	
						+	
						+	
						+	
						-	
						-	
VALUE OF TRAD.				240:	24520.00	+	
STOCK NO.						+	

This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the _____ Division

*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.

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."

_____ USED MOTOR VEHICLE

Keynote and Keynote 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."

Business Resource Center

GM

Repurchase Department

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

[REDACTED]

Worksheet filled out by:

Denise Hampton

Old Vehicle VIN:

1G1ZU54874F

New Vehicle VIN:

2CNDL73F056

Date:

5/19/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE 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	M		
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	P	Reg./Lic./Title Fees (opt)	60.00
Other	0.00	O		
State Fees	0.00	N	Additional Aftermarket Items	0.00
		S		
Cost to transfer Aftermarket Items	0.00	I	State Fees	0.00
Service Contracts/GMPP	0.00	B		
Miscellaneous	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		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	P		
Additional Aftermarket Items	0.00	O	Trade In	21,704.62
		N		
Usage/Depreciation	0.00	S	Payoff	0.00
Damage	0.00	I		
Upgrade	1,820.00	B	Net Allowance	21,704.62
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	60.00
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	1,974.70
Total Customer Cost	1,974.70			
			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)				
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 signed	
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 Fl 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 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:	2CNDL73F056
New Vehicle Sales Price:	\$23,524.62
Used Vehicle Trade Value:	\$21,704.62
Usage:	\$n/a
Trade Difference:	\$1,820.00
Taxes:	\$154.70
Rebates:	[Not Applicable]
Miscellaneous State Fees:	\$60.00
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make 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
Upgrade =	\$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.

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

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

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

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

September 10, 2004

[REDACTED]
[REDACTED]
Flushing, NY [REDACTED]

Service Request: 1-209236714
Customer Relationship Manager: Maura Platt

Dear Ms. [REDACTED]

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

ADDENDUM – Updated Tax Rate
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]

Customer's Name:

Case Number:

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:	2CNDL73F056
New Vehicle Sales Price:	\$23,524.62
Used Vehicle Trade Value:	\$21,704.62
Usage:	\$n/a
Trade Difference:	\$1,820.00
Taxes:	\$156.98
Rebates:	[Not Applicable]
Miscellaneous State Fees:	\$60.00
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, the customer is obligated to make 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=	\$156.98
Miscellaneous Fees =	\$n/a
Usage / depreciation =	\$n/a
Upgrade =	\$1820.00
Total Customer Contribution =	\$1976.98

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. CHEVROLET 111258, Denise Hampton, PRES,
[Dealership Name BAC] Management Agent's Signature and Title.

MILAN CUGA, PRES.
[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!

Keep this document to show to the police and courts.



CS475633



6

NYMA

1G1ZU54874F

06/05/05

2004 CHEVR 4DSD

PAS 1

05



MV-0907R (6/03)

NEW YORK STATE REGISTRATION DOCUMENT



2004 CHEVR NONTRANSFERABLE

4DSD GY 1G1ZU54874F

003225 G 6 NOV 26 2003

Wtr/Seats

Fuel/Cyl

Expires 06/05/05

NYMA

20 75

FLUSHING

NY

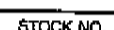
ANNUAL CHG
AMT PAID (INCL. ADD CHG)

CHG IF ALTERED EXCEPT FOR ADDRESS

22 75



322



"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."

2004 MALIBU LT SEDAN
 12U GALAXY SILVER METALLIC /V6G
 142 GRAY
 ORDER NO. GHSJH3/TRE STOCK NO. 322
 VIN 1G1ZU54 87 4F VEHICLE INVOICE

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

*****\$
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
 12U69 MALIBU LT SEDAN 22870.00 20926.05 INVOICE 08/25/03
 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) WFP-F QTR OPT-1
 VK3 FRONT LICENSE PLATE BRACKET 0.00 0.00 BANK: GMAC - 103
 CHG-TO 02-199

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

POSTED

SEP - 9 2003

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

TOTAL 24520.00 22831.98 PAY 310 22831.98
 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.

H. B. CHEVROLET

REMIT TO GMAC NO. 103
 VIN 1G1ZU54874F102237
 \$ 22831.98 INV 1AD22362338
 DUE 09/04/03 DEALER 02-199



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

CUSTOMER NAME: [REDACTED]

VIN: 1G1Z054874F [REDACTED] (or see attached list*)

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) 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:

Incentive Program Reference	Amount	GM Incentive Code
<u>Cap Cost Reduction</u>	<u>\$ 2250.00</u>	<u>CCR</u>
<u>GM CARD</u>	<u>\$ 461.88</u>	<u>UDP</u>
<u> </u>	<u>\$</u>	<u> </u>
<u> </u>	<u>\$</u>	<u> </u>
<u> </u>	<u>\$</u>	<u> </u>
<u> </u>	<u>\$</u>	<u> </u>
Total Incentive Amount Received	<u>\$ 2711.88</u>	

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc..)

a. I elect to receive GM Surestart Program
in lieu of and/or

b. I elect to receive

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 11/26/03. I acknowledge receipt of incentive(s) as described in Item 1/2 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [Signature]Date: 11/26/03

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item 1/2 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.

Authorized Dealer Signature: [Signature]Date: 11/26/03Dealership Name: H. B. ChevroletDealer Code: 02199* List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File
Copy #1 - Dealer Copy #2 - Customer

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC

GM3795 1/01

Reynolds and Reynolds
ORDER TOLL FREE: 1-800-344-0996
FAX: 1-800-531-9055

Business Resource Center

GM

Repurchase Department

To: [REDACTED]	From: Denise Hampton
Fax: [REDACTED]	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

**GMC**

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. [REDACTED]
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 [REDACTED] 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 RESPONSIBILITY OF CUSTOMER	\$22,025.79

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

General Motors will repurchase VIN #1G1ZU54874F [REDACTED] 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:

- ⇒ 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.

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]

Customer's Name:
Case Number:



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:	2CNDL73F056
New Vehicle Sales Price:	\$23,524.62
Used Vehicle Trade Value:	\$21,704.62
Usage:	\$n/a
Trade Difference:	\$1,820.00
Taxes:	\$154.70
Rebates:	[Not Applicable]
Miscellaneous State Fees:	\$60.00
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, the customer is obligated to make 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
Upgrade =	\$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. CHEVROLET 111757 Milan Suga, PRES.
[Dealership Name BAC] Management Agent's Signature and Title.

MILAN SUGA, PRES.
[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!

BRC REPURCHASE WORKSHEET**File Number****1-209236714****Customer Name****Worksheet filled out by:****Denise Hampton****Old Vehicle VIN:****1G1ZU54874F****New Vehicle VIN:****2CNDL73F056****Date:****5/19/04****DEALER'S SAMPLE PURCHASE ORDER**

			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	M		
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	P	Reg./Lic./Title Fees (opt)	60.00
Other	0.00	O		
State Fees	0.00	N	Additional Aftermarket Items	0.00
		S		
Cost to transfer Aftermarket Items	0.00	I	State Fees	0.00
Service Contracts/GMPP	0.00	B		
Miscellaneous	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		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	P		
Additional Aftermarket Items	0.00	O	Trade In	21,704.62
		N		
Usage/Depreciation	0.00	S	Payoff	0.00
Damage	0.00	I		
Upgrade	1,820.00	B	Net Allowance	21,704.62
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	60.00
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	1,974.70
Total Customer Cost	1,974.70		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)				
Dealer Due to GM	NA			
GM Due to Dealer	21,764.62			



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

May 20, 2002

[REDACTED]
Flushing, NY [REDACTED]

RE: Repurchase for **2004 Chevrolet Malibu**, VIN# 1G1ZU54874F [REDACTED]

Dear Ms. [REDACTED]

The following parties, [REDACTED] 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

Business Resource Center

GM

Repurchase Department

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

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 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 RESPONSIBILITY OF CUSTOMER	\$22,025.79

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE 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 866-549-8879 by May 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 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.



Signature and Date

Business Resource Center

GM

Repurchase Department

To:	[REDACTED]	From:	Denise Hampton
Fax:	[REDACTED]	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

FILE COPY

METHOD OF PAYMENT		CASH <input type="checkbox"/>		CREDIT CARD <input type="checkbox"/>		CHECK <input type="checkbox"/>		INSURANCE CO. <input type="checkbox"/>	
AMOUNT									
CUSTOMER SIGNATURE									
PLEASE PAY THIS AMOUNT		SALES TAX		0.00		0.00		0.00	
		LESS INSURANCE		0.00		0.00		0.00	
		TOTAL CHARGES		0.00		0.00		0.00	
		MISC. CHARGES		0.00		0.00		0.00	
		SUBLET AMOUNT		0.00		0.00		0.00	
		GAS, OIL, LUBE		0.00		0.00		0.00	
		PARTS AMOUNT		0.00		0.00		0.00	
		LABOR AMOUNT		0.00		0.00		0.00	
TOTALS									

COST, SALE, & COMP TOTALS			
1160	3423	0	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
6300	3423	*****		98	48000	70	
6200	3325	1090					

REGION 1 (EMP# 25, 31DEC03 14:49): 160 CK OUT RESCURED REAR BUMPER OVER TO INNER SUPPORT.							
98	TPARTS	70		3325	TLABOR	1090	

LEFT REAR BUMPER COVER LOOSE							
4:25	31DEC03	15:03	31DEC03	LINE	OPCODE	TECH	TYPE A/HRS S/HRS
1	RET	0.50	1090	3325			
1	SCREW	40	56	0	0.80	0.56	0.42
FC: 2M	PART#: COUNT: 0	30	42	0	0.60	0.42	0.42
CLAIM TYPE: AUTH CODE: ON							

SERVICE ADVISOR: 101 JAMES BROWN

MAKE/MODEL: CHEVROLET MALIBU

DEL DATE: 04

WARR. EXP: 1G1ZT54894F

PO NO: 160/160

DATE: 160/160

PAYMENT: 160/160

INV. DATE: 160/160

WAIT 31DEC03

STK: C401 ENG: LX9 TRN: MK0

READY

OPTIONS:

CASH 69.50

31DEC2003

IN SERVICE

PRAY

HOME: BUS:

PAGE 1

ACCOUNTING

6 2 1 4 6 1

LANGS CHEVROLET

836 ORCHARD LANE

BEAVERCREEK, OHIO 45434

(937) 426-2313 (937) 372-3551

Victoria Nelson

04C/3S338



2299 Miamisburg-Centerville Rd

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: [REDACTED] 2004 Chevrolet Malibu, VIN1G1ZT54894F [REDACTED]
Settlement

Dear Victoria:

Mr. [REDACTED] 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. [REDACTED] 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. [REDACTED] 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.



2299 Miamisburg-Centerville Rd

Dayton, Ohio 45459-3817

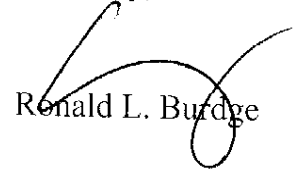
Phone: (937) 432.9500 Facsimile: (937) 432.9503

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,



Ronald L. Burdge

RLB:emg

Z:\data\Mowery\Settlement\Corr GM Rep Nelson Re Settlement 061104.wpd

BURDGE
LAW OFFICE
CQ, LPA

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 [REDACTED] *Settlement*

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. [REDACTED] 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 not 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. Burdge

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: [REDACTED] General Motors Corporation
2004 Chevrolet Malibu LS Sedan VIN: 1G1ZT54894F [REDACTED]

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: [REDACTED]

Social Security No:

Customer Name:

Social Security No:

VIN: 1G1ZT54894F [REDACTED]

Attorney Name: Ronald L. Burdge, Esq. TIN:

Lien Holder Information:

Account #:

Name of Lien Holder:

Physical Address:

City: State: Zip Code:

Contact Person:

Telephone # :

Payoff: \$

Good Until: Next Due Date:

Per Diem: \$ (OR) %

Late Charges Paid: \$ Late Charges Due: \$

No. Payments Made: at \$ /month

Total payments made : \$

Total Interest Paid to Date: \$ as of:

1999 \$ 2000 \$ 2001 \$ 2002 \$

Current Mileage of Vehicle: Date Mileage Read:

I / We, _____, hereby authorize _____ to release any and all information regarding the above referenced account to General Motors Corporation, including but not limited to a complete payment history of my account. Dated this _____ day of _____, 2002



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

June 11, 2004

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

Re: [REDACTED]
Service Request: 1-209268530
2004 Chevrolet Malibu LS Sedan
Vehicle Identification Number: 1G1ZT54894F [REDACTED]
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

cc: FILE
LG0007-T

BRC REPURCHASE WORKSHEET

File Number
1-209268530

Customer Name
[REDACTED]

Worksheet Filled Out By:
V. NELSON

Old Vehicle VIN:
1G1ZT54894F [REDACTED]

New Vehicle VIN:

Date:
13-May-04

TRADE REPURCHASE		STRAIGHT REPURCHASE		PAYMENT / LEASE REPURCHASE	
				Lease Terms MO __ MI __ Lease Usage Mo __ MI __	
1 Replacement Vehicle Costs	\$0.00	1 Base Price	\$19,500.70	1 Down Payment / Cap Cost Reduction	\$0.00
2 Equipment Transfer	\$0.00	2 Conversion Price	\$0.00	2 Additional Payments	\$0.00
3 Total Sales Tax	\$0.00	3 Sales Tax	\$1,475.68	3 Reg./Lic./Title (opt)	\$0.00
4 Total Reg./Lic./Title (opt)	\$0.00	4 Reg./Lic./Title (opt)	\$20.25	4 Aftermarket Items	\$0.00
5 Aftermarket Items	\$0.00	5 Finance Charges	\$0.00	5 Collateral Costs	\$0.00
6 Collateral Costs	\$0.00	6 Aftermarket Items	\$0.00	6 Pre-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	\$0.00	8 Other	
9 Dealer Admin / Vehicle Transfer	\$0.00	9 Annoyance / Inconvenience	\$0.00	9 Total Additions	\$0.00
10 Other		10 Other		10	
11 Total Replacement Price	\$0.00	11 Total Purchase Price	\$20,996.63	11 Usage/Depreciation	\$0.00
12 Usage/Depreciation	\$0.00	12 Usage/Depreciation	\$0.00	12 Damage	\$0.00
13 Tax/Title/Registration Contribution	\$0.00	13 Damage	\$0.00	13 Over-Allowance	\$0.00
14 MSRP Upgrade	\$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	20 Loan Payoff 5-29-4	\$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	22	
23 Total Repurchase	\$0.00	23 Total Repurchase	\$20,746.63	23 Total Repurchase Amount	(\$1,750.00)
24 NADA	\$0.00	24 NADA	\$19,970.00	24 NADA	\$0.00
25 Estimated Auction Price	\$0.00	25 Estimated Auction Price	\$14,777.80	25 Estimated Auction Price	\$0.00
26 Projected Loss	\$0.00	26 Projected Loss	\$5,968.83	26 Projected Loss	(\$1,750.00)

OVER ALLOWANCE CALCULATION

PURCHASE PRICE (before t/t/t)	\$ 19,500.70	TRADE ALLOWANCE		PURCHASE PRICE	
MSRP (FROM BARS INVOICE)	\$ 21,970.00	PAYOFF OF TRADE		INCENTIVE* (from BARS)	\$ 1,750.00
DIFFERENCE	\$ (2,469.30)	DIFFERENCE	\$ -	OVERALLOWANCE	
if positive look for over allowance	\$ (2,469.30)	if negative=negative equity		ACTUAL PRICE	\$ (1,750.00)
		TRADE ALLOWANCE			
		ACV OF TRADE			
		DIFFERENCE	\$ -	do not include fuel file credit	
		acv=actual cash value		include GM card points	



GMC

HUMMER

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 [REDACTED]
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

cc: FILE
LG0044-T

Attach.

Odometer

Date

RELEASE OF CLAIMS

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$3,500.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor's/Releasors' 2004 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZT54894F [REDACTED] ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is _____ on the date of signing this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this Release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims.

DATE SIGNED: _____

[REDACTED]

Address

City, State, Zip Code

Social Security Number

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by {full name of consumers}.

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

Case Assessment By: VICTORIA NELSON

State: OH

Customer Name: [REDACTED]

Service Request: 1-209268530

GM Legal File No.: N/A

Vehicle ID No.: 1G1ZT54894F [REDACTED]

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.

☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Complaint and Repair Performed:</u>
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

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

☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Complaint and Repair Performed:</u>
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.

REASON FOR REMOVAL

{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 Quadrateer.
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.**

TCS

TAFT, STETTINIUS & HOLLISTER LLP

ATTORNEYS AT LAW

425 WALNUT STREET, SUITE 1800

CINCINNATI, OHIO 45202-3957



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

JUL 19 2004 4

48326+1371 06



TAFT, STETTINIUS & HOLLISTER LLP

425 WALNUT STREET, SUITE 1800

CINCINNATI, OHIO 45202-3957

513-381-2838

FAX: 513-381-0205

www.taftlaw.com

COLUMBUS, OHIO OFFICE
TWELFTH FLOOR
21 EAST STATE STREET
COLUMBUS, OHIO 43215-4221
614-221-2838
FAX: 614-221-2007

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

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
sullivan@taftlaw.com

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

July 15, 2004

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

Re: [REDACTED] 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.

Yours truly,



Timothy C. Sullivan

TCS/bms



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: [REDACTED]
Service Request: 1-209268530
2004 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT54894F [REDACTED]
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.

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

TC TAFT, STETTINIUS & HOLLISTER LLP

ATTORNEYS AT LAW

425 WALNUT STREET, SUITE 1800

CINCINNATI, OHIO 45202-3957



JUL 12 2004

16

Brenda Horchler

General Motors Corporation

c/o MSX International, ATTN: BRC Legal

MC 336-105-000

1426 Pacific Drive

Auburn Hills, MI 48326

48326+1371 06



Mowery
Core Pleadings
GREENE COUNTY OHIO
2004 JUN 23 PM 3:11
CLERK
COURT
CLERK

IN GREENE COUNTY COMMON PLEAS COURT, OHIO

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

CASE NO: **2004 CV 0-40**

**JUDGE
CAMPBELL**

PLAINTIFF

COMPLAINT AND JURY DEMAND

- VS. -

(LEMON LAW)

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

DEFENDANT

FIRST CLAIM: OHIO LEMON LAW

1. This case is about a 2004 Chevrolet Malibu with a deadly defect with the power 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 its 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.

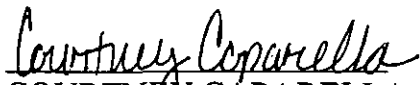
¹²Contrary to the Brown v. Lyons (1974), 332 N.E.2d 380, progeny of cases.

¹³Contrary to the Anderson v. Buckeye Ford, 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
2299 Miamisburg Centerville Road
Dayton, OH 45459-3817
Voice: 937.432.9500
Fax: 937.432.9503
Email: Courtney@OhioLemonLaw.com

www.OhioLemonLaw.com

Z:\data\Mowery\Core Complaint 062104.wpd

LANGS CHEVROLET

635 ORCHARD LANE

BEAVERCREEK, OHIO 45434

PHONE 426-2313

The Happyface Place
We're in business to make you smile.

CONTROL NO. 235-3451

INVOICE NO.

67630

#4 CHEV MALI

20379.00

FEDERAL EMISSIONS REQUIREMENTS
ELECTRONIC 4-SPEED AUTOMATIC W/OD

REAR SPOILER

175.00

FRONT LICENSE PLATE BRACKET

PREFERRED EQUIPMENT GROUP 150

000.00

3500 V6 SFI

MR.
MRS.
MS.

PURCHASER'S NAME

STREET ADDRESS

CITY

STATE

ZIP

COUNTRY

BUS. PHONE

RES. PHONE

MONTGOMERY

ENTER MY ORDER FOR ONE ☒ NEW ☐ CAR ☒ TRUCK ☐ DEMONSTRATOR

YEAR MAKE

2004 CHEVROLET

MODEL

MALIBU

TYPE

COLOR

GRAY

TRIM

SERIAL NO.

STOCK NO.

C401

SALESMAN

SUTTERLIN, WI

31 DEC 2003

FINANCE INFORMATION

CREDIT
APPROVAL
BY DATE

LENDING INSTITUTION GMAC NORTH AMERICA

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED.

DESCRIPTION OF TRADE IN

YEAR

N/A

MAKE AND MODEL

TYPE

ACV

SERIAL NO.

REMARKS

TRADE MILEAGE

SIGNERS

ODOMETER MILEAGE STATEMENT

AND IS ACCURATE UNLESS CHECKED BELOW

THE ODOMETER OF THE ABOVE
DESCRIBED VEHICLE NOW READS
158 MILES/KILOMETERS.☐ ODOMETER MILEAGE IS NOT ACCURATE
REFER TO THE FEDERAL MILEAGE
STATEMENT FOR FULL DISCLOSURE

DEPOSIT RECEIPT:

Dealer hereby acknowledges receipt of the sum of \$ _____ as a Deposit/Partial Payment for the vehicle described above. If this Receipt is for a Deposit, Dealer will refrain from selling the described vehicle for _____ days. This Deposit/Partial Payment ☐ IS ☐ IS NOT refundable, subject to the conditions on the reverse side and the following:

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS DEALER FURNISHES PURCHASER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IN CONNECTION WITH THE VEHICLE AND ANY RELATED PRODUCTS AND SERVICES SOLD BY DEALER. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE MOTOR VEHICLE AND THE RELATED PRODUCTS AND SERVICES. IN THE EVENT THAT A WRITTEN WARRANTY IS PROVIDED BY DEALER OR A SERVICE CONTRACT IS SOLD BY DEALER ON ITS OWN BEHALF, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE TERM OF THE WRITTEN WARRANTY/SERVICE CONTRACT.

CONTRACTUAL DISCLOSURE STATEMENT (FOR DEMONSTRATOR ONLY) 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 THE CONTRACT OF SALE.

The front and back of this Agreement and any documents incorporated herein comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I have read the terms and conditions printed on the back hereof and agree to them as a part of this agreement the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge receipt of a copy of this Agreement. THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

SALE PRICE

GMS

19575.70

SIMONIZ

100.00

NEGATIVE EQUITY:

I am aware that the balance owed on my trade-in vehicle or the amount owed on my lease turn-in vehicle exceeds the trade-in allowance from Dealer and, as a result, I have requested that the cash price of the vehicle be increased by \$ _____ to cover negative equity from my trade-in/the amount owed on my lease turn-in.

X

X

(A) TOTAL SALES PRICE 19675.70
LESS TRADE IN N/A

SALES DIFFERENCE 19675.70

(B) DOCUMENT PREPARATION & RECORDING N/A

TAXABLE AMOUNT 19675.70

(C) (TAX ON SERVICE CONTRACT IS INCLUDED IF APPLICABLE) 7.50% TAX 1475.68

(D) TITLE & RELATED FEES 20.25

1. CASH PRICE (INCLUDING ANY ACCESSORIES, SERVICES, AND TAXES IMPOSED ON CASH SALE) (A+B+C+D) 21171.63

2. CASH DOWN PAYMENT A. DEPOSIT ON ORDER 64 EMP 750.00
B. CASH ON DELIVERY CUST. 1000.003. TRADE IN (PAY-OFF DATE) A. N/A
LESS BALANCE OWING TO B.

4. TOTAL DOWN PAYMENT (2+3) 1750.00

5. UNPAID BALANCE OF CASH PRICE (1-4) 19421.63

6. OTHER CHARGES A. CREDIT LIFE INSURANCE ☐ SINGLE ☐ JOINT N/A
B. ACCIDENT AND HEALTH N/A
C. OTHER INSURANCE ☐ MECHANICAL ☐ CO N/A
D.

UNPAID CASH BALANCE DUE 19421.63

PLAINTIFF'S
EXHIBIT
1

PURCHASER'S SIGNATURE

DATE

CO-PURCHASER'S SIGNATURE

DATE

LOG NO

BURDGE
LAW OFFICE
CO. LPA

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

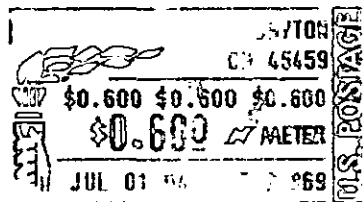
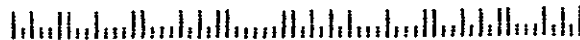
JUL 07 2004

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

Website: www.OhioLemonLaw.com

ADDRESS SERVICE REQUESTED

48326+1571 06



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: [REDACTED] vs. General Motors Corporation
Subpoena to Langs Chevrolet for Records

Dear Counsel:

Please find enclosed 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. Burdge

Enclosures
RLB/emg

SUBPOENA DUCES TECUM BY NOTARY PUBLIC

STATE OF OHIO, COUNTY OF MONTGOMERY, SS:

TO: Langs Chevrolet
635 Orchard Lane
Beavercreek, Ohio 45434

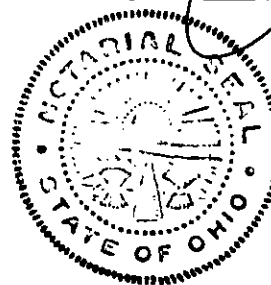
You are hereby ORDERED and COMMANDED to appear before me, the undersigned, or a duly qualified and commissioned notary public within and for the State of Ohio, at the offices of Ronald L. Burdge, Esq., 2299 Miamisburg-Centerville Road, Dayton, Ohio 45459-3817, on **July 20, 2004 at 9:00 a.m.**, to give 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. BURDGE, Attorney At Law
Notary Public, State of Ohio
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 and back 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, including the "shop" copy 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
OF DOCUMENTS

DEFENDANT

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:

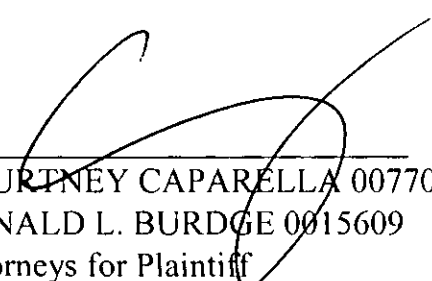
**Langs Chevrolet
635 Orchard Lane
Beavercreek, Ohio 45434**

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.

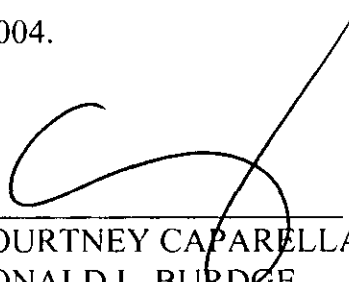
The deponent is instructed to bring with him for inspection and copying, and examination thereon, any and ***all*** documents listed on the attached Exhibit A, and to respond to this request for the production of documents as provided for in Civil Rule 34.


COURTNEY CAPARELLA 0077016
RONALD L. BURDGE 0015609
Attorneys for Plaintiff
2299 Miamisburg Centerville Road
Dayton, OH 45459-3817
Voice: 937.432.9500
Fax: 937.432.9503
Email: Courtney@OhioLemonLaw.com

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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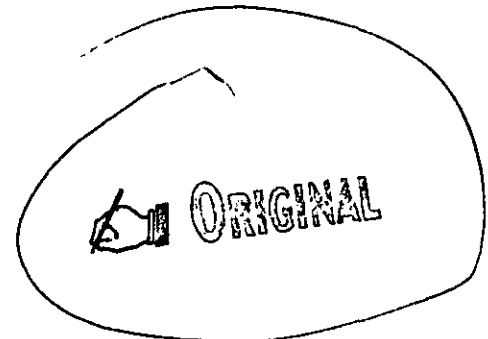


EXHIBIT A

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;
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 and back 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, including the "shop" copy 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.



CQ, LPA

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

866.255.3848Re: [REDACTED], 2004 Chevrolet Malibu, VIN1G1ZT54894F [REDACTED], *Settlement*

Dear Ms. Nelson:

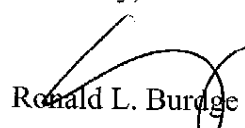
The power steering problem on this vehicle is still not fixed and has been worked on at least three times during the first 4,200 miles.

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,


Ronald L. Burdge

RLB: psc

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



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

Facsimile: (937) 432.9503

FAX COVER SHEET

TO:

Victoria Nelson

FAX NO.:

866.255.3848

RE:

[REDACTED]

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 NOT FOLLOW

ORIGINAL WILL FOLLOW VIA:

- ☐ Regular Mail
- ☐ Overnight Delivery
- ☐ Hand Delivery
- ☐ Other

COMMENTS:

Registration & lien holder

No. of pages including cover sheet:

3

Time:

5:03pm

Date:

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\I FORMS\Procedure & Process\A Form Fax Cover Sheet 021704.wpd

OWNER'S COPY

STATE OF OHIO - BUREAU OF MOTOR VEHICLES

REGISTRATION CARD - ANNUAL

APPLICATION NO.

TYPE	VEH. CLASS	CODE	CODE (1)	TYPE	RESERVE	CODE	REG. DATE	LATE	OFFLINE	GVW	APPLICATION NO.		
PASSENGER	PC	N	N					N	N				
WEIGHT	DATE VEH. PURCHASED	TAX DIST.	AGENCY NO.	ISSUE DATE	EXPIRATION DATE	VALIDATION NO.	LICENSE NO.						
	12/31/03	5704	5753	M 01 D 20 Y 04	M 05 D 18 Y 04								
FEE	REFL/CO. FEE			VEH. YR.	MAKE	TYPE (VEH)	CODE (2)	CODE (3)					
18.00	0.75			04	CHEV	4S	NV	PC					
COUNTY			VEH. SERIAL NO.			APPLICATION NO.							
OLD MOS7	NEW MOS7			1G1ZT54894F									
CITY/TOWNSHIP			CODE (4)	CERTIFICATE TITLE NO.	SEATING CAP.	OLD LIC. NO.							
DAYTON			S										
LOCAL TAX	INSIDE CORP. LIMIT?	POST OFFICE	STATE	ZIP	RESTRICTION CODE-APV ONLY	TOTAL STATE FEE							
7.50	Y	DAYTON	OH		1. DAY 2. NIGHT & DAY	26.25							
IS YOUR LICENSE PLATE REGISTRATION UNDER SUSPENSION OR REVOCATION UNDER OHIO FINANCIAL RESPONSIBILITY LAW?	Y/N			EQUIPMENT STANDARDS MET? APV ONLY	OLD APP NO.								
	N			Y/N BRAKES: MUFFLER SYSTEM									
HAS THE MOTOR VEHICLE BEING REGISTERED BEEN OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO DATE OF THIS APPLICATION?	Y/N			DEPUTY NAME									
	Y			MICHAEL FOLEY									
IF OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO THIS DATE, HAVE THE REQUIRED REGISTRATION OR TRANSFER FEES BEEN PAID?	Y/N			DEPUTY TOWN									
	Y			158	MURDER BRIGADE KR								

YEAR OFF - INFORMATION BELOW IS FOR YOUR RECORDS

FROM TO	FM - FARM TK - COMM TK NC - NON-COMM TK NT - NON-COMM TL	EPA INSPECTION	REVERSAL
CONVERSION		EMISSIONS	HVUT CODE
ADDITIONAL WT.		DATE	HVUT WT.
		I.D. NO.	
DATE OF APP.	OLD EXP. DATE	TRANSFER	TEMPORARY
NEW WT./FEE	DATE VEH. FIRST USED	OLD VEH. YEAR	EVIDENCE OF PURCHASE
OLD WT./FEE	NEW VEH. LIC. FEE	MAKE	DURING THE CURRENT REGISTRATION YEAR, HAVE YOU BEEN PREVIOUSLY ISSUED A LICENSE PLATE REGISTRATION THAT COULD LEGALLY BE TRANSFERRED TO THIS VEHICLE? (Y/N)
ADDITIONAL FEE	OLD VEH. LIC. FEE	TYPE	
OLD GVW	ADDITIONAL FEE	OLD VEH. SER. NO.	(1) REG. CODE N (NEW); R (RENEWAL); C (CONV. ADD. WT.); T (TRANSFER); E (TEMP); O (REPLACE); D (DUP); (2) VEHICLE CODE: NV (NEW VEH.); UV (USED); (3) OLD VEH. CLASS: PC (PASS); OTHERS SEPARATE LISTING (4) OWNER CODE: % (COMMERCIAL); Y (JOINT); B (SINGLE); L (LEASE)
DUPLICATE	OLD WT.	GVW	

REG. APPLIED FOR YEAR	SOLD TO (TRANSFER), PURCHASED FROM (TEMP/REG. VEH.) OR OPERATOR NAME/ADDRESS (NON-RESIDENT PERMIT)
REG. CARD STOLEN, LOST, DAMAGED OR REQUESTED?	NAME
(Y/N)	ADD.
	CITY
	STATE

REPLACEMENT	PROOF OF FINANCIAL RESPONSIBILITY
VAL. STICKER ONLY (Y/N)	I AFFIRM THAT THE OWNERS (OR LESSEES OF LEASED VEHICLE) NOW HAVE INSURANCE OR OTHER PROOF OF FINANCIAL RESPONSIBILITY (FR PROOF) COVERING THIS VEHICLE AND WILL NOT OPERATE OR PERMIT THE OPERATION OF ANY VEHICLE WITHOUT FR PROOF. ALL PREVIOUS REGISTRATION FEES DUE HAVE BEEN PAID. THIS PLATE CATEGORY IS CORRECT, AND THIS VEHICLE WILL NOT BE USED AS A COMMERCIAL OR FARM VEHICLE UNLESS SO REGISTERED.
LIC. PLATE (N) OR (S)	
WERE PLATES STOLEN, LOST, DAMAGED OR REQUESTED?	
(Y/N)	
IF PLATES WERE LOST, WERE POLICE NOTIFIED?	
(Y/N)	

IMPORTANT-TAX MONEY IS RETURNED FOR YOUR ROADS AND STREETS. IS YOUR TAXING DISTRICT SHOWN CORRECTLY?

X
SIGNATURE OF OWNER(S)
WARNING - APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13
APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

Deputy Registrar fee is \$3.50

ORIGINAL - B.M.V. RECORDS
REG. - OWNER

April 19, 2004

Lien Holder Information Request

Customer Name	[REDACTED]
Social Security N	[REDACTED]
Customer Name	[REDACTED]
Social Security No:	[REDACTED]
VIN: 1G1ZT54894F	[REDACTED]
Attorney Name: Ronald L. Burdge, Esq.	TIN:
Lien Holder Information:	
Account #:	[REDACTED]
Name of Lien Holder:	GMAC
Physical Address:	P.O. Box 9001952
City: Louisville	State: KY Zip Code: 40290-1952
Contact Person:	
Telephone #:	1-800-200-4622
Payoff: \$	18,798.24
Good Until:	—
Next Due Date:	May 29th, 2004
Per Diem: \$	— (OR) %
Late Charges Paid: \$	— 0
Late Charges Due: \$	— 0
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

I/We [REDACTED] hereby 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 21st day of April, 2004

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

The World

工廠



**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:

Re: GM Case No. 482494
[REDACTED] 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 the 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

482 494

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:** [REDACTED] Plaintiff vs GENERAL MOTORS CORPORATION, Defendant
2. **DOCUMENT(S) 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 [REDACTED] 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 [REDACTED] by of GMC's Legal Staff.

SIGNED [Signature] CT Corporation System

PER Kelly Walker
ADDRESS 1300 East 9th Street
Suite 1010
Cleveland, OH 44114
SOP WS 0006427084

Information contained on this transmittal form is recorded for CT 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.



HUMMER®

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: [REDACTED]
Service Request: 1-209268530
2004 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT54894F [REDACTED]
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

BURDGE
LAW OFFICE
CO, LPA

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

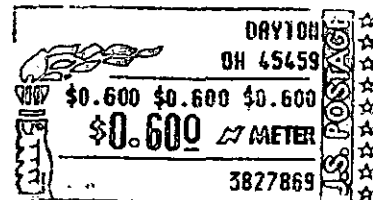
Website: www.OhioLemonLaw.com

ADDRESS SERVICE REQUESTED



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

48326+1571 06



APR 16 2004

APR 16 2004

18

April 13, 2004

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

Re: [REDACTED] 2004 Chevrolet Malibu, VIN1G1ZT54894F [REDACTED]

Dear Ladies and Gentlemen:

I represent [REDACTED] who purchased a 2004 Chevrolet Malibu from Langs Chevrolet in Beavercreek, Ohio on December 31, 2003. The vehicle was financed through GMAC with a total of \$1,000.00 cash down, a \$750.00 GM employee incentive discount, and monthly payments of approximately \$339.56 per month. When the vehicle was purchased, it had 128 miles on it. A copy of the purchase agreement, loan agreement and the repair orders are enclosed. The vehicle now has about 4,500 miles on it.

Mr. [REDACTED] has had repeated problems with power steering unexpectedly (and dangerously) failing in this vehicle which makes it nearly impossible to steer. The vehicle has been in four times for this defect alone, and it still exists – undisputably making this vehicle a “lemon” under the Ohio Lemon Law.

Mr. [REDACTED] no longer has any faith in the ability of GM or its authorized dealers to fix the defects with the power steering. He has complained to the Dealer both by phone and in person, all to no avail. I urged Mr. [REDACTED] to allow me to contact GM directly to see if this matter could be resolved without litigation. What Mr. [REDACTED] wants is for General Motors to repurchase this vehicle and pay his attorney fees and costs.

I would appreciate your prompt review of this file as Mr. [REDACTED] has instructed me to file suit if this demand letter is not responded to promptly. He has lost patience with the Dealer's ability to ever get this vehicle running right and because he began having problems less than two months after the date of purchase, he just wants to be rid of the vehicle.

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

LANGS CHEVROLET635 ORCHARD LANE
BEAVERCREEK, OHIO 45434

PHONE 426-2313

**The Happyface Place**
We're in business to make you smile

CONTROL NO. 235-3451

INVOICE NO.

67630

#4 CHEV MALI

20370.00

FEDERAL EMISSIONS REQUIREMENTS
ELECTRONIC 4-SPEED AUTOMATIC W/O

REAR SPOILER

175.00

FRONT LICENSE PLATE BRACKET

PREFERRED EQUIPMENT GROUP 153

820.00

3500 V6 SFI

PURCHASER'S NAME

STREET

CITY

STATE

ZIP

DAYTON

OH

COUNTY

BUS. PHONE

RES. PHONE

MONTGOMERY

ENTER MY ORDER FOR ONE ☒ NEW ☐ CAR ☒ TRUCK ☐ DEMONSTRATOR

YEAR 2004

MAKE CHEVROLET

MODEL

MALIBU

TYPE

COLOR GRAY

TRIM

SERIAL NO.

1G1Z154894F

STOCK NO.

C401

SALESMAN

SUTTERLIN, WI

DELIVERY DATE

31 DEC 2003

FINANCE INFORMATION

CREDIT

LENDING INSTITUTION

GMAC NORTH AMERICA

BY

DATE

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED.

DESCRIPTION OF TRADE IN

YEAR

MAKE AND MODEL

TYPE

N/A

ACV

SERIAL NO.

REMARKS

TRADE MILEAGE

SIGNERS

ODOMETER MILEAGE STATEMENT

AND IS ACCURATE UNLESS CHECKED BELOW

THE ODOMETER OF THE ABOVE
DESCRIBED VEHICLE NOW READS
158 MILES/KILOMETERS.☐ ODOMETER MILEAGE IS NOT ACCURATE
REFER TO THE FEDERAL MILEAGE
STATEMENT FOR FULL DISCLOSURE

DEPOSIT RECEIPT:

Dealer hereby acknowledges receipt of the sum of \$ _____ as a Deposit/Partial Payment for the vehicle described above. If this Receipt is for a Deposit, Dealer will refrain from selling the described vehicle for _____ days. This Deposit/Partial Payment ☐ IS ☐ IS NOT refundable, subject to the conditions on the reverse side and the following:

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER FURNISHES PURCHASER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF. DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IN CONNECTION WITH THE VEHICLE AND ANY RELATED PRODUCTS AND SERVICES SOLD BY DEALER. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE MOTOR VEHICLE AND THE RELATED PRODUCTS AND SERVICES. IN THE EVENT THAT A WRITTEN WARRANTY IS PROVIDED BY DEALER OR A SERVICE CONTRACT IS SOLD BY DEALER ON ITS OWN BEHALF, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE TERM OF THE WRITTEN WARRANTY/SERVICE CONTRACT.

CONTRACTUAL DISCLOSURE STATEMENT (FOR DEMONSTRATOR ONLY) 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 THE CONTRACT OF SALE.

The front and back of this Agreement and any documents incorporated herein comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I have read the terms and conditions printed on the back hereof and agree to them as a part of this agreement the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge receipt of a copy of this Agreement. THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

PURCHASER'S SIGNATURE

DATE

CO-PURCHASER'S SIGNATURE

DATE

LOG NO.

TOTAL OF OPTIONS.....

975.00

DESTINATION CHARGE.....

625.00

MSRP TOTAL

21970.00

SALE PRICE

GMS

19575.70

SINONIZ

180.00

NEGATIVE EQUITY:

I am aware that the balance owed on my trade-in vehicle or the amount owed on my lease turn-in vehicle exceeds the trade-in allowance from Dealer and, as a result, I have requested that the cash price of the vehicle be increased by \$ _____ to cover negative equity from my trade-in/the amount owed on my lease turn-in.

X



D.

X

CUSTOMER SIGNATURE

(A) TOTAL SALES PRICE

19675.70

LESS TRADE IN

N/A

SALES DIFFERENCE

19675.70

(B) DOCUMENT PREPARATION & RECORDING

N/A

TAXABLE AMOUNT

19675.70

(C) (TAX ON SERVICE CONTRACT IS INCLUDED IF APPLICABLE) 5.5% TAX

1075.55

(D) TITLE & RELATED FEES

20.25

1. CASH PRICE (INCLUDING ANY ACCESSORIES, SERVICES AND TAXES IN-POSED ON CASH SALE) (A+B+C+D)

21171.63

2. CASH DOWN PAYMENT

A.

DEPOSIT ON ORDER

64540

750.00

B.

CASH ON DELIVERY

0.00

1200.00

3. TRADE IN (PAY-OFF DATE) A.

N/A

LESS BALANCE OWING TO B.

4. TOTAL DOWN PAYMENT (2+3)

1750.00

5. UNPAID BALANCE OF CASH PRICE (1-4)

19421.63

6. OTHER CHARGES

A.

CREDIT LIFE INSURANCE

N/A

B.

ACCIDENT AND HEALTH

N/A

C.

OTHER INSURANCE

N/A

D.

MECHANICAL

COLLISION

N/A

UNPAID CASH BALANCE DUE

9421.63

CUSTOMER ORDER & INVOICE - THIS ORDER IS NOT BINDING UNTIL ACCEPTED BY DEALER

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 chassis, 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 Manufacturer 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 on 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 LIABILITY

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.

PROMISSORY NOTE AND SECURITY AGREEMENT

FLEXIBLE FINANCE PLAN

FINANCE CHARGES BEGIN 28 FEB 2004

Contract Number

Borrower (and Co-Borrower)-Name and address (include county and zip code)	Creditor (name and address)
DAYTON OH	General Motors Acceptance Corporation, North America
	635 ORCHARD LANE
	BEAVERCREEK, OH 45434

Promise to pay: You, the borrower (and any co-borrower), promise to pay us, the creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. The Finance Charge will be the prepaid finance charges shown below plus interest on the unpaid balance of the Amount Financed. We will figure the interest on a daily basis at the Base Rate of 1.960% per year.

The word "contract" means this Promissory Note and Security Agreement.

Description of Vehicle

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use
NEW	2004	CHEVROLET MALIBU	1G1ZT54894F	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

FEDERAL TRUTH-IN-LENDING DISCLOSURES

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.
1.960%	\$ 451.97	\$ 19421.63	\$ 20373.60

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	\$ 339.56	Monthly beginning 29 MAR 2004	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of \$15.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle described above.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Amount given to you directly	\$ N/A (1)
2 Amount paid on your Account	\$ N/A (2)
3 To <u>LAWS CHEVROLET</u> (Seller) (3A+B+C+D+E+F+G+H+J) (The Seller may be keeping part of the amounts shown as paid to others.)	\$ 19421.63 (3)
A Net vehicle cost	
(1) Vehicle (including sales tax)	\$ 21151.31 (1)
(2) Less down payment	
(a) Net trade-in allowance \$(<u>N/A</u>) (a)	
(b) Cash down payment \$(<u>1020.00</u>) (b)	
(c) Rebate \$(<u>750.00</u>) (c)	
(d) Other \$(<u>N/A</u>) (d)	
Total down payment	\$ (1770.00) (2)
(If total down payment is negative, enter "0" and see 3J below)	
B Cost of optional credit life insurance paid to the insurance company or companies	\$ N/A (B)
C Cost of optional credit disability insurance paid to the insurance company or companies	\$ N/A (C)
D Cost of other insurance paid to the insurance company or companies	\$ N/A (D)
E Government agency fees (describe)	
F Government taxes not included above (describe)	\$ 3.00 (E)
G Government license and/or registration fees (itemize)	
(1) <u>30 DAY TAG</u>	\$ 5.25 (1)
(2)	\$ N/A (2)
H Government certificate of title fees	\$ 10.00 (H)
I Other amounts (identify who will receive payment and describe purpose)	
(1) to _____ for _____	\$ N/A (1)
(2) to _____ for _____	\$ N/A (2)
(3) to _____ for _____	\$ N/A (3)
(4) to _____ for _____	\$ N/A (4)
J Net trade-in payoff to	\$ N/A (J)
4 Plus: Loan origination fee paid to creditor	\$ N/A (4)
5 Less: Prepaid finance charge	\$ N/A (5)
6 Total Amount financed (1+2+3+4-5)	\$ 19421.63 (6)

Insurance. 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.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Borrower ☐ Co-Borrower ☐ Both

☐ Credit Disability (Borrower Only)

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

(Insurance Company)

(Home Office Address)

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 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 credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

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 connection with this contract. If you cancel this insurance within the twenty-five days, you will receive a full refund of the insurance premium. To cancel, you must give a written notice to us and return all credit insurance policies or certificates or notices of proposed credit insurance to us within the twenty-five days.

Other Insurance.

☐ _____ Type of Insurance _____ Term _____

Premium \$ _____

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

Borrower Signature _____ Date _____

Co-Borrower Signature _____ Date _____

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and we must sign it. No oral changes are binding. Borrower (and any Co-Borrower) initials _____

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

You authorize us to disburse funds as specified above in the Itemization of Amount 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 2003 Co-Borrower Signs _____

Date _____

OTHER IMPORTANT AGREEMENTS

1. FINANCE CHARGE AND PAYMENTS

- a. **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 fewer 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

- a. **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 for you; and
 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 physical damage 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 vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.
- 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.

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.

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 earned 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 vehicle 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 result 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 owe 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 owe.
- 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.

2353451

6 2 4 2 5 3



INVOICE

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

DAYTON, OH

PAGE 1

HOME:

SERVICE ADVISOR: 123 JAMES BELCHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZT54894F		2107/2107	T8804	
IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
31DEC2003			17:00 16FEB04		0.00	CASH	16FEB2004
R.O. OPENED		READY	OPTIONS: STK:C401 DLR:? ENG:LX9 TRN:MX0				

16:37 13FEB04 11:25 16FEB04

LINE OPCODE TECH TYPE HOURS

A CUST STATES THAT THEIR VEH LOOSES POWER STEERING. C/S MOST OFTEN
HAPPENS BETWEEN 6-8:30 PM, MAY NOT BE RELATED, BUT CUST
NOTICED.

CAUSE: OUT OF CALIBRATION

J6354 SS

37 W94

FC: 3L PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE: E

OG

COPY

(N/C)

2107 OL CHECKED SYSTEM FOR CODES, FOUND C0545. CLEARED CODE & RD. TESTED
FOR 1/2 HR

GM
Goodwrench
Service

Thank You
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 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 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.

CUSTOMER SIGNATURE

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

CUSTOMER COPY



CUSTOMER #:2353451

6 2 4 2 5 3

WORKORDER

PAGE 1

DAYTON, OH

HOME

BUS:

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

SERVICE ADVISOR: 123 BELCHER, JAMES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	04	CHEVROLET MALIBU	1G1ZT54894F		2107/	T8804
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT
31DEC2003			17:00 16FEB04		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:C401 DLR: ? ENG:LX9 TRN:MX0				
13FEB2004 16:37						

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A CPC CUST STATES THAT THEIR VEH LOOSES POWER STEERING C/S
MOST OFTEN HAPPENS BETWEEN 6-8:30 PM, MAY NOT BE
RELATED, BUT CUST NOTICED.

WOULD CUSTOMER LIKE CAR

WASHED?

NO

YES

COPY

ORIGINAL
EST. \$

AUTHORIZED ADD'L.
\$

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.

____ WRITTEN ESTIMATE

____ ORAL ESTIMATE

____ I DO NOT REQUEST AND ESTIMATE

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

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 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 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

INITIAL

TERMS: CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and
agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire,
theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in
parts shipments by the supplier or transporter. I hereby grant you/for 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 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

CUSTOMER COPY

2353451

6 2 5 3 0 6



INVOICE

DUPLICATE 1
PAGE 1635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551DAYTON, OH
HOME:

SERVICE ADVISOR: 34 JIMMY R LEMASTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZT54894F		2578/2578	T9339	
IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
31DEC2003			17:00 04MAR04		0.00	CASH	04MAR2004
R.O. OPENED		READY	OPTIONS: STK:C401 DLR:? ENG:LX9 TRN:MX0				

11:26 28FEB04 08:37 04MAR04

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S THAT AT TIMES VEH WILL LOOSE ASSIST TO STEERING. HAS ALWAYS
HAPPENED AT NIGHT. SEE HISTORY.

SS SEE STORY

28 INC

(N/C)

2578 CHECKED OPERATION & CHECKED FOR DTCS-NONE, RD TESTED SEVERAL TIMES
P/S SYSTEM-OK, RD TESTED WITH HEAD LIGHT ON AS AT NIGHT, RECALIBRATED
P/S SYTEM, NO PROBLMES FOUND AT THIS TIME.

B THREE DAY RENTAL
SS SEE STORY

28 INC

(N/C)

C** CUSTOMER WOULD NOT TAKE VEH, WANTS SOMEONE TO DRIVE VEH A COUPLE
OF DAYS. SEE STEVE SEXTON

SS SEE STORY

28 INC

(N/C)

2578 CUSTOMER SATISFACTION TECHNICIAN DROVE VEH ON TUESDAY AND
WEDNESDAY EVENINGS. COULD NOT DUPLICATE CUSTOMER'S CONCERN.

COPY

Thank You
FOR BRINGING YOUR CAR
TO US FOR SERVICE

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

CUSTOMER COPY

2353451

625306



INVOICE

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

DAYTON, OH

PAGE 1

HOME:

SERVICE ADVISOR: 34 JIMMY R LEMASTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZT54894F		2578/2578	T9339	
IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO. NO.	RATE	PAYMENT	INV. DATE
31DEC2003			17:00 28FEB04		0.00	CASH	01MAR2004
R.O. OPENED		READY	OPTIONS: STK:C401 DLR:? ENG:LX9 TRN:MXO				

11:26 28FEB04 14:16 01MAR04

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A C/S THAT AT TIMES VEH WILL LOOSE ASSIST TO STEERING. HAS ALWAYS
HAPPENED AT NIGHT. SEE HISTORY.

SS SEE STORY

(N/C)

28 INC

2578 CHECKED OPERATION & CHECKED FOR DTCS-NONE, RD TESTED SEVERAL TIMES
P/S SYSTEM-OK, RD TESTE D WITH HEAD LIGHT ON AS AT NIGHT, RECALIBRATED
P/S SYTEM, NO PROBLMES FOUND AT THIS TIME.

B THREE DAY RENTAL

SS SEE STORY

(N/C)

28 INC

COPY

GM
Goodwrench
Service

Thank You
FOR BRINGING YOUR CAR
TO US FOR SERVICE

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
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT
	0.00

CUSTOMER COPY



6 2 5 3 0 6

CUSTOMER #:2353451

WORKORDER

PAGE 1

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

SERVICE ADVISOR: 34 LEMASTER, JIMMY R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	04	CHEVROLET MALIBU	1G1ZT54894F		2578/	T9339
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
31DEC2003			17:00 28FEB04		0.00	CASH
R.O. OPENED		READY		OPTIONS: STK:C401 DLR:? ENG:LX9 TRN:MX0		
28FEB2004 11:26						

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A W94 C/S THAT AT TIMES VEH WILL LOOSE ASSIST TO STEERING.
HAS ALWAYS HAPPENED AT NIGHT. SEE HISTORY.

B Z7903 WREN THREE DAY RENTAL

WOULD CUSTOMER LIKE CAR
WASHED?
NO YES

COPY

ORIGINAL
EST. \$AUTHORIZED ADD'L
\$

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.

WRITTEN ESTIMATE

ORAL ESTIMATE

I DO NOT REQUEST AND ESTIMATE

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

TERMS: CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and
agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire,
theft, or any other cause beyond your control or for any 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 elsewhere for the purpose of testing and/or inspection. An
express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto
and related expenses including, but not limited to, the charges for a rental vehicle.

Cust. Init. X

CUSTOMER COPY

2353451

6 2 6 7 5 6



INVOICE

 DAYTON, OH
 HOME:

PAGE 1

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

SERVICE ADVISOR: 34 JIMMY R LEMASTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZT54894F		4144/4144	T2026	
IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
31DEC2003			WAIT 20MAR04		0.00	CASH	20MAR2004
R.O. OPENED		READY	OPTIONS: STK:C401 DLR:? ENG:LX9 TRN:MX0				
10:06 20MAR04		10:44 20MAR04					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A GM 'A' SVC. INSPECT & LUBE SUSP,D/LINE,STRNG.LINKAGE,ETC. INS. BELTS,H
 OSES,LIGHTS,HORN,TIRES,P/STRNG,DIFF.FLUID,C.V.JOINTS,AXLE.CHANG
 E OIL & FILTER,CHK.VITAL FLUID LEVELS.

A GM 'A' SVC. INSPECT & LUBE
 SUSP,D/LINE,STRNG.LINKAGE,ETC. INS. BELTS,HOS
 ES,LIGHTS,HORN,TIRES,P/STRNG,DIFF.FLUID,C.V.
 JOINTS,AXLE.CHANGE OIL & FILTER,CHK.VITAL
 FLUID LEVELS.

97 INC

1 25010792 OIL FLTR

1 5W30 MOTOR OIL

(N/C)

(N/C)

(N/C)

4144 LOFCOMPLETED

COPY

Thank You
 FOR BRINGING YOUR CAR
 TO US FOR SERVICE

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
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT
	0.00

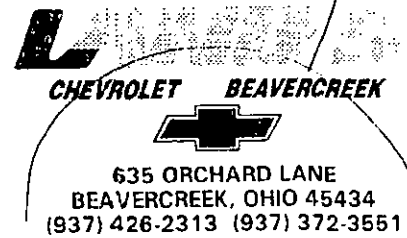
CUSTOMER COPY

CUSTOMER #:2353451

6 2 7 2 8 5

WORKORDER

PAGE 1



DAYTON, OH

SERVICE ADVISOR: 123 BELCHER, JAMES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	04	CHEVROLET MALIBU	1G1ZT54894F		4336/	P2864
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
DEC2003			17:00 29MAR04		0.00	CASH
D.O. OPENED		READY	OPTIONS: STK:C401 DLR:? ENG:LX9 TRN:MX0			
MAR2004 10:21						

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		W94		CUST STATES THAT AT TIMES, THEY LOOSE THEIR POWER STEERING. C/S THEY ONLY LOOSE ASST AT NIGHT TIME. NOTICE ON RADIO-POWER STEERING, YELLOW WARNING LIGHT COMES ON DASH ALSO.

WOULD CUSTOMER LIKE CAR
WASHED?
NO YES

COPY

ORIGINAL EST. 5	AUTHORIZED ADD'L. \$	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 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 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.	
CUST. ACCEPTANCE	DATE	TIME	REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE.
	BY		DISCARD INITIAL
ESTIMATE		TERMS: CASH UNLESS ARRANGEMENTS MADE	
BUTTER OHIO LAW: YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.		I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any 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 elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto and related expenses including, but not limited to, the charges for a rental vehicle.	
WRITTEN ESTIMATE		Cust. Init. X	
ORAL ESTIMATE		CUSTOMER COPY	
DO NOT REQUEST AND ESTIMATE			

2004 MALIBU LS SEDAN
63U SPORT RED METALLIC /V6G
52C NEUTRAL

ORDER NO. GPTS6R/TRE STOCK NO.
VIN 1G1 ZT54 87 4F

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD25382242
*****13*04457S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00	18638.55	INVOICE 10/01/03
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 10/01/03
K05 ENGINE BLOCK HEATER	35.00	31.50	EXP I/T 10/06/03
LX9 3.5L V6 ENGINE	0.00	0.00	INT COM 10/06/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 10/01/03
T43 REAR DECKLID SPOILER	175.00	157.50	KEYS G0105 G0105
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	WFP-F QTR OPT-1
1SB MALIBU PREFERRED EQUIP GRP 1SB	800.00	720.00	BANK: GMAC - 007
* FLOOR MATS, FRONT & REAR			CHG-TO 04-457
* DRIVER SEAT 6-WAY POWER			
* HEAD CURTAIN SIDE AIR BAGS			SHIP WT: 3186
* 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	625.00	H/B 261	641.40
LAM DEALER CONTRIBUTION		213.80	ADV 261	213.80
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:** [REDACTED]**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.

*** 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)	\$ 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: [REDACTED]

CARS Request No: 1-209332970

Year of Vehicle: 2004

Make: Chevrolet

Model: Malibu

Mileage: 4,500

Vehicle ID No.: 1G1ZT54874F [REDACTED]

In Service Date: 12/6/03

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:	Description of Repair:
4-1-04	4,400	1	replaced steering column
4-13-04	4,892	16	replaced steering column assembly

OTHER SYMPTON/COMPLAINT:

Date:	Mileage:	Days Out:	Description of Repair:
-------	----------	-----------	------------------------

Total Days Out of Service: 17

VEHICLE MEETS PRESUMPTION: YES:

NO:

Arbitrate case:

Settle case: X

RECOMMENDATION (CRM explanation which may support Avm and/or Dealer recommendation):

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 familiar 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 likely 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 06/09/04

GENERAL MOTORS ACCEPTANCE CORPORATION
 TRANSACTION SUMMARY REPORT

BRANCH 622

PAGE 1

ACCOUNT: [REDACTED]
 COLLATERAL: N04 CHEVVALIBU

DUE DATE	SCHEDULED PAYMENT	EFF DATE	DATE POSTED	PRINCIPAL AMOUNT	FINANCE CHARGE PAID	LATE CHARGES PAID	OTHER PAID	LINE TOTAL
012004	435.52	012004		377.30	58.22			435.52
022004	435.52	022004		396.08	39.44			435.52
032004	435.52	032204		396.72	38.80			435.52
042004	435.52	042004		399.82	35.70			435.52
052004	435.52	052004		399.21	36.31			435.52
TOTALS				1,969.13	208.47			

REMAINING PRINCIPAL BALANCE: 22,921.28

*** END OF REPORT ***

JUN 16 2004

CHND440476

STATE OF MINNESOTA

CERTIFICATE OF TITLE FOR A MOTOR VEHICLE

VEHICLE IDENTIFICATION NUMBER 1G1ZT54874F	YEAR 04	MAKE CHEV	MODEL BODY 4D M/L	TITLE NUMBER [REDACTED]
DATE ISSUED 01/22/04	ODOMETER 250	TAX BASE 020995	EXPIRATION 09	PLATE NUMBER LVN575
NEW		12/06/03		EXP 11
FIRST SECURED PARTY 12/06/03		OWNER DOB 41174 [REDACTED] ELKO MN		
GMAC PO BOX 8104 COCKEYSVILLE MD 21030				
TOTAL LIENS 1				

ODOMETER DISCLOSURE STATEMENT, I (WE) CERTIFY THAT THE ODOMETER NOW READS (NO TENTHS) MILES AND TO THE BEST OF MY KNOWLEDGE THE ODOMETER MILEAGE IS ACTUAL MILEAGE
EXCEEDS MECHANICAL LIMITS OF ODOMETER
NOT ACTUAL MILEAGE — WARNING ODOMETER DISCREPANCY

DAMAGE DISCLOSURE STATEMENT, TO THE BEST OF MY KNOWLEDGE THIS VEHICLE
☐ HAS ☐ HAS NOT (CHECK ONE) SUSTAINED DAMAGE IN EXCESS OF 70% ACTUAL CASH VALUE.
POLLUTION SYSTEM DISCLOSURE STATEMENT, TO THE BEST OF MY KNOWLEDGE THE POLLUTION CONTROL SYSTEM ON THIS VEHICLE INCLUDING THE RESTRICTED GASOLINE PIPE
☐ HAS ☐ HAS NOT (CHECK ONE) BEEN REMOVED, ALTERED OR RENDERED INOPERATIVE.
Assignment: I (we) certify that this vehicle is free from all security interests, warrant title, and assign the registration tax and vehicle to:

SELLER'S PRINTED NAME(S)

DATE OF SALE

BUYER'S PRINTED NAME(S)

SELLER'S ADDRESS

DEALER LICENSE #

BUYER'S ADDRESS

SELLER'S SIGNATURE(S)

BUYER'S SIGNATURE(S)

IMPORTANT — PLEASE READ: All information collected on a motor vehicle application is required by law and is used to identify your motor vehicle. Failure to provide required information may result in denial of the requested action. Except for certain uses permitted by federal and state laws, personal information contained in your application may not be disclosed to anyone without your express consent. You may expressly consent to the disclosure of your information by writing to the following address:

MINNESOTA DEPARTMENT OF PUBLIC SAFETY
DRIVER AND VEHICLE SERVICES DIVISION
445 MINNESOTA STREET, ST. PAUL, MINNESOTA 55101
PHONE 651-297-2126 TTY 651-282-6555
mndriveinfo.org

PS2700-12

KEEP IN A SAFE PLACE - ANY ALTERATION OR ERASURE VOIDS THIS TITLE

SELLER'S NOTICE OF SALE

When you sell this vehicle, you are responsible to file the information below with the Department of Public Safety within 10 days. Please file this information over the internet at mndriveinfo.org or complete all information on this post card and submit mail. This notice is not required if sold to a licensed dealer. M.S. 168A.10

MINNESOTA MOTOR VEHICLE REGISTRATION CARD

YR **04** MK **CHEV** MDL **4D M/L**
VIN **1G1ZT54874F**

GROSS VEHICLE WEIGHT BASE VALUE **020995**PLATE # **LVN575**STICKER # **D2834660**

RECORDED OWNER'S

ELKO MN

PLEASE PRINT

GENERAL MOTORS ACCEPTANCE CORPORATION

BRANCH 622

REPORT REFERENCE 601626

RUN DATE/TIME 06/05/04 20:26:34

AS OF DATE 06/05/04

TRANSACTION SUMMARY REPORT

PAGE 1

ACCOUNT:

COLLATERAL: F04 CHEVYALIBU

DUE DATE	SCHEDULED PAYMENT	EFF DATE	DATE POSTED	PRINCIPAL AMOUNT	FINANCE CHARGE PAID	LATE CHARGE PAID	OTHER PAID	LINE TOTAL
012004	435.52	012004		377.30	58.22			435.52
022004	435.52	022004		396.08	39.44			435.52
032004	435.52	032004		396.72	38.80			435.52
042004	435.52	042004		399.82	35.70			435.52
052004	435.52	052004		399.21	36.31			435.52

TOTALS

1,969.13 208.47

REMAINING PRINCIPAL BALANCE:

22,921.28

*** END OF REPORT ***



CASTLE ROCK BANK
CASTLE ROCK, MINNESOTA
 CASTLE ROCK, MN FARMINGTON, MN
 55010 55024
 (507) 645-7751 (651) 463-4014
 (651) 463-7590

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

STATEMENT OF ACCOUNT

28

BLKO MN

You can access your accounts with us 24/7. Check your balance, review account activity, transfer funds & make loan payments. Call DIAL-A-BANK (651) 463-BANK (2265). It is a safe, secure way to do your banking at no cost.

PRIMARY ACCT: 255903001

STATEMENT PERIOD: 04/16/2004 - 05/13/2004

SUMMARY:

ACCOUNT NUMBER	PREVIOUS BALANCE	TOTAL DEBITS	TOTAL CREDITS	SERVICE CHARGE	ENDING BALANCE
DDA 02 559030 01	297.93	27 1,390.80	4 1,195.19	.00	102.32
MILLENNIUM ACCOUNT 02 559030 01					17 00/07 02

-- DEPOSITS AND MISCELLANEOUS TRANSACTIONS --

DEPOSIT	335.92+	04/19
ACH DEBIT		04/20
DEPOSIT	298.15+	04/26
DEPOSIT	262.97+	05/03
ATM DEBIT		05/03
LOCATION: DREVIS CO		
ACH DEBIT		05/06
CAPITAL ONE ARC CHECK		
DEPOSIT	298.15+	05/10

-- CHECKS --

NUMBER	AMOUNT	DATE	NUMBER	AMOUNT	DATE	NUMBER	AMOUNT	DATE
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



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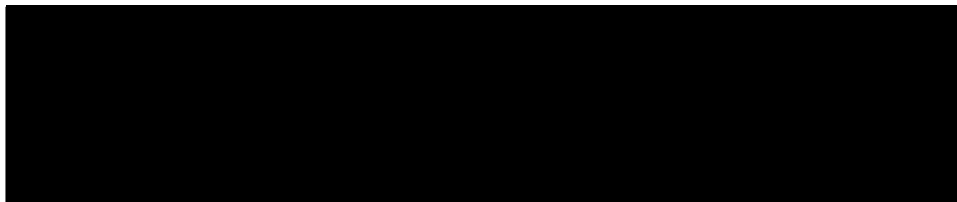


: 1024



T.D. Telicia H.

RE:



GROSSMAN CHEVROLET COMPANY, INC.

An Equal Opportunity Employer

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



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 6TH 2003 Salesperson: DALE SCOTT STINAR

Buyer Name: [REDACTED]

Co-Buyer Name: [REDACTED]

Address: [REDACTED] Zip: 55020

Home Phone: [REDACTED] Co-Buyer DOB: [REDACTED]

Buyer D.L. #: [REDACTED]

Buyers Insurance Co.: FARMERS Policy #: [REDACTED]

PLEASE ENTER MY ORDER FOR: New ☒ Used ☐ Demo ☐ Lienholder ☐ GENERAL MOTORS ACCEPTANCE P.O. BOX 8122
COCKEYSVILLE MD 21030

YEAR	2004	MAKE	CHEVROLET	MODEL	MALIBU	BODY	4DR SDN	TRANSMISSION	4AT	COLOR	RED	INTERIOR	52C	
VIN #	1G1ZT54874F		[REDACTED]		LIC. #	[REDACTED]		TAX EXP. DATE	STATE		MILEAGE	250	DELIVERED ON OR ABOUT	12/06/00
Stock#/Vehicle -						TOTAL VALUE -						22,005.00		
						PACKAGE DISC. -								
						M.S.R.P. - 22,005								
						ACCESSORIES - 195.20 ⁸⁵						95.20		
MY TRADE DOES NOT HAVE A BRANDED TITLE OR INSURANCE SALVAGE HISTORY, AND THE MILES ARE ACTUAL						GROSSMAN DISC. - 2448								
<input checked="" type="checkbox"/> ND						G.M. REBATE -								
TRADE-IN DATA						TRADE A.C.V. - 3000								
DOES YOUR TRADE-IN HAVE A BRANDED TITLE OF INSURANCE SALVAGE HISTORY? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>						DIFFERENCE - 16,556 ¹⁵								
YEAR	1999	MAKE	PONTIA	MODEL	GRAND	BODY STYLE	4DR SD							
VIN #	1G2NE52E8XC		[REDACTED]											
LIENHOLDERS NAME	FIRST STATE BANK OF CASTL						OTHER -							
ADDRESS	22140 CHIPPEWA FARMINGTON MN 55024													
LICENSE PLATE #	[REDACTED]		LICENSE STATE	MN	EXP. DATE	04/04	+ TAX, LICENSE & FEES							
MILEAGE NOW	75758		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 (buyer) certifying the condition of the pollution control system.						TOTAL						22,100.20		
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.						LESS TRADE-IN ALLOWANCE FOR USED VEHICLE (-)						5,449.00		
Seller's Signature <input checked="" type="checkbox"/> NP						TRADE DIFFERENCE						16,651.20		
DEALER'S DISCLAIMER OF WARRANTY						LICENSE PLATE						271.00		
The Dealer expressly disclaims all warranties, either express or implied on the vehicle sold, except any warranties offered and explained in Paragraphs 10 through 13 on the back of this contract. Buyer acknowledges receiving this information before the sale and further acknowledges having read and understood the provisions on the back of this contract.						TITLE & TRANSFER FEES						21.75		
						STATE & LOCAL TAXES						1,082.33		
						LIEN RECORDING FEE						2.00		
						CUSTOMER RELATIONS PACKAGE						399.00		
						DOCUMENT ADMINISTRATIVE FEE						50.00		
						SERVICE CONTRACT						1,495.00		
						TOTAL LICENSE & FEES						344.75		
Buyer's Signature <input checked="" type="checkbox"/>						SUBTOTAL						19,972.28		
DEALER'S POLLUTION CONTROL SYSTEM DISCLOSURE (VEHICLE BEING SOLD)						LESS CASH SUBMITTED WITH ORDER (-)								
Transferor (Dealer) hereby certifies, to the best 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.						PLUS BALANCE OWING TO LIENHOLDER ON TRADE-IN (+)						3,300.00		
						TOTAL AMOUNT DUE ON DELIVERY						23,272.28		

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 or 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 acknowledgment 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 valid until a credit disclosure is made as described in Regulation Z and you have accepted the credit extended.

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.

NANETTE MARIE PAGE

General Motors Car and Truck Divisions

CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _____
VIN: 1G1ZT54874F _____ (or see attached list*)

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) _____ to the down payment on this vehicle, (b) _____ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive and final price with incentive applied) or (c) _____ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ _____	_____

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)

- a. I elect to receive _____
in lieu of _____
- b. I elect to receive 1.9%^{or} @ 60mos.

— 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 12/6/03 I acknowledge receipt of incentive(s) as described in Item # _____ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [Signature] Date: 12/6/03

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # _____ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [Signature] Date: 12/6/03
Dealership Name: GROSSMAN CHEVROLET COMPANY Dealer Code: 04-303

* List must include VIN, Delivery Date and Program Reference

GROSSMAN CHEVROLET

VEHICLE PROFILE

Customer [REDACTED]Salesperson Dave Date 12/10/03Stock # 4715A When Purchased Not UsedWhere Vehicle ID# 1G2NE52E8K0 Would Owner Recommend: Year 1999 Make Pontiac Model Grand Prix# Doors 4 Trans Auto Color BlackOther 6 cyl SF 4 doors Actual Mileage 76,884Salvage Title ☐ Previous Damage ☐ Hail Damage ☐U/C Lic. Plate # 2SV-944

WHITE - KARI

U/C Lic. Exp. Date 04/04

TAG - DEAL JACKET

SALES MANAGER'S USE ONLY

Actual Miles

☐ YES ☐ NOTires OKUnder Hood OK☐ RetailTrans. OK☐ Certificate of InspectionBrakes OK☐ Basic Safety InspectionExhaust OKA/C OKStereo OKPower Equip. OK☐ Windshield OK☐ Body OK☐ Other

Estimated Reconditioning

\$ ☐ Incoming Date ☐ Wholesale (Sold To)Reconditioning Needs/Special Instructions:

Appraised Value

\$ 3,600Mgr.



NUMBER	AMOUNT	DATE	NUMBER	AMOUNT	DATE	NUMBER	AMOUNT	DATE
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

-- CHECKS --

DEPOSIT	335.92+	04/19
ACH DEBIT	435.52-	04/20
GMAC PPD GMAC PAYMT		
DEPOSIT		
DEPOSIT	298.15+	04/26
DEPOSIT	262.97+	05/03
ATM DEBIT	1.00-	05/03
LOCATION: DEEVALS 00		
ACH DEBIT	15.00-	05/06
CAPITAL ONE ACH CHECK PYMT, CHECK # 1985		
DEPOSIT	298.15+	05/10

-- DEPOSITS AND MISCELLANEOUS TRANSACTIONS --

ACCOUNT	PREVIOUS	TOTAL	TOTAL	SERVICE	ENDING	CHARGE	BALANCE	NUMBER	DATE
DDA 02 559030 01	297.93	27	1,390.80	4	1,195.19	.00	102.32		17 00/07 02
MILLENNIUM ACCOUNT 02 559030 01									

SUMMARY:

PRIMARY ACCT: 255903001
 You can access your accounts with us 24/7. Check your balance, review account activity, transfer funds & make loan payments. Call DIAL-A-BANK (651) 463-BANK (2265). It is a safe, secure way to do your banking at no cost.

ELKO MN

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

CASTLE ROCK BANK
 CASTLE ROCK, MINNESOTA
 FARMINGTON, MN 55024
 (507) 645-7751
 (651) 463-7590

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W39996

REPRINT

ELKO MN
WORK:ELKO MN
WORK:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 4384 ADV: 469 SHOCINSKI INVOICE: FINAL WAR W C KO

VIN 1G1ZT54874F7 LICENSE NUMBER:

INVOICED: 05/04/2004 11:02:26

04 CHEVROLET MALIBU LS 4DR SDN RWD

ODOMETER IN: 4892

DIST: CAR

STOCK# 00004715

DATES BEGIN: 04/13/04 DONE: 05/04/04

DATES INSERVICE: 120603

SOLD: 120603

CONCERN 24 22DAY COURTESY TRANSPORTATION

OPERATION TECH AMOUNT

CORRECTION 22DAY COURTESY TRANSPORTATION

Z7906 422

COMMENT RENTAL VIN #1G1JCI2FX47 ** THIS LINE WILL NEED H-ROUTING **

TECH NOTES **** RENTAL H-ROUTING AS FOLLOWS ****

DARYL, REQUEST AUTH FOR EXTENDED RENTAL TO ADDRESS STIFF ELECTRICAL
POWER STEERING. MULTIPLE FACTORS PRESENT: PARTS TIE-UP, TAC CONTACTS.
WAITING FOR FIELD ENGINEER. TAC CASE 7297023, CAC CASE 1-209332970.
WE HAVE DISCUSSED THIS CASE PREVIOUSLY. PLEASE ASSIST, BEN.

PART NUMBER	PO#	DESCRIPTION	QTY	LIST	SELL
121150		ENTERPRISE RENTAL	1		

FACTORY COMP CODE : MJ

FAIL CODE : 98

FLAGGER : VVW

TYPE: W

TOTAL CHARGE FOR CONCERN 814.00

CONCERN 51 CUST STATES STEERING IS STIFF WHEN TURNING LEFT, OKAY WHEN TURNING RIGHT,
ONLY WHILE DRIVING, NOT WHEN PARKED, SEE HISTORY.

OPERATION	TECH	HOURS	AMOUNT
XDOC	422	3.1	257.05

CORRECTION REPLACED STRG COLUMN ASSY AS PER INITIAL DIAGNOSIS.

422 -3.1 257.05

COMMENT **** SEE LINE 54 FOR PRICING, SEE LINE 55 FOR H-ROUTING ****

TECH NOTES REMOVED AND REPLACED STEERING COLUMN ASSME AND TRANSFERED OVER ALL
NECESSARY PARTS AND REINSPECTED. FOUND STILL NO ASSIST TO THE RIGHT.
SEE SEPARATE LINE FOR FURTHER DIAG AND REPAIRS WITH TAC ASSISTANCE.
SEE LINE 54 WHERE REPAIRS WERE CONTINUED WITH ASSISTANCE OF TECH
#408, GM TECHNICAL ASSISTANCE, AND FIELD ENGINEER BILL YODER. ALL
GATHERED DATA ULTIMATELY LEAD TO STRG COLUMN RECALIBRATION.

***** SERVICE MANAGER NOTE *****
CUSTOMER REQUESTING GM TO REPURCHASE VEHICLE, CAC FILE#1-209332970.
CUSTOMERS ENTIRE WORK ORDER HISITOR HAS BEEN FAXED TO OUR AVM AND PUT
IN HIS HANDS TO HANDLE FROM HERE. CUSTOMER TO DIRECT ALL QUESTIONS TO

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W39996

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 4384 ADV: 469 SHOCINSK INVOICED: 05/04/2004 11:02:26 KO

04 MALIBU

RED

LICENSE NUMBER:

GM CUSTOMER ASSISTANCE REFRENCING HERE CASE# EACH TIME. B.L. 4/19/04

PART NUMBER	PO#	DESCRIPTION	QTY	LIST	SELL
000 022687709		COLUMN KI -SPO	1	479.28	
SPO 022687709		COLUMN KI	1	479.28	273.19

FACTORY COMP CODE : OG FAIL CODE : 6F AUTH CODE : B FLAGGER : VVW
FP-022687709 LINE AUTH: VW 050304 15:09

SUBTOTAL

PARTS	382.47
TOTAL CHARGE FOR CONCERN	382.47

TYPE: W

CONCERN 52 CUST STATES HEARING SQUEAKING NOISE WHEN BRAKING, ALL THE TIME.

OPERATION TECH HOURS AMOUNT

CORRECTION COULD NOT DUPLICATE CONDITION AT THIS TIME

XCND 408 .0 .00

TECH NOTES ROAD TEST FOR SQUEAK, NO ABNORMAL NOISE HEARD.

FACTORY FLAGGER : KS

SUBTOTAL

TOTAL CHARGE FOR CONCERN	.00
--------------------------	-----

TYPE: W

CONCERN 53 INSP STILL STIFF WHEN TURNING LEFT, HAS NEW COLUMN.

OPERATION TECH HOURS AMOUNT

CORRECTION THIS LINE ADDED FROM LINE 51 FOR FURTHER DOCUMENTATION.

KDOC 422 .0 .00

TECH NOTES THIS LINE WAS ADDED FOR CONTINUED DOCUMENTATION AND TO KEEP RO OPEN

TO FOLLOW AFTER REPLACEMENT OF COLUMN. STEERING STIFF TO THE LEFT
BEYOND TOP DEAD CENTER TO THE LEFT.

CONTACTED TAN AGAIN AND TALKED TO BRIAN MOCERI AND JOHN MASON, CASE #
7297023. TOOK READINGS FROM THE TECH II, WHILE TURNING THE STEERING
WHEEL. FOUND THAT THE AMPERAGE IS AT 61 IN BOTH DIRECTIONS. TALKED TO
JOHN MASON AND WAS INSTRUCTED TO REMOVE STEERING MOTOR AND MODULE
ASSEMBLY FROM KNOWN GOOD STOCK UNIT. TO GET HOLD OF TAN AGAIN IN THE
MORNING OF 4/23/04 WITH NEW READINGS. SEE OTHER LINES AS WELL.

FACTORY FLAGGER : VVW

LINE AUTH: VW 050304 15:11

SUBTOTAL

TOTAL CHARGE FOR CONCERN	.00
--------------------------	-----

TYPE: W

PAGE 2

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W39996

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 4384 ADV: 469 SHOCINSK INVOICED: 05/04/2004 11:02:26 KO

04 MALIBU

RED

LICENSE NUMBER:

CONCERN 54* THIS LINE FOR CONTINUED DIAGNOSIS OF STEERING STIFF WHEN TURNING TO THE LEFT.

	OPERATION	TECH	HOURS	AMOUNT
	E7680	422	3.1	257.05

CORRECTION INITIAL REPLACEMENT OF COMPLETE STEERING COLUMN.TECH #408.

54-1 REMOVE DONAR COLUMN MOTOR,INSTALL IN THIS UNIT (AS PER OF #E7631).

OLH

408

1.8

149.26

54-2 OLH,REASSEMBLE DONOR UNIT WITH CUST'S MOTOR (OP #E7631 X 50%).

OLH

408

.9

74.63

54-3 OLH,TIME SPENT WITH TAC ON GATHERING DATA,WORKING WITH TAC.

OLH

408

4.7

389.72

COMMENT ***** SEE OTHER LINES FOR INFO,SEE LINE 55 FOR H-ROUTING *****

TECH NOTES AFTER REPL. COLUMN & RECALIBRATING IT STILL WAS HARD 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

STX UNIT STILL OK.YODER RECALIBRATED & STILL HARD. RESET TUNING & IT

CHANGED BOTH LEFT & RIGHT BUT EQUAL EFFORT ROADTEST 3 TIMES & SEEMS

TOBE OK NOW.

CONTACTED TAN AGAIN AND TALKED TO BRIAN MOCHERI AND JOHN MASON, CASE #

7297023. TOOK READINGS FROM THE TECH 2 WHILE TURNING THE STEERING

WHEEL.FOUND THAT THE AMPERAGE IS AT 61 IN BOTH DIRECTIONS. TALKED TO

JOHN MASON AND WAS INSTRUCTED TO REMOVE STEERING MOTOR AND MODULE

ASSEMBLY FROM KNOWN GOOD STOCK UNIT. TO GET HOLD OF TAN AGAIN IN THE

MORNING OF 4/23/04 WITH NEW READINGS.

FACTORY COMP CODE : OG

FAIL CODE : 3L

AUTH CODE : BE

FLAGGER : VVW

LINE AUTH: VW 050304 15:15 PART AUTH: VW 050304 15:01

54-1 FLAGGER : VVW

PART AUTH: VW 050304 15:04

54-2 FLAGGER : VVW

54-3 FLAGGER : VVW

----- SUBTOTAL -----

LAB-MECHANICAL

870.66

TYPE: W

TOTAL CHARGE FOR CONCERN

870.66

CONCERN 55* THIS LINE ADDED FOR H-ROUTING OF P/S REPAIRS NOTED ON OTHER LINES.

OPERATION

TECH

HOURS

AMOUNT

CORRECTION FROM OTHER LINES,H-ROUTING THIS LINE.

HROUTE

233

.0

.00

TECH NOTES ***** P/S REPAIRS TO BE H-ROUTED AS FOLLOWS *****

DARYL,NO P/S ASST TO LEFT.HIST OF COLUMN REPL.TAC CASE 7297023.CAC

PAGE 3

INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: W39996

FOR OFFICE USE -----

VEHICLE INFORMATION -----

TAG: 4384 ADV: 469 SHOCINSKI INVOICED: 05/04/2004 11:02:26 KO 04 MALIBU RED LICENSE NUMBER: LVM575

CASE 1-209332970.REPLD COLUMN,NO GO.TOOK READING WHILE TURNING.
ROBBED MOTOR PACK FROM "DONAR".NO CHANGE.ASS'D DONAR W/CUST'S PARTS
,WAS OK.FIELD ENG CALLED IN (YODER).TECH #408 WAS ASSISTED WITH NON-
LISTED CALIBRATION PROCESS\$.ALL OK NOW.PLEASE ASSIST,BEN.

FACTORY FLAGGER : VVW

LINE AUTH: VW 050304 14:31

----- SUBTOTAL -----

TYPE: W TOTAL CHARGE FOR CONCERN .00

	OPERATION	TECH	HOURS	AMOUNT
CONCERN 56* RECALL 04011 AIR BAG LABELS				
CORRECTION INSTALLED LABELS PER RECALL	V1119	233	.2	16.58
56-1 ADMIN TIME	ADM	233	.1 C	8.29

FACTORY COMP CODE : MA

FAIL CODE : 96

FLAGGER : KS

PART AUTH: KS 050404 07:48

56-1 FLAGGER : KS

----- SUBTOTAL -----

LAB-MECHANICAL 24.87

TYPE: W TOTAL CHARGE FOR CONCERN 24.87

----- GRAND TOTALS -----

SUMMARY OF CHARGES FOR INVOICE W39996

PARTS	382.47
SUBLET REPAIRS	814.00
LAB-MECHANICAL	895.53
TOTAL CHARGE	2092.00

PAYMENT DISTRIBUTION FOR INVOICE W39996

TOTAL CHARGE 2092.00

WARRANTY 2092.00

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST

CUS - CUSTOMERPAY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DUANE SHOCINSKI

----- INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: W39996

----- FOR OFFICE USE ----- VEHICLE INFORMATION -----

TAG: 4384 ADV: 469 SHOCINSK INVOICED: 05/04/2004 11:02:26 KO 04 MALIBU RED LICENSE NUMBER: LVN575

SKILL 13 TECH# 422 START TIME: 041904 0812 STOP TIME: 050304 1250
SKILL 03 TECH# 408 START TIME: 041304 1209 STOP TIME: 050304 1244
SKILL 18 TECH# 419 START TIME: 050304 1250 STOP TIME: 050304 1603
SKILL 36 TECH# 233 START TIME: 050404 0745 STOP TIME: 050404 0745

LINE 24

422 BEGIN - 041904 1443 END - 041904 1443 HRS: :00 UNITS: .00

LINE 51

408 BEGIN - 041304 0958 HP - 041304 1209 HRS: 2:11 UNITS: 2.18
RW - 041604 1449 GH - 041604 1511 HRS: :22 UNITS: .37
AW - 041704 0758 HK - 041704 0830 HRS: :32 UNITS: .53
BEGIN - 041904 0812 END - 041904 0812 HRS: :00 UNITS: .00
422 BEGIN - 041904 0812 HK - 041904 1409 HRS: 5:57 UNITS: 5.95
RW - 041904 1442 END - 041904 1443 HRS: :01 UNITS: .02
TOTAL: 9:03 UNITS: 9.05

LINE 52

408 BEGIN - 041304 1209 HP - 041304 1210 HRS: :01 UNITS: .02
RW - 042204 0809 HP - 042204 0809 HRS: :00 UNITS: .00
RW - 042204 0812 HOLD - 042204 0812 HRS: :00 UNITS: .00
BEGIN - 050304 1244 END - 050304 1244 HRS: :00 UNITS: .00
TOTAL: :01 UNITS: .02

LINE 53

422 BEGIN - 041904 1443 HK - 041904 1443 HRS: :00 UNITS: .00
RW - 050304 1250 END - 050304 1250 HRS: :00 UNITS: .00
TOTAL: :00 UNITS: .00

LINE 54

408 BEGIN - 042204 0812 HK - 042204 1054 HRS: 2:42 UNITS: 2.70
RW - 042204 1330 GH - 042204 1506 HRS: 1:36 UNITS: 1.60
AW - 042304 0642 HK - 042304 0644 HRS: :02 UNITS: .03
RW - 050304 1244 END - 050304 1244 HRS: :00 UNITS: .00
TOTAL: 4:20 UNITS: 4.33

LINE 56

----- INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: N39996

----- FOR OFFICE USE ----- VEHICLE INFORMATION -----

TAG: 4384 ADV: 469 SHOCINSK INVOICED: 05/04/2004 11:02:26 KO 04 MALIBU RED LICENSE NUMBER: LVN575

233 BEGIN - 050404 0745 END - 050404 0745 HRS: :00 UNITS: .00

PAGE 6
LAST PAGE

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W38990

REPRINT

ELKO MN
WORK:ELKO MN
WORK:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 4078 ADV: 459 SHOCINSKI INVOICE: FINAL WAR W KO

VIN 1G1ZT54874P LICENSE NUMBER:

INVOICED: 04/01/2004 19:04:00

04 CHEVROLET MALIBU LS 4DR SDN RED

ODOMETER IN: 4400

DIST: CAR

STOCK# 00004715

DATES BEGIN: 04/01/04 DONE: 04/01/04

DATES INSERVICE: 120603

SOLD: 120603

CONCERN 51	CUST STATES POWER STEERING STOPPED WORKING, WARNING LIGHT CAME ON, WAS VERY DIFFICULT TO STEER.	OPERATION	TECH	HOURS	AMOUNT
		E7680	422	3.1	257.05

CORRECTION REPLACED STRG COLUMN, AS PER DIAG.

TECH NOTES INSPECTED FOR NO POWER STEERING AND SERVICE STEERING COLUMN LIGHT ON.
HOOKED UP TEC TWO AND LOOKED FOR CODES AND FOUND A C0545. PERF DIAG
AND TRACED TO STEERING COLUMN. REMOVED AND REPLACED STEERING COLUMN
AND TRANSFERRED OVER MOTOR PACK AND MODULE AND REASSEMBLED AND INSPECTED AND
FOUND LIGHT IS NOW OFF DATA IS OK AND STEERING IS WORKING FINE AT THIS
TIME. LINE DIDN'T CLOCK TIME.

PART NUMBER	PO#	DESCRIPTION	QTY	LIST	SELL	
000 022687709		COLUMN KI	1	479.28	273.19	273.19

FACTORY COMP CODE : OG FAIL CODE : C0545 FLAGGER : VVW
FP-022687709

SUBTOTAL

PARTS	382.47
LAB-MECHANICAL	257.05
TOTAL CHARGE FOR CONCERN	639.52

TYPE: W

CONCERN 52* DEALER PARTS PURCHASE...STRG COLUMN.

CORRECTION DEALER PARTS PURCHASE.

OPERATION	TECH	HOURS	AMOUNT
Z5000	233	.0	.00

PART NUMBER	PO#	DESCRIPTION	QTY	LIST	SELL	
030 Z5000		22687709VC37933	1B	40.98	40.98	40.98

FACTORY COMP CODE : MD FAIL CODE : 93 FLAGGER : VVW
FP-022687709 LINE AUTH: VW 040104 16:09

SUBTOTAL

PARTS	40.98
TOTAL CHARGE FOR CONCERN	40.98

TYPE: W

PAGE 1

----- INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: W38990
[REDACTED] [REDACTED]
----- FOR OFFICE USE ----- VEHICLE INFORMATION -----
TAG: 4078 ADV: 469 SHOCINSK INVOICED: 04/01/2004 19:04:00 KO 04 MALIBU RED LICENSE NUMBER: [REDACTED]

----- GRAND TOTALS -----
SUMMARY OF CHARGES FOR INVOICE W38990
PARTS 423.45
LAB-MECHANICAL 257.05
TOTAL CHARGE 680.50
PAYMENT DISTRIBUTION FOR INVOICE W38990
TOTAL CHARGE 680.50
WARRANTY 680.50

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DUANE SHOCINSKI

----- INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: W38990
[REDACTED] [REDACTED]
----- FOR OFFICE USE ----- VEHICLE INFORMATION -----
TAG: 4078 ADV: 469 SHOCINSK INVOICED: 04/01/2004 19:04:00 KO 04 MALIBU RED LICENSE NUMBER: LVN575

SKILL 13 TECH# 422 START TIME: 040104 1305 STOP TIME: 040104 1558

LINE 51

422 BEGIN - 040104 1556 END - 040104 1558 HRS: :02 UNITS: .03

PAGE 3
LAST PAGE

INVOICE TO

REPRINT

DRIVER/OWNER INFORMATION -- INVOICE: W33575

ELKO MN
WORK:ELKO MN
WORK:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 5888 ADV: 469 SHOCINSKI INVOICE: FINAL WAR C W S7
INVOICED: 02/05/2004 19:03:19VIN 1G1ZT54874F LICENSE NUMBER:
04 CHEVROLET MALIBU L6 4DR SDN RED

ODOMETER IN: 2472 DIST: CAR

STOCK# 00004715

DATES BEGIN: 02/05/04 DONE: 02/05/04

DATES IN SERVICE: 120603

SOLD: 120603

CONCERN	51	CUST STATES KICK PANEL ON RIGHT SIDE OF ACCELERATOR PEDAL FALLS DOWN ANYTIME FOOT HITS PANEL.	OPERATION	TECH	HOURS	AMOUNT
			C2790	422	.3	24.88

CORRECTION R/R DRIVERS SIDE KICK PANEL AND PROPERLY INSTALLED

TECH NOTES INSPECTED AND FOUND KICK PANEL ON CENTER CONSOLE DRIVERS SIDE WAS NOT SEATED IN PLACE. REMOVED AND REINSPECTED AND FOUND THAT IT IS HOLDING FINE AT THIS TIME.

FACTORY COMP CODE : ON FAIL CODE : 2W FLAGGER : KS
PART AUTH: KS 020504 12:08

SUBTOTAL

TYPE: W

LAB-MECHANICAL	24.88
TOTAL CHARGE FOR CONCERN	24.88

CONCERN	52	CUST STATES FUEL MILEAGE RANGE ON INFORMATION CENTER IS NOT ACCURATE, HAS FULL TANK STATES 250 MILES, HAD OVER 1/2 TANK, READ 77 MILES YESTERDAY.	OPERATION	TECH	HOURS	AMOUNT
			XNPF	422	.0	.00

CORRECTION NO PROBLEM FOUND AT THIS TIME

TECH NOTES INSPECTED AND FOUND THAT IT IS READING FINE AT THIS TIME.

FACTORY FLAGGER : KS

SUBTOTAL

TYPE: W

TOTAL CHARGE FOR CONCERN	.00
--------------------------	-----

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W33575

LAB-MECHANICAL	24.88
TOTAL CHARGE	24.88

PAYMENT DISTRIBUTION FOR INVOICE W33575

TOTAL CHARGE	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 S7 04 MALIBU RED LICENSE NUMBER: LVN575

SKILL 10 TECH# 422 START TIME: 020504 1146 STOP TIME: 020504 1155

SKILL 18 TECH# 233 START TIME: 020504 1201 STOP TIME: 020504 1323

LINE 51

422 BEGIN - 020504 1146 HK - 020504 1147 HRS: :01 UNITS: .02

RW - 020504 1154 END - 020504 1155 HRS: :01 UNITS: .02

TOTAL: :02 UNITS: .04

LINE 52

422 BEGIN - 020504 1155 END - 020504 1155 HRS: :00 UNITS: .00

PAGE 2

LAST PAGE

INVOICE TO

REPRINT

DRIVER/OWNER INFORMATION -- INVOICE: W29446

ELKO MN

WORK:

ELKO MN

WORK:

FOR OFFICE USE

TAG: 4303 ADV: 469 SHOCINSKI INVOICE: FINAL WAR C W JW

INVOICED: 12/19/2003 10:49:33

ODOMETER IN: 778

DIST: CAR

DATES BEGIN: 12/19/03 DONE: 12/19/03

VEHICLE INFORMATION

VIN 1G1ZT54874P LICENSE NUMBER:

04 CHEVROLET MALIBU LS 4DR SDN RED

STOCK# 00004715

DATES INSERVICE: 120603

SOLD: 120603

CONCERN	51	CUST STATES HEARING WIND NOISE FROM PASS FRONT DOOR AREA WHILE DRIVING.	OPERATION	TECH	HOURS	AMOUNT
CORRECTION		ADJUSTED RIGHT FRONT DOOR APPLIQUE	B7810	440	.8	64.65

TECH NOTES ROAD TEST TO HEAR NOISE. HEARD NOISE FROM THE RIGHT SIDE OF THE CAR. INSPECTED. PARTIALLY REMOVED THE RIGHT FRONT DOOR WEATHER STRIP AND ADJUSTED THE APPLIQUE ON THE REAR OF THE DOOR. REINSTALLED WEATHER STRIP AND RETEST. OP OK NOW.

FACTORY COMP CODE : N3 FAIL CODE : 2E FLAGGER : ED

SUBTOTAL

LAB-MECHANICAL 64.65

TOTAL CHARGE FOR CONCERN 64.65

TYPE: BSW

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W29446

LAB-MECHANICAL 64.65

TOTAL CHARGE 64.65

PAYMENT DISTRIBUTION FOR INVOICE W29446

TOTAL CHARGE 64.65

WARRANTY 64.65

** CUSTOMER WAITING **

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DUANE SHOCINSKI

----- INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: W29446

----- FOR OFFICE USE ----- VEHICLE INFORMATION -----

TAG: 4303 ADV: 469 SHOCINSK INVOICED: 12/19/2003 10:49:33 JW 04 MALIBU RED LICENSE NUMBER:

SKILL 05 TECH# 493 START TIME: 121903 0903 STOP TIME: 121903 0935

SKILL 14 TECH# 440 START TIME: 121903 0944 STOP TIME: 121903 1033

LINE 51

440 BEGIN - 121903 0944 END - 121903 1033 HRS: :49 UNITS: .82

PAGE 2

LAST PAGE

----- INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: I26416
00004715 ***REPRINT*** 00004715
----- FOR OFFICE USE ----- VEHICLE INFORMATION -----
TAG: 4715 ADV: 077 STEWART, INVOICE: FINAL INT I VW VIN 1GLZT54874F
INVOICED: 11/14/2003 14:49:04 04 CHEVROLET MALIBU LS 4DR SDN RED
ODOMETER IN: 238 DIST: CAR STOCK# 00004715 INV ACCT 231
DATES BEGIN: 11/14/03 DONE: 11/14/03 DATES INSERVICE: 103103

CONCERN 24 RESERVICE * * * * * D E A L E R T R A D E * * * * * OPERATION TECH HOURS AMOUNT
STOCK DLRTD 493 .6 * 46.08
CORRECTION CK SERVICE ON DEALER TRADE
COMMENT COMPLETED.
FACTORY FLAGGER : VVW

LINE AUTH: VW 111403 14:48

----- SUBTOTAL -----
LAB-MECHANICAL 46.08
258 CHARGE TO 13A 46.08-
TOTAL CHARGE FOR CONCERN .00
TYPE: PDI

CONCERN 25 ADD 5 GALLONS OF FUEL OPERATION TECH HOURS AMOUNT
CORRECTION HAS FUEL 5G 493 .0 .00
FACTORY FLAGGER : VVW

----- SUBTOTAL -----
TOTAL CHARGE FOR CONCERN .00
TYPE: PDI

----- GRAND TOTALS -----
SUMMARY OF CHARGES FOR INVOICE I26416 PAYMENT DISTRIBUTION FOR INVOICE I26416
LAB-MECHANICAL 46.08
258 CHARGE TO 13A 46.08- PDI .00
TOTAL CHARGE .00 TOTAL CHARGE .00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE RICKIE STEWART

----- INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: I26416
00004715 00004715
----- FOR OFFICE USE ----- VEHICLE INFORMATION -----
TAG: 4715 ADV: 077 STEWART, INVOICED: 11/14/2003 14:49:04 VW 04 MALIBU RED

\$KILL 04 TECH# 493 START TIME: 111403 1409 STOP TIME: 111403 1425

LINE 24
493 BEGIN - 111403 1410 END - 111403 1425 HRS: :15 UNITS: .25

LINE 25
493 BEGIN - 111403 1425 END - 111403 1425 HRS: :00 UNITS: .00

PAGE 2
LAST PAGE

September 10, 2004

[REDACTED]

Elko, MN 5 [REDACTED]

Service Request: 1-209332970

Customer Relationship Manager: Telicia Henderson

Dear Ms. [REDACTED]:

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.mygmmlink.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: OTYPE: 070 DLVY SS/SITE CD: 13 04303

DDATE: 12/06/03 DLVY FAN: 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: ELKO MN 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

50-897
213

DATE
06/22/04

*****435 DOLLARS

*****52 CENTS

AMOUNT
*****435.52

PAY
TO THE
ORDER
OF

ELKO MN

North American Operations
General Motors Corporation
Disbursement Account

Rick C. [Signature]
SIGNATURE

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900635619

PAYMENT
DATE 06/22/04

VENDOR
DUNS NO. BB 000000084

VENDOR NAME

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZT54874F	06/21/04 1-209332970.1-3R9VJT	VM 1-3R9VJT	00.0000	435.52	.00	435.52
-------------	----------------------------------	-------------	---------	--------	-----	--------

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

W3

TOTAL

435.52

.00

435.52

September 10, 2004

[REDACTED]
[REDACTED]
Lawton, OK [REDACTED]

Service Request: 1-209638493

Customer Relationship Manager: Daniel McCalib

Dear Ms. [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Malibu, Vehicle Identification Number 1G1ZS52F74F [REDACTED] is for the following:

- 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.mygmink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

GMPP Request for Processing

SR# **1-209638493**

New/Used: **New** Division: **Chevrolet** Vehicle Style: **Car**

Complete VIN: **1G1ZS52F74F** Vehicle Year: **2004**

Division - Dealer Code: **Chevrolet 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 code**

(Selling dealer to keep profit. Division is debited the dealer's profit)

Delivery Date: **03/11/04** Odometer Reading: **3100**

Plan Purchase Date: **04/26/04** Customer Ownership: **Owner**

Business Name:

Customer Name - Title: **Ms.** (First - M.I. - Last):

Address Line 1:

Address Line 2:

City: **Lawton** State: **OK** Zip:

Plan Type: **SmartCare** # of Months: **24 Months** Mileage: **24,000**

Plan Type: # of Months: Mileage:

Deductible: **\$0**

Plan Lien Holder (Select Division below):

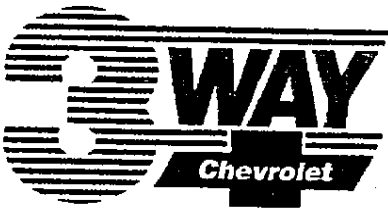
Division Address: **Chevrolet - PO Box 33170 Detroit, MI 48232-5170**

CRM (Decision Maker): **Daniel McCalib**

Team Manager / Liaison: **Tracy Long Teri Richardson**

Team CARS Site: **Portland** Date: **04/27/04**

☐ **AVM Requested**



..... A Symbol Of Quality For Over 45 Years

DATE:

7/8/04

TO:

CO:

FAX:

TELEPHONE NO.:

T:

(INCLUDING COVER):

R:

☐ URGENT☐ FOR REVIEW☐ ACTION REQUIRED☐ PLEASE REPLY

MESSAGE:

Vehicle customer selected
was sold 6/10.

Following is a Malibu
that is closest to the
previous vehicle in price
& color.

Two Locations!

3800 California Avenue
Bakersfield, CA 93309



4500 Rudnick Court
Bakersfield, CA 93313



Phone (661) 283-3300

And Online!

www.3waychevrolet.com

Chevrolet

→ (VIN -) - POWER Workstation

Vehicle Functions File Subscreens Tools Display Print Go To



Window Sticker

THREE-WAY AUTOMOTIVE GROUP

Stock#: 0857373D Vin: 1G1ZU54864F [REDACTED] MEEKRUSS 07/08/04 13:40
Order#: OHHSM3G Status: Shipped MEEKRUSS 07/08/04 13:29
11006070401
Location: CA Shipped Date: 06/07/04

DAN: DO

04 CHEVROLET MALIBU LT 4DR SDN

Color: GALAXY SILVER METALLIC / GALAXY SILVER METALLIC

Trim: GRAY

Model#: 1ZU69

List: 24195.00 *MSRP*

STD* STANDARD EQUIPMENT

23270.00

↓ LX9 3.5L V6 ENGINE

F1=Help

Alt=Menu

Home/End=Top/End of File

Esc=Return

SUBWSTKR

MEEKRUSS

67T001

Y28

TO: GWM
ATTN: [REDACTED]

CASE ASSESSMENT BY: Russell Hires

CARS Request No:1-209751125

Customer [REDACTED] AVM:Brad Harder

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

Vehicle ID No.: 1G1ZT54864F [REDACTED] 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

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

3

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

6360

--

Clean inner bottom weather strips. (windows were
hard to open)

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:

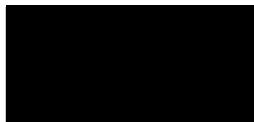
Revised by A. Allen Payne 050203



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

July 7, 2004



Tehachapi, CA [REDACTED]

TRADE SETTLEMENT OFFER

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

Case Number: 1-209751125

Dear Mr. & Ms. [REDACTED]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN#1G1ZT54864F [REDACTED] 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 [REDACTED], 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 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 RESPONSIBILITY 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 [REDACTED] 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

Business Resource Center

GM

Repurchase Department

To: [REDACTED]	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

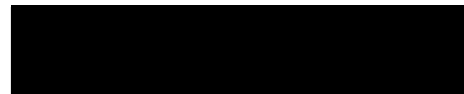
Thanks,
Denise Hampton
Repurchase Coordinator



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

July 22, 2004



Tehachapi, CA [REDACTED]

TRADE SETTLEMENT OFFER

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

Case Number: 1-209751125

Dear Mr. & Ms. [REDACTED]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN#1G1ZT54864F [REDACTED] 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 [REDACTED] 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	\$ n/a
TOTAL RESPONSIBILITY 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#1G1ZT54864F [REDACTED] 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

Business Resource Center

GM

Repurchase Department

To: [REDACTED]	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

Customer Name

[REDACTED]

Worksheet filled out by:

Denise Hampton

Old Vehicle VIN:

1G1ZT54864F

New Vehicle VIN:

G1ZU54834F

Date:

6/17/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE

Acct. 231/237 Vehicle Costs	22,267.30	G
Adjustment to line 1	0.00	M
Conversion Cost	0.00	
Tax	267.28	R
Luxury Tax	0.00	E
Reg./Lic./Title Fees (opt)	204.00	S
Miscellaneous	0.00	P
Other	0.00	O
State Fees	0.00	N
		S
Cost to transfer Aftermarket Items	0.00	I
Service Contracts/GMPP	0.00	B
Miscellaneous	0.00	I
Transportation Fees	0.00	T
		Y

Total Replacement Price 22,738.58

CUSTOMER'S

Tax	0.00	R
Luxury Tax	0.00	E
Reg./Lic./Title Fees (opt)	0.00	S
Additional Aftermarket Items	0.00	P
		O
		N
Usage/Depreciation	618.81	S
Damage	0.00	I
Upgrade	2,830.00	B
Downgrade (deducted)	0.00	I
Reimbursement of Aftermarkets	0.00	T
Other	0.00	Y
Dealer Contribution (deducted)	0.00	

Total Customer Cost 3,448.81

Trade Repurchase Amount 19,289.77

Total Payoff Amount 24,870.76

PAYOFF GOOD THRU(mm/dd/yy) 07/15/04

Dealer Due to GM 5,580.99

GM Due to Dealer NA

MOCK BILL OF SALE

Purchase Price (New Unit)	22,267.30
State Sales Tax	267.28
Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	204.00
Additional Aftermarket Items	0.00
State Fees	0.00
Miscellaneous	0.00
Other	0.00

Less Dealer Contribution 0.00

Subtotal 22,738.58

Trade In 18,818.49

Payoff 24,870.76

Net Allowance (6,052.27)

Cash on Delivery (Paid by GM) 471.28

Total Balance Due 28,319.57

Amount to Dealer for additional Fees 0.00

GM Authorized Signature **Date**

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

RVDC Active Case # 86438



RVDC Case# 86438

BRC Case Number	1709751125	Vehicle is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	
Customer Name	[REDACTED]	Dealer Admin Fee Applied?	Y	Issue Release	N		
Original VIN	1G1ZT54864F	This vehicle was repurchased as a result of a: voluntary settlement of a GM alternative dispute resolution program					
RAC	114634	Retrieve Sales Tax?	N	Title Brand?			
Dealership Name	THREE-WAY CHEVROLET CO	Reason for not Retrieving Sales Tax: TRADE REPURCHASE					
Dealer Contact/Title	Katherine Vansickel, Sales Manager	Original Sales Tax Paid in State:	CA	Repurchased Under Laws of State:	CA		
Dealer Phone	6612833300	Vehicle Meets Presumption of LEMON LAW? Y					
Dealer Fax	6612833593	Closing Schedule:	2004-07-29	Established on:	2004-07-23		
Delivery Date	2003-10-27						
Buyback Mileage	8316						
Transmission	A	If no, where: BAC is 0					
VIC Code(s)	M0105	Location Site Name:					
MSRP	22270.00	Contact Name:					
Est. Auction Value	10180.76	Address 1:					
Case Number	86438	Address 2:					
TAC Case Number		City:		State:		Zip:	
Type of Transaction	TR	Phone #:					
Replacement VIN	1G1ZT54824F208016	Fax #:					
Repurchase Type	ADR Mediated - ABB or State	Comment: California Voluntary BBB case Extended Compliance date is 7/30/04.					
Repurchase Source	PRA ADR AVM Brad Harder	GM Legal Case Number:					
Reason for Repurchase: Power steering inoperable		GM Counsel Name: N/A					
		GM Counsel Contract Name: N/A					
		Address 1:					
		Address 2:					
		City:		State:		Zip:	
		Phone #:					
		Fax #:					
Lien Payoff							
Lien Payoff Amount: 24115.60		Lien Payoff Expires on: 2004 08 13			Per Diem: 1.21		
Customer Due to GM: 0.00		Dealer Due GM: 3500.12					
Check Information							
Customer		Lienholder		Plaintiff's Attorney			
Check Amt:	0.00	Payee1:	GMAC	Payee1:		Check Amt:	0.00
Payee1:	David & Eliza or Lupe Gonzalez	Payee2:	085 904 322 149	Payee2:		Payee2:	
Payee2:	& Three-Way Chevrolet Co.	Address1:	2902 West Agua Fria Frwy.	Address1:		Address1:	
Address1:	107 White Oak Dr.	Address2:	#1095	Address2:		Address2:	
Address2:		City:	Phoenix	City:		City:	
City:	Tehachapi	State:	AZ	State:		State:	
State:	CA	Zip:	85027	Zip:		Zip:	
Zip:	93561	Phone #:	800 200 4622	Phone #:		Phone #:	
Phone #:	661 977 1402	Fax #:	088 239 0091	Fax #:		Fax #:	
Fax #:		Attention:	Payoff Dept	Attention:		Attention:	
		Account #:	085 904 322 149	Fed Tax ID:		Fed Tax ID:	
				Plaintiff Name:		Plaintiff Name:	

Case ID: 06438 Initiator: hampton

JUL 26 2004

7/23/04

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

APP	APP
_____ CHECK REQUEST FORM (CIF)	_____ SIGNED BILL OF SALE ON ORIGINAL VEHICLE
✓ _____ RVDC CALCULATION WORKSHEET	_____ SIGNED SETTLEMENT OFFER LETTER
_____ SIGNED BILL OF SALE ON NEW VEHICLE	_____ SIGNED RELEASE AGREEMENT
✓ _____ INVOICE ON REPLACEMENT VEHICLE	_____ SIGNED DEALER CONFIRMATION LETTER
✓ _____ PRA FORM	_____ RVDC SPECIAL INSTRUCTIONS FORM
✓ _____ INCENTIVE SHUT-OFF REQUEST	_____ DEALER PROFIT OTHER THAN ADMIN FEE
_____ COPY OF TITLE OR REGISTRATION	_____ INVOICE FOR ATTORNEY FEES (If applicable)
✓ _____ WARRANTY HISTORY	_____ REPAIR ORDERS FOR REASON FOR REPURCHASE
✓ _____ INVOICE ON ORIGINAL VEHICLE	(FLORIDA ONLY)

☐ Substitution of Collateral

☐ New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION: 1-209751125

Name	[REDACTED]
VTN#	1G1ZT548648 [REDACTED]
Year-Make and Model:	2004 Chevrolet Malibu

LIENHOLDER INFORMATION:

Lienholder Name:	GMAC
Lender Contact Person and Date:	Nancy
Physical Address:	2902 West Agua Fria Hwy. #1095
City/State/Zip	Phoenix, AZ 85027
Phone:	800 200 4622
Fax Number:	888 239 0091
Account Number:	[REDACTED]
Dealer Buyout/Payoff Amount:	\$24,115.03
Buyout/Payoff Expiration Date:	8/13/04
Per Diem:	\$1.91

Additional Information

BRC REPURCHASE WORKSHEET

File Number
1-209751125Customer Name
[REDACTED]Worksheet filled out by:
Denise HamptonOld Vehicle VIN:
1G1ZT54864F [REDACTED]New Vehicle VIN:
1G1ZT54824F [REDACTED]Date:
7/22/04

DEALER'S SAMPLE PURCHASE ORDER

VEHICLE COSTS		RESPONSIBILITY	
Acct. 231/237 Vehicle Costs	19,963.45		
Adjustment to Line 1	0.00		
Conversion Cost	0.00		
Tax	144.37		
Luxury Tax	0.00		
Reg./Lic./Title Fees (opt)	196.00		
Miscellaneous	0.00		
Cost to transfer Aftermarket Items	1,147.50		
Service Contracts/GMPP	0.00		
Miscellaneous	0.00	RESPONSIBILITY	
Transportation Fees	0.00		
Total Replacement Price			21,451.32
CUSTOMER'S			
Tax	0.00		
Luxury Tax	0.00		
Reg./Lic./Title Fees (opt)	0.00		
Additional Aftermarket Items	0.00		
Usage/Depreciation	618.81		
Damage	0.00		
Upgrade	225.00		
Downgrade (deducted)	0.00		
Reimbursement of Aftermarkets	0.00		
Other	0.00		
Dealer Contribution (deducted)	0.00		
Total Customer Cost		843.81	
Trade Repurchase Amount		20,607.51	
Total Payoff Amount		24,115.63	
PAYOFF GOOD THRU(mm/dd/yy)		08/13/04	
Dealer Due to GM		3,508.12	
GM Due to Dealer		NA	
Estimated Auction Price		18,180.76	
Projected (Loss)		(2,426.75)	

MOCK BILL OF SALE	
Purchase Price (New Unit)	19,963.45
State Sales Tax	144.37
Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	196.00
Miscellaneous	0.00
Other	0.00
Less Dealer Contribution	0.00
Subtotal	20,303.82
Trade In	19,119.64
Payoff	24,115.63
Net Allowance	(4,995.99)
Cash on Delivery (Paid by GM)	340.37
Total Balance Due	24,959.44
Amount to Dealer for additional Fees	1,147.50
GM Authorized Signature	Date
<i>[Signature]</i>	7/22/04
This is a "work in process" until signed by a GM Authorized Representative	

Rev 5/5/04

GC1-283-6770

P.3

Jul 22 04 01:30P

Russ Meek RETAIL 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)

TELEGRAPH, INC.
[Redacted Address]

Creditor - Seller (Name and Address)

THREE-WAY CHEVROLET
3800 CALIFORNIA AVE.
BALMERFELS, 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.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
New	2004	CHEV Malibu	8	1G1ZT54324F [Redacted]	personal, family or household business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

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 or
NA %	NA \$	\$	\$ (a)	\$ (e)

(e) results an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	24959.44	7/30/04
One Payment of		
Payments		Monthly Beginning
One Final Payment		

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.

Security interest. You are giving a security interest in the vehicle being purchased.

Assignment information. See this contract for more information including information about nonpayment, renewal, any required payments in full before the scheduled date, minimum finance charges, and security interest.

STATEMENT OF INSURANCE

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.	\$
Bodily Injury \$ Limits	Mos.	\$
Property Damage \$ Limits	Mos.	\$
Medical	Mos.	\$

Total Vehicle Insurance Premiums \$ (d)

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.

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 ☒ _____

Co-Buyer ☒ _____

Seller ☒ _____

If any insurance is checked below, policies or certificates from the named insurance companies will determine 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. 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

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price

- A. Cash Price of Motor Vehicle and Accessories \$2110.95 -
1. Cash Price Vehicle \$19963.45
2. Cash Price Accessories \$ 1147.50
3. Other (Nontaxable) \$
- Describe \$
- Describe \$
- B. Document Preparation Fee (not a governmental fee) \$ (B)
- C. Smog Fee Paid to Seller \$ (C)
- D. Sales Tax (on taxable items in A+B+C) \$ 144.37 (D)
- E. Optional DMV Electronic Filing Fee* \$ (E)
- F. (Optional) Service Contract* \$ (F)
- G. (Optional) Service Contract* \$ (G)
- H. Prior Credit or Lease Balance paid by Seller to GMAC \$ 3508.12 (H)
- (see downpayment and trade-in calculation)
- I. (Optional) Gap Contract (to whom paid)* \$ (I)
- J. Other (to whom paid)* \$ (J)
- For \$ 24763.44 (J)

2. Amounts Paid to Public Officials

- A. License Fees \$ 191.00 (A)
- B. Registration/Transfer/Titling Fees \$ (B)
- C. California Tire Fees \$ 6.00 (C)
- D. Other \$ (D)

Jul 22 04 01:30P Russ Mosk

1. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance columns a + b)* \$ 196.00 (2)

2. Amount Paid to Insurance Companies \$ (3)

3. Amount Paid to Insurance Companies \$ (4)

4. Subtotal (1 through 4) \$ (5)

5. Net Trade-In Value: 04 Make Chev \$ 1919.64 (A)

Model Wagon Odor

VIN 1G1ST54864F

6. Less Prior Credit or Lease Balance \$ 2415.43 (B)

7. Net Trade-In (A less B) (Indicate if a negative number) \$ 4975.81 (C)

8. Deferred Downpayment \$ (D)

9. Manufacturer's Suggested Retail Price \$ (E)

10. Dealer's Price \$ 1487.89 (F)

11. Cash \$ (G)

Total Downpayment (C through G) \$ 0 (H)

(If negative, enter zero in line 6 and enter the amount less than zero as a positive number on line 11 above)

12. Amount Financed (H less G) \$ 24969.44 (I)

*Seller may loan part of these amounts.

IF YOU ARE ASSIGNED A NEW
BUYER MAY BE REQUIRED TO PROVIDE SECURITY FOR THE LOAN, AND
WILL BE OBLIGATED FOR THE REMAINING PAYMENTS ON BOTH THE
ORIGINAL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: _____
Amount \$ _____ Finance Charge \$ _____
Total \$ _____ Payable in _____
Installments of \$ _____
Term this Loan is shown in item 8D.

AUTO BROKER FEE DISCLOSURE

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

☐ Name of autobroker receiving fee, if applicable: _____

NOTICE OF REVERSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Reversion Rights section on the back giving the Seller the right to renege if Seller is unable to assign this contract to a financial institution will apply.

Buyer X _____ Co-Buyer X _____

The Annual Percentage Rate May be Negotiable With the Dealer.

eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

Date _____ X _____ Age _____
Buyer Signature _____
Date _____ X _____ Age _____
Co-Buyer Signature _____

OPTIONAL GAP CONTRACT A gap contract (gap protection contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the costs thereof. If you choose to buy a gap contract, the charge is shown in item 11. See your gap contract for details on the protection it provides. It is a part of this contract.

Term _____ Month _____ Name of Gap Contract _____

You want to buy a gap contract.

Buyer X _____

OPTIONAL SERVICE CONTRACT(S) you want to purchase (the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 12 and/or 13 above.

1. Company _____
Term _____ Month _____ Mile _____
2. Company _____
Term _____ Month _____ Mile _____
Buyer X _____

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

X _____ X _____
Buyer Initials Co-Buyer Initials

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____ You _____ SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNEQUIPPED WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

WITH SERVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X _____

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6.B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X _____ Co-Buyer X _____

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

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to this change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X _____

THERE IS NO COOLING OFF PERIOD

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

YOU ACKNOWLEDGE THAT YOU HAVE READ WITH CARE THE ENTIRE CONTRACT BEFORE SIGNING BELOW.

YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU SIGNED DURING CONTRACT NEGOTIATIONS.

Buyer Signature X _____ Date _____ Co-Buyer Signature X _____ Date _____

Co-Buyer and Other Owners: A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The co-buyer or other owner knows that the co-buyer has a security interest in the vehicle and consents to the security interest.

Other Owner Signature X _____ Address _____

CO-SIGNER'S Y

To indicate us to sell the vehicle in Buyer, each person who signs as a Co-signer individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Co-signer must pay it when asked. Each Co-signer will be liable for the total amount owing even if other persons also sign as Co-signer, and even if Buyer has a complete defense to the creditor's demand for repayment. Each Co-signer agrees to be liable even if one or more of the following: (1) give the Buyer more time to pay or more payments; (2) give a full or partial release to any other Co-signer; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Co-signer acknowledges receipt of a completed copy of this contract and its security at the time of signing.

Co-signer makes a release of all claims of this Co-signer, mine or the Buyer's non-payment, non-performance, and default; and release of the co-signer, mine or the Buyer's, at any time, and of any damages upon the Buyer.

Co-signer X _____ Date _____ Co-signer X _____ Date _____

Address _____ Address _____

Seller Signature X _____ Date Three-way check 7/22/04 _____ Title Chevy

07/21/2004 09:38

6612932494

3WAY FIN CA

PAGE 01

2004

DEAL. # 056494

**CHEVROLET**
Cadillac
HUMMER
SAAB**California Ave**
3800 California Ave
Bakersfield, CA 93309
Phone: (661) 283-3300**Auto Mall**
4800 Wible Rd.
Bakersfield, CA 93309
Phone: (661) 834-3400

HITCHCOCK, RICK K

STOCK #836494D

**ACKNOWLEDGEMENT OF PURCHASE
OF AFTER SALE PRODUCTS**

RES #

JULY 19, 2004

DATE OF CONTRACT
2004

CHEVROLET

YEAR MAKE
MALIBUMODEL
1G12T546248

SERIAL NUMBER

I understand that I have purchased the following after-sale products.

ITEM	PRICE
FIN TOUCH	360.00
THEFT CODE	225.00
EX-1 ALARM	360.00
WINDOW TINT	202.50
	1,147.50

The total cost of these items is shown on the "Accessories" line of my contract

Customer Initials

I understand these items were voluntarily purchased by me and were not a requirement for special price consideration. I also acknowledge that none of the items were represented as a government requirement.

Manager's Signature

Customer's Signature

JULY 19, 2004
Date

Jul 16 04 09:54p

Russ Meek

661-283-6773

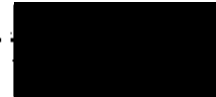
p.2

Replacement Vehicle:



04 MAHIBCU

VIN 1G1ZT5482 4F



Selling Price

\$19963.45

ACCESSORIES:

- End of these were on previous vehicle

REAR TINT
Finishing Touch
Theft Code
EX-1 ALARM

202.50

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

196.00

All
we
put
in
and
removed
by
dealer
when
purchased
the
vehicle

04 MALIBU LS SEDAN
 1U BLACK
 14C GRAY

/VGG

STOCK NO.

ORDER NO. HCVNKG/TRE

VIN 1G1 7T54 82 4F

 MODEL & FACTORY OPTIONS

1ZT69 MALIBU LS SEDAN

LX9 3.5L V6 ENGINE

MK0 4-SPEED AUTO TRANSMISSION

UC6 AM/FM 6 DISC CD PLAYER

(REPLACES STD/OPT RADIO)

VK3 FRONT LICENSE PLATE BRACKET

YF5 50-STATE EMISSIONS

1SB MALIBU PREFERRED EQUIP GRP 1SB

* FLOOR MATS, FRONT & REAR

* DRIVER SEAT 6-WAY POWER

* HEAD CURTAIN SIDE AIR BAGS

* REMOTE VEHICLE START SYSTEM

MSRP

20770.00

0.00

0.00

300.00

0.00

N/C

800.00

CHEVROLET MOTOR
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD38611611

*****13*39522S

INV AMT RETAIL - STOCK

19004.55 INVOICE 04/13/04

0.00 SHIPPED 04/13/04

0.00 EXP I/T 04/29/04

270.00 INT COM 04/29/04

PRC EFF 04/13/04

KEYS G2378 G2378

WFF-S QTR OPT-1

BANK: GMAC - 085

CHG-TO 39-522

SHIP WT: 3182

IIP: 32.9

CMS: 20038.45

SUPP: 20940.18

MRM: 22495.00

DAN: DM

MEMO 1018.50

TOTAL MODEL & OPTIONS

DESTINATION CHARGE

LAM DEALER CONTRIBUTION

LAM GROUP CONTRIBUTION

21870.00	19004.55	ACT 231	19963.45
625.00	625.00	H/B 261	856.10
	284.31	ADV 261	284.31
	109.35	EXP 65A	109.35

TOTAL

22495.00 21013.21 PAY 310 21013.21

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.

THREE-WAY CHEVROLET CO

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

electronic Preliminary Repurchase Authorization (ePRA)

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

1. Date (mm/dd/yyyy): 05/12/2004
2. Customer Name: [REDACTED]
3. Customer Address: [REDACTED]
4. Customer City, State, and Zip: Tehachapi, Ca
5. Primary Customer Phone #: [REDACTED] Home
6. Additional Customer Phone #: [REDACTED] Home
7. Customer fax #: n/a
8. Cust Drivers Licenses #: [REDACTED]
9. State tax % rate: 7.910

Keep Hampton
5/24/04
2:10

Customer Vehicle Information

10. Year/Make/Model: 2004/Chevrolet/Malibu
11. VIN (17 Digits): 1G1ZT54864F [REDACTED]
12. Current Mileage: 8,316
13. Purchased: NEW

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

Dealership that will handle entire transaction:

14. Dealership Name: Three-Way Chevrolet CO
15. Dealership Phone #: 881-283-3300
16. Dealership Contact Name and TITLE: Russ Meek, General Sales Mgr.
17. Dealership Contact Phone # (if different than Dealership #): 881-283-3300
18. Dealership Contact Fax #: 881-283-6773
19. Dealership BAC: 114634 Region: Western

Kathy Vansickel
Russ Meek Sales
Mgr.

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? N/A

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

23. CAC Case Number: 1-209751125
24. TAC Case Number: N/A

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: 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: 1G1ZU54834P196950

33. New Vehicle Year/Make/Model: 2004 Chevrolet Malibu
34. Upgrade ☒ Downgrade ☐ Difference Amount (PURCHASED NEW ONLY: Old MSRP to New MSRP): \$2,830.00

35. Usage/Depreciation Amount:

(Standard Usage Formula = Current mileage/100,000 multiplied by purchase price; **NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)
-Please show how you arrived at this usage amount: 3,171 miles / 120,000 X \$23,417.50 = \$618.73

36. Attenuation (terms):

See attached. 192-title 1.93 per item
7. Co fees. 28.95 + 24,841.81

Per BBR
This is correct

7/19 AVM States to have VIN
 also had on original when purchased

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

37. Lease Termination Terms: N/A

38. Who will be responsible for the Taxes and/or Fees? 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. I have reviewed with the customer what is **Negative Equity/Overallowance** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): YES

*NO Rebates are to be applied to the replacement vehicle

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

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

40. General Comments/Special Instructions: N/A

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 05/13/2004

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

43. GM Position: AVM

44. VoiceMail Number: 80509 Mailbox Number: 58685

45. Email Address:

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.

Rear Tent
 Finishing Touch
 Theft Code
 Ex-1 Alarm

202.50

360.00

225.00

360.00

1,147.50

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME: DENISE HAMPTON
DEPARTMENT: BUSINESS RESOURCE CENTER
CUSTOMER: [REDACTED]
FILE NUMBER: [REDACTED]
OLD VEHICLE VIN: 1G1ZT54864F [REDACTED]

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 39-522/

BRAND: Chevrolet

NEW VEHICLE VIN: 1G1ZT54824F [REDACTED]

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

07/19/2004

AUTO 10/24/2003 TO 10/24/2004 11 [REDACTED]

VEHICLE IDENTIFICATION NUMBER

1G1ZT54864F [REDACTED]

BODY TYPE MULTIPL

40

DATE ISSUED

11/04/2003

DATE FIRST SOLD

00 09/09/2003 FK

CLASS

FK

MAKE

CHEV

YR. MODEL

0000 2004

TOTAL FEES AND

\$514

1500 4

OWNER
LICENSE HOLDER

TEHACHA CA [REDACTED]

CHAC
PO BOX 8129
COCKEYSVILLE

MD

21030

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

TO REMOVE THE STICKER
FROM THE BACKING,
PEEL STICKER AT SLIT AND PEEL SLOWLY.

INSTRUCTIONS FOR
APPLYING STICKER TO LICENSE PLATE

1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF
ACCUMULATED STICKERS (STICKER WILL
NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE AS
SHOWN BELOW:

MOTORCYCLES:
RIGHT HALF OF THIS WALL

1A0000

ALL OTHERS:
In Top Right Corner

CALIFORNIA
1 SAM 123

EXCEPT:
Truck Tractors And Commercial Vehicles With A
Declared Gross Vehicle Weight of 10,000 lbs. or
More—Must Apply Sticker To Front Plate

05-21-04 01:39PM FROM SAEWART#64

101

TEL NO: 1800-200-4022

#241919 PAGE: 2/2

11:53 MAY 25, 2004

Your liability for this vehicle may not be released if you submit illegible or incomplete information.
 PRINT YOUR CHARACTERISTICS IN CAPITAL LETTERS USING BLACK OR BLUE INK-READ INSTRUCTIONS ON REVERSE SIDE

ABCDEFGHIJKLMN OPQRSTUVWXYZ 0123456789

NOTICE OF RELEASE OF LIABILITY MAIL THIS FORM TO DMV

A BUYER'S TRUE FULL NAME (LAST) _____ **(FIRST)** _____ **(MIDDLE)** _____ **B IF DEALER, CHECK IF TRUE** ☐

C BUYER'S ADDRESS _____ **D ODOMETER READING** _____

E CITY _____ **STATE** _____ **ZIP CODE** _____ **F DATE OF SALE** _____

G SELLER'S TRUE FULL NAME (LAST) _____ **(FIRST)** _____ **(MIDDLE)** _____ **H SELLER'S ADDRESS** _____

I CITY _____ **STATE** _____ **ZIP CODE** _____ **J SELLER'S SIGNATURE** _____

K SELLER'S SIGNATURE _____ **L SELLER'S SIGNATURE** _____

M SELLER'S SIGNATURE _____ **N SELLER'S SIGNATURE** _____

O SELLER'S SIGNATURE _____ **P SELLER'S SIGNATURE** _____

Q SELLER'S SIGNATURE _____ **R SELLER'S SIGNATURE** _____

S SELLER'S SIGNATURE _____ **T SELLER'S SIGNATURE** _____

U SELLER'S SIGNATURE _____ **V SELLER'S SIGNATURE** _____

W SELLER'S SIGNATURE _____ **X SELLER'S SIGNATURE** _____

Y SELLER'S SIGNATURE _____ **Z SELLER'S SIGNATURE** _____

VEHICLE IDENTIFICATION NUMBER (VIN) 1G37T54864F316742 **YEAR** 2004 **MAKE** CHEV **PLATE NUMBER** 5EM608

FEB 1984 (REV 11/02)

DO NOT DETACH UNTIL SOLD

STATE OF CALIFORNIA CERTIFICATE OF TITLE

VEHICLE HISTORY

AUTOMOBILE

VEHICLE IDENTIFICATION NUMBER
 1G37T54864F316742
 BODY TYPE MODEL
 4D

AX WEIGHT

PUB. G

YEAR 2003

CLASS PK

TRANSFER DATE

NO. 4

YEAR 2004

MAKE CHEV

MODEL 4D

PRICE PAID \$534

EQUIPMENT/FEATURES

COPIES/DATE 10/22/2003

ACTUAL MILEAGE

COPIES/DATE 10/24/2004

COPIES/DATE 11/09/03

COPIES/DATE 10 MI

MOTORCYCLE ENGINE IN AREA

TEHACHAPI CA

I certify under penalty of perjury under the laws of the State of California, that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.

TO: DATE: _____ SIGNATURE OF REQUESTER OWNER

TO: DATE: _____ SIGNATURE OF TRANSFEREE OWNER

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads: 10,240 (no tenths, miles and to the base of my knowledge reflects the actual mileage unless one of the following statements is checked)

WARNING: ☐ Odometer reading is not the actual mileage. ☐ Mileage exceeds the odometer mechanical limits.

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

DATE: _____ SIGNATURE: _____

DATE: _____ SIGNATURE: _____

DATE: _____ SIGNATURE: _____

DATE: _____ SIGNATURE: _____

DATE: _____ SIGNATURE: _____

DATE: _____ SIGNATURE: _____

DATE: _____ SIGNATURE: _____

DATE: _____ SIGNATURE: _____

DATE: _____ SIGNATURE: _____

DATE: _____ SIGNATURE: _____

DATE: _____ SIGNATURE: _____

GNAC
 PO BOX 1129
 COCKEYSVILLE
 MD 21030

2 X
 Signature released interest in vehicle. (Certification must be countersigned)
 Release Date: _____

FEB 1984 (REV 11/02)

KEEP IN A SAFE PLACE - VOID IF ALTERED

05/03/2004 09:03 6612832479
 Dealer Number 00321001 Contract Number R.O.S. Number *KV* Stock Number 852760
 THREEWAY CHEVROLET
 3800 CALIFORNIA AVE.
 BAKERSFIELD CA 93304

County and Zip Code		Creditor - Seller (Name and Address)	
[REDACTED] [REDACTED] CA [REDACTED]		THREEWAY CHEVROLET 3800 CALIFORNIA AVE. BAKERSFIELD CA 93304	

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 agreement 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.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	CHEVROLET MALIBU	10	1G1ETSG864F [REDACTED]	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
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 or cash.
2.90%	\$ 2,430.93 (a)	\$ 25,706.06	\$ 26,226.20 (a)	\$ 25,075.42 (c)
(c) means an estimate				
YOUR PAYMENT SCHEDULE WILL BE:				
Number of Payments:	Amount of Payments:	When Payments Are Due:		
One Payment of	N/A			
One Payment of	N/A			
71 Payments	\$ 405.93	Monthly, Beginning 12/05/2003		
One Final Payment	\$ 405.93	11/05/2005		
Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the past due payment that is late. Prepayment: If you pay off all your debt early, you may be charged a minimum finance charge. Security Interest: You are giving a security interest in the vehicle being purchased. Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.				

ITEMIZATION OF THE AMOUNT FINANCED	
1. Total Cash Price	
A. Cash Price of Motor Vehicle and Accessories	\$ 23,417.50 (A)
1. Cash Price Vehicle	\$ 22,472.50
2. Cash Price Accessories	\$ 945.00
B. Document Preparation Fee (not a governmental fee)	\$ 25.00 (B)
C. Smog Fee Paid to Seller	\$ N/A (C)
D. Sales Tax (on A + B + C)	\$ 1,701.03 (D)
E. (Optional) EPA New Vehicle Report of Sale or Renewal Transaction Fee	\$ N/A (E)
F. (Optional) Service Contract	\$ 3,535.00 (F)
G. Prior Credit or Lease Balance paid by Seller to	\$ N/A (G)
(new downpayment and trade-in calculation)	
H. (Optional) Gap Contract (to whom paid)*	\$ N/A (H)
I. Other (to whom paid)*	\$ N/A (I)
For	
Total Cash Price (A through I)	\$ 25,598.53 (1)
2. Amounts Paid to Public Officials	
A. License Fees	\$ 513.00 (A)
B. Registration/Transfer/Taxing Fees	\$ N/A (B)
C. California Title Fees	\$ 5.00 (C)
D. Other	\$ N/A (D)
E. Other	\$ N/A (E)
Total Official Fees (A through E)	\$ 518.00 (2)
3. Amount Paid to Insurance Companies	
(total premiums from Statement of Insurance column 2 + b)*	\$ N/A (3)

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or maintain any insurance through a particular insurance company, agent or broker.

Vehicle Insurance

	Term	Premium
\$ N/A Ded. Comp. Min & Theft	N/A	\$ N/A
\$ N/A Ded. Collision	N/A	\$ N/A
bodily injury	\$ N/A Limits	\$ N/A
property damage	\$ N/A Limits	\$ N/A
medical	N/A	\$ N/A
	N/A	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A (4)

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.

You may buy the physical damage insurance in 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*

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	12/2	Mos.	\$ N/A
Credit Disability	N/A	Mos.	\$ N/A
Total Credit Insurance Premiums			\$ N/A (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. The 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. Coverage for credit life insurance and credit disability insurance ends on the original due date of 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 of the Policy.

Signature of Buyer/Co-Buyer

PAGE 03

Buyer X _____

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

X SIN

X Co-Singer in title

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE PURCHASE PRICE OF THE VEHICLE.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

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

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X _____

<p>THERE IS NO COOLING OFF PERIOD</p> <p>California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.</p>		<p>YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT BEFORE SIGNING BELOW.</p> <p>YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU SIGNED DURING CONTRACT NEGOTIATIONS.</p>	
Buyer Signature X _____	Date <u>10/27/2008</u>	Co-Buyer Signature X _____	Date <u>10/27/2008</u>
<p>Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.</p>			
Other Owner Signature X _____	Date _____	Address _____	
Seller Signature X _____	Date <u>10/27/2008</u>	By _____	Title _____

JUL 22 04 04:20P

Russ Meek

6612838773

p.2

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

July 22, 2004

Tomball, CA

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, VIN#1G1ZT54864F
 Case Number: 1-209751125

Dear Mr. & Mrs. [REDACTED]:
 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 1G1ZT54864F2004 Chevrolet Malibu. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-on, 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	\$ n/a
TOTAL RESPONSIBILITY 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#1G1ZT54864F in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-549-8379 by July 23, 2004, 12pm Eastern time. The conditions of the trade-repurchase are as follows:

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

If this trade-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 transmitted to Three-Way Chevrolet. Please allow up to 7 business days for check processing. I will contact you to set up a signing time. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (202) 231-1161 ext. 58723 if you have any questions or concerns.

Sincerely,
 Denise Hampton
 Business Resource Center

[REDACTED] (signature)

7-22-04
 Date

661-283-6773

P.2

Jul 22 04 01:29p

Russ Meek

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 Name
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 \$2,608.12 to General Motors Corporation in order to obtain free and clear title of original vehicle. Once all of the trade repurchase paperwork, including your dealer check, has been sent back to the Recaptured Vehicle Disposition Center (RVDC), General Motors will issue a check in the amount of \$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:
New Vehicle Sales Price:
Used Vehicle Trade Value:
Customer cost:
Cost to transfer Aftermarket items:
Taxes:
Rebates:
Lien on old vehicle, good only until 8/13/04
Plus title and license fees:
Miscellaneous State Fees:
Document Fees:
Dealer Processing Fee:

101ZT54824F
\$19,983.45
\$19,119.64
\$843.81
\$1,147.50 (GM pays-Pls note on bill of sale)
\$144.37 (GM pays - Pls note on bill of sale)
[Not Applicable]
\$24,115.63
\$196.00
[if applicable]
[Not paid by other party]
\$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:

Payout of Original Vehicle = \$24,115.63
Usage / depreciation = \$ 615.81
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 herein and return this agreement along with a signed Bill of Sale to my attention at the following fax # 866-366-0879.

Three-Way ChevroletBAC 114634 Management Agent's Signature and Title.

Three-Way ChevroletBAC 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!

05/03/2004 5542822479
 CUSTOMER [REDACTED]
 LENDER KSPCU
☒ Retail ☐ Fleet ☐ Emp
 FINANCE INSTRUCTIONS
 DEAL 221681
 SALES 1 MATHENIA
 SALES 2 _____
 MANAGER VanBrocke
 F&I _____

PRICE \$ 22472.50
 \$ _____
 DMV \$ 494 TIRE \$ 5

YR MK MDL
 GROSS \$ 850.00
 PAYOFF \$ 253.00
 ACV \$ 850.00
 YR MK MDL
 GROSS _____
 PAYOFF _____
 ACV _____

CASH \$ _____
 REB 1 \$ 1000.00
 REB 2 \$ _____
 REB 3 \$ _____
 D1 \$ _____
 D2 \$ _____
 EQUITY(L) \$ _____

PMT 335
 TERM 84 DAYS 44 OPTC
 CR 5.75 BR 5.75
 SEC DEP(I) \$ _____
 MBM (L) \$ _____
 RES (L) _____ %
 RES (L) \$ _____
 LOW MILES (L) ☐ YR
 EXTRA MILES (L) ☐ YR

PROGRAMS	ACCOUNTING
<input type="checkbox"/> EMP GMS AUTH# _____	EMP GMS \$ _____
<input type="checkbox"/> GMS AUTH# _____	GMS \$ _____
<input type="checkbox"/> SUPP <input type="checkbox"/> LETTER _____	SUPP \$ _____
<input type="checkbox"/> COLL AUTH# _____	COLL \$ _____
<input type="checkbox"/> LOY AUTH# _____	LOY \$ _____
<input type="checkbox"/> DC PRGM# _____	DC \$ _____
<input type="checkbox"/> DC PRGM# _____	DC \$ _____
<input type="checkbox"/> _____	\$ _____

FINANCE
☒ ROS ☐ DO NOT ROS
☐ AUTO APPROVAL
☐ LEASE BUYOUT
☐ GM CERT ☐ EC CERT ☐ AS IS
 L \$ 22472
 C \$ 20869
 B \$ _____

OFFICE INSTRUCTIONS

MANAGER SV

FINANCE INSTRUCTIONS



..... A Symbol Of Quality For Over 45 Years

DATE:

7/16/04

TO:

Denise Hampton

FROM:

Russ Meek

COMPANY:

GM

FAX NO.:

661 283 6773

FAX NO.:

866 549 8879

TELEPHONE NO.:

661 283 2408

TELEPHONE NO.:

800 231 1841 X58723

NO. OF PAGES (INCLUDING COVER):

3

RE:

☐ URGENT☐ FOR REVIEW☐ ACTION REQUIRED☐ PLEASE REPLY

MESSAGE:

Re: [REDACTED]

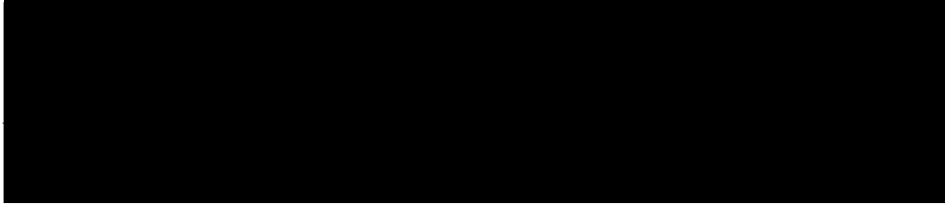
File # 1 - 209 751125

Two Locations!3800 California Avenue
Bakersfield, CA 933094500 Rudnick Court
Bakersfield, CA 93313

Phone (661) 283-3300

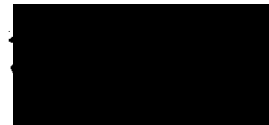
And Online!www.3waychevrolet.com

Replacement vehicle:



04 MALIBU

VIN 1G1ZT54824F



Selling Price \$19963.45
Accessories:

REAR TINT	202.50
Finishing Touch	360.00
theft CODE	225.00
EX-1 ALARM	360.00
	<hr/>

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

41U BLACK

/V6G

14C GRAY

ORDER NO. HCVNKJ/TRE STOCK NO.

VIN 1G1 ZT54 82 4F

CHEVROLET MOTOR DIVISION

GENERAL MOTORS CORPORATION

100 RENAISSANCE CENTER

DETROIT MI 48243-1114

VEHICLE INVOICE 1AD38611611

MODEL & FACTORY OPTIONS

MSRP

INV AMT

RETAIL - STOCK

1ZT69 MALIBU LS SEDAN

20770.00

19004.55

INVOICE 04/13/04

LX9 3.5L V6 ENGINE

0.00

0.00

SHIPPED 04/13/04

MX0 4-SPEED AUTO TRANSMISSION

0.00

0.00

EXP I/T 04/29/04

UC6 AM/FM 6 DISC CD PLAYER

300.00

270.00

INT COM 04/29/04

(REPLACES STD/OPT RADIO)

PRC EFF 04/13/04

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

CHG-TO 39-522

* 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

TOTAL

22495.00

21013.21

PAY 310 21013.21

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.

THREE-WAY CHEVROLET CO

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
*****		*****13*39522S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00	18638.55 INVOICE 10/07/03
LX9 3.5L V6 ENGINE	0.00	0.00 SHIPPED 10/07/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00 EXP I/T 10/19/03
T43 REAR DECKLID SPOILER	175.00	157.50 INT COM 10/20/03
UC6 AM/FM 6 DISC CD PLAYER	300.00	270.00 PRC EFF 10/07/03
(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: 32.9
* REMOTE VEHICLE START SYSTEM		GMS: 19786.70
		SUPPLR: 20677.10
		MRM: 22270.00
		DAN: DQ
		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.

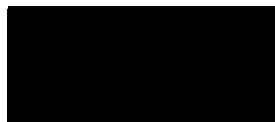
THREE-WAY CHEVROLET CO	REMIT TO GMAC NO. 085
	VIN 1G1ZT54864F
	\$ 20735.73 INV 1AD25804047
	DUE 10/20/03 DEALER 39-522



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

June 15, 2004



Tehachapi, CA

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, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

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

Business Resource Center

GM

Repurchase Department

To: [REDACTED]	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

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C83599

REPRINT***

NAD: 026300

TEHACHAPI

CA

TEHACHAPI

CA

WORK:

HOME:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 6873 ADV: 974 E2 INVOICE: FINAL CUS C W TB
MFG: 67T001 TAX RULES: YNNN INVOICED: 04/26/2004 10:06:00
ODOMETER IN: 8010 DIST: 101
DATES BEGIN: 04/21/04 DONE: 04/23/04

VIN 1G1ZT54864F LICENSE NUMBER: CA
04 CHEVROLET MALIBU LS 4DR SDN GRAY
STOCK# 0852776D
DATES INSERVICE: 102403 SOLD: 102203

CONCERN 02 CUSTOMER REQUEST LUBE, OIL AND OIL FILTER CHANGE.
CAUSE LOP
CORRECTION CHANGE OIL, OIL FILTER, LUBE CHASSIS AND CHECK FLUID LEVELS.

OPERATION	TECH	AMOUNT
LOF	025	* 9.00

PART NUMBER	PO#	NOTE	DESCRIPTION
000 025010792			OIL FLTR
010 12345621QL		GOG	10-30WT OIL

QTY	SELL	
1	5.29	5.29
5	2.00	10.00

SUBTOTAL

PARTS	5.29
GAS-OIL-GREASE	10.00
LAB-MECHANICAL	9.00
SERVICE SPECIAL ADJUSTMENT	2.34
TOTAL CHARGE FOR CONCERN	21.95

TYPE: C

CONCERN 52 CUST STATES USING OIL STILL SEE HISTORY / START OIL CONSUPTIO SHEET REPORT
CAUSE
CORRECTION STARTED OIL CONS.
COMMENT SHEET IN VEHICLE

OPERATION	TECH	AMOUNT
NOTE	099	.00

SUBTOTAL

TOTAL CHARGE FOR CONCERN	.00
--------------------------	-----

TYPE: CUS

----- INVOICE TO -----

----- DRIVER/OWNER INFORMATION -- INVOICE: C83599

NAD: 026300

----- FOR OFFICE USE -----

----- VEHICLE INFORMATION -----

TAG: 6873 ADV: 974 RODRIGUE INVOICED: 04/26/2004 10:06:00 TB

04 MALIBU

GRAY

LICENSE NUMBER: CA

----- GRAND TOTALS -----

SUMMARY OF CHARGES FOR INVOICE C83599

PARTS	5.39
GAS-OIL-CREASE	10.00
LAB-MECHANICAL	9.00
SERVICE SPECIAL ADJUSTMENT	2.34-
SUB-TOTAL	21.95
TAX	.94
TOTAL CHARGE	22.89

PAYMENT DISTRIBUTION FOR INVOICE C83599

TOTAL CHARGE	22.89	
SERVICE DRIVE OUT	NAD 026300	22.89
GONZALES, LUPE		

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST

WAR - WARRANTY

ESTIMATE-----

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

----- INVOICE TO -----

██████████ *REPRINT**

TEHACHAPI CA ██████████
HOME: ██████████

----- FOR OFFICE USE -----

TAG: 6873 ADV: 974 RODRIGUEZ INVOICE: FINAL WAR C W LP
MFG: 67T001 TAX RULES: YY2NN INVOICED: 04/29/2004 12:52:29
ODOMETER IN: 8010 DIST: 1G1
DATES BEGIN: 04/21/04 DONE: 04/23/04

----- DRIVER/OWNER INFORMATION -- INVOICE: W83599

██████████
TEHACHAPI CA ██████████
HOME: ██████████

----- VEHICLE INFORMATION -----

VIN 1G1ZT54864F ██████████ LICENSE NUMBER: CA ██████████
04 CHEVROLET MALIBU LS 4DR SDN GRAY
STOCK# 0852776D
DATES INSERVICE: 102403 SOLD: 102203

CONCERN 29 RENTAL VEHICLE OPERATION TECH HOURS AMOUNT
CAUSE . Z7902 099 .0 .00

CORRECTION RENTAL VEHICLE
COMMENT 2 DAYS WARRANTY PER DB

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
		ENTERP	NPND530591	1	
FACTORY	COMPL CODE: MJ	FAIL CODE : 98	AUTH	:	:

----- SUBTOTAL -----				
MISCELLANEOUS 78.99				
TOTAL CHARGE FOR CONCERN 78.99				

TYPE: WAR

CONCERN 51 CUST STATES POWER STEERING ASSIST INOP / HAD STEERING COLUMN REPLACED LAST OPERATION TECH HOURS AMOUNT
TIME IN N6628 036 .5 115.82
CAUSE CODE C0550. 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 FAIL CODE : 6N AUTH : E

----- SUBTOTAL -----				
LAB-MECHANICAL 115.82				
TOTAL CHARGE FOR CONCERN 115.82				

TYPE: W

----- INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: W03599
[REDACTED] [REDACTED]
----- 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 W03599
LAB-MECHANICAL 115.82
MISCELLANEOUS 78.99
TOTAL CHARGE 194.81
PAYMENT DISTRIBUTION FOR INVOICE W03599
TOTAL CHARGE 194.81
FAC WARRANTY 194.81
ESTIMATE-----
ESTIMATE \$25.00
IF YOU HAVE ANY QUESTIONS - PLEASE SEE DAVID F RODRIGUEZ

----- INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: W83599
[REDACTED] [REDACTED]
----- 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

SKILL 01 TECH# 025 START TIME: 042104 1538 STOP TIME: 042104 1643
SKILL 04 TECH# 036 START TIME: 042204 0813 STOP TIME: 042204 1534
SKILL 13 TECH# 099 START TIME: 042304 1000 STOP TIME: 042304 1000
SKILL 10 TECH# 099 START TIME: 042304 1254 STOP TIME: 042304 1254

LINE 51

036 BEGIN	-	042204 0813	HT	-	042204 0813	HRS:	:00	UNITS:	.00
RW	-	042204 1357	END	-	042204 1357	HRS:	:00	UNITS:	.00
BEGIN	-	042204 1357	END	-	042204 1534	HRS:	1:37	UNITS:	1.62 OTHER
TOTAL:						1:37	UNITS:	1.62	

PAGE 3
LAST PAGE

***** INVOICE TO *****
 ***** REPRINT*** *****

***** DRIVER/OWNER INFORMATION -- INVOICE: W76748 *****

TEHACHAPI CA
 HOME:

TEHACHAPI CA
 HOME:

***** FOR OFFICE USE *****

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

TAG: 6500 ADV: 974 RODRIGUEZ INVOICE: FINAL WAR W KW
 MFG: 67T001 TAX RULES: YY2NN INVOICED: 03/26/2004 14:56:00
 ODOMETER IN: 6360 DIST: 1G1
 DATES BEGIN: 03/12/04 DONE: 03/23/04

VIN 1G1ZT54864F LICENSE NUMBER: CA
 04 CHEVROLET MALIBU LS 4DR SDN GRAY
 STOCK# 0852776D
 DATES INSERVICE: 102403 SOLD: 102203

CONCERN 29* RENTAL VEHICLE	OPERATION	TECH	HOURS	AMOUNT
CAUSE	27906	099	.0	.00

CORRECTION RENTAL VEHICLE

COMMENT 12 DAYS WARRANTY PER DE - 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 448.89

TOTAL CHARGE FOR CONCERN 448.89

TYPE: W

CONCERN 51 CUST STATES WHEN DRIVING WOULD LOOSE POWER STEERING ASSIST/LIGHT WITH	OPERATION	TECH	HOURS	AMOUNT
WRENCH WOULD COME ON	E7680	036	1.0	72.39

CAUSE SEE SCREEN 5 CT FOR LABOR OP		010	1.0	72.39
------------------------------------	--	-----	-----	-------

CORRECTION COLUMN REPLACED STEERING COLUMN PER TECH ASSIT

COMMENT CT OK RC

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 OP IS ST

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
SPO 022687709			COLUMN KI	1	273.19

PARTS: COUNT 1

FACTORY MGR APPROVAL: RC 032204 08:32

COMPL CODE: OL FAIL CODE : 6C AUTH : B

WP-022687709

INVOICE TO

DRIVER/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

SUBTOTAL

PARTS 382.47

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
STREAKS ON GLASS

OPERATION	TECH	HOURS	AMOUNT
NORMAL	504	.0	.00

CAUSE INNER WINDOW WEATHYERSTRIP.

CORRECTION R&R BOTH FRONT DOOR PANELS TO CLEAN INNER BOTTOM WEATHERSTRIPS,

COMMENT HOWEVER BOTH FRONT WINDOWS ARE OPERATING NORMAL AT THIS TIME.

SUBTOTAL

TOTAL CHARGE FOR CONCERN .00

TYPE: W

CONCERN 53 CUST STATES WHEN DRIVNIG AND HAS HEATER ON DRIVING FOR AWHILE SMELLS LIKE
ON FIRE?

OPERATION	TECH	HOURS	AMOUNT
NO PROBLEM	012	.0	.00

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
AFTER?

OPERATION	TECH	HOURS	AMOUNT
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 CHECKED PCV SYSTEM, NO EXCESSIVE OIL FOUND. TOPPED ENG OIL LEVAL

TECH NOTES FILLED OIL CONSUMPTION SHEET. CUST TO START OIL CONSUMPTION TEST

SUBTOTAL

TOTAL CHARGE FOR CONCERN .00

TYPE: W

CONCERN 55* CUST CALLED ADDED THAT NEEDS TO TURN EVERYTHING OFF IN ORDER TO START
VEHCILE,RADIO,HEATER?

OPERATION	TECH	HOURS	AMOUNT
NORMAL	012	.0	.00

CAUSE STARTS NORMALLY

CORRECTION .

PAGE 2

----- INVOICE TO -----
[REDACTED]
----- FOR OFFICE USE -----
TAG: 6500 ADV: 974 RODRIGUE INVOICED: 03/26/2004 14:56:00 KW 04 MALIBU GRAY LICENSE NUMBER: CA [REDACTED]
----- DRIVER/OWNER INFORMATION -- INVOICE: W76748
[REDACTED]
----- VEHICLE INFORMATION -----

COMMENT CUSTOMER ADDED AFTER WRITE-UP
FACTORY

MGR APPROVAL: RC 031504 13:57

LINE AUTH: RC 031504 13:57

TYPE: W
----- SUBTOTAL -----
TOTAL CHARGE FOR CONCERN .00
----- GRAND TOTALS -----

SUMMARY OF CHARGES FOR INVOICE W76748

PARTS	382.47
LAB-MECHANICAL	144.78
MISCELLANEOUS	448.89
TOTAL CHARGE	976.14

PAYMENT DISTRIBUTION FOR INVOICE W76748

TOTAL CHARGE	976.14
FAC WARRANTY	976.14

** CUSTOMER WAITING **

PREFERRED TREATMENT

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DAVID F RODRIGUEZ

INVOICE TO

DRIVER/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

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 STOP TIME: 032304 1312
 SKILL 10 TECH# 099 START TIME: 032304 1258 STOP TIME: 032304 1258

LINE 51

010 BEGIN - 032204 1650 AW - 032304 0822 HRS: 3:38 UNITS: 3.63
 END - 032304 1200
 036 BEGIN - 031204 1442 HT - 031204 1645 HRS: 2:03 UNITS: 2.05
 BEGIN - 031904 1517 GH - 031904 1706 HRS: 1:49 UNITS: 1.82
 AW - 032204 0818 END - 032204 0832 HRS: :14 UNITS: .23
 BEGIN - 032204 0832 END - 032204 0939 HRS: 1:07 UNITS: 1.12 OTHER
 TOTAL: 8:51 UNITS: 8.85

LINE 52

504 BEGIN - 031504 1007 END - 031504 1012 HRS: :05 UNITS: .08

LINE 53

012 BEGIN - 031204 1435 END - 031204 1436 HRS: :01 UNITS: .02

LINE 54

021 BEGIN - 031504 0829 END - 031504 0857 HRS: :28 UNITS: .47 OTHER

LINE 55

012 BEGIN - 031504 1319 END - 031504 1319 HRS: :00 UNITS: .00

PAGE 4
 LAST PAGE

----- INVOICE TO -----		----- DRIVER/OWNER INFORMATION -- INVOICE: W67267	
DAVID ***REPRINT***			
TEHACHAPI	CA	TEHACHAPI	CA
HOME:		HOME:	
----- FOR OFFICE USE -----		----- VEHICLE INFORMATION -----	
TAG: 2117	ADV: 976 SMITH, ST INVOICE: FINAL WAR W KW	VIN 1G1ZT54864F	LICENSE NUMBER: CA X
MFG: 67T001	TAX RULES: YY2NN INVOICED: 01/08/2004 10:49:27	04 CHEVROLET MALIBU	LS 4DR SDN GRAY
ODOMETER IN: 3171	DIST: 101	STOCK# 0852776D	
DATES BEGIN: 12/31/03	DONE: 12/31/03	DATES INSERVICE: 102403	SOLD: 102203

CONCERN \$1	CUST STATES THE WARNING 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				
COMMENT	ON CLOCK B.M.				
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 RAN CHECKS ON STEERING POSITION SENSOR AND TORQUE SENSOR FOUND BOTH WHERE OUT OF CLIBRATION, RECALIBRATED SENSORS CLEARED CODES.				

FACTORY

COMPL CODE: AV FAIL CODE : 6C

MGR APPROVAL: BM 123103 12:40

----- SUBTOTAL -----	
LAB-MECHANICAL	105.83
TOTAL CHARGE FOR CONCERN	105.83
----- GRAND TOTALS -----	
SUMMARY OF CHARGES FOR INVOICE W67267	
LAB-MECHANICAL	105.83
TOTAL CHARGE	105.83
PAYMENT DISTRIBUTION FOR INVOICE W67267	
TOTAL CHARGE	105.83
FAC WARRANTY	105.83

PREFERRED TREATMENT

IF YOU HAVE ANY QUESTIONS - PLEASE SEE STEVE R SMITH

----- INVOICE TO -----
[REDACTED]
----- DRIVER/OWNER INFORMATION -- INVOICE: W67267
[REDACTED]
----- FOR OFFICE USE -----
TAG: 2117 ADV: 976 SMITH, S INVOICED: 01/08/2004 10:49:27 KW 04 MALIBU GRAY LICENSE NUMBER: CA X
----- VEHICLE INFORMATION -----

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

----- INVOICE TO -----
 [REDACTED] ***REPRINT***
 TEHACHAPI CA [REDACTED]
 HOME: [REDACTED]

----- DRIVER/OWNER INFORMATION -- INVOICE: C67082
 [REDACTED]
 TEHACHAPI CA [REDACTED]
 HOME: [REDACTED]

----- FOR OFFICE USE -----
 TAG: 0014 ADV: 976 SMITH, ST INVOICE: FINAL CUS C TB
 MFG: 67T001 TAX RULES: YNNN INVOICED: 12/30/2003 16:01:00
 ODOMETER IN: 3074 DIST: 1G1
 DATES BEGIN: 12/30/03 DONE: 12/30/03

----- VEHICLE INFORMATION -----
 VIN 1G1ZT548643 [REDACTED] LICENSE NUMBER: CA X
 04 CHEVROLET MALIBU L5 4DR SDN GRAY
 STOCK# 0852776D
 DATES INSERVICE: 102403 SOLD: 102203

CONCERN 01 GOODWRENCH QUICK LUBE PLUS 65A COUPON
 CAUSE LCF
 CORRECTION QUICK LUBE
 COMMENT PER COUPON
 PART NUMBER PO# NOTE DESCRIPTION
 010 12345621QL GOG 10-30WT OIL
 010 PF47 Q-FILTER
 FACTORY LINE AUTH: MG 123003 15:59

OPERATION	TECH	AMOUNT
QL	026	* 9.00

QTY	SELL	
5	2.00	10.00
1	8.35	8.35

TYPE: C

----- SUBTOTAL -----
 PARTS 8.35
 GAS-OIL-GREASE 10.00
 LAB-MECHANICAL 9.00
 25% CHARGE TO 65A 27.35-
 TOTAL CHARGE FOR CONCERN .00

----- GRAND TOTALS -----

SUMMARY OF CHARGES FOR INVOICE C67082
 PARTS 8.35
 GAS-OIL-GREASE 10.00
 LAB-MECHANICAL 9.00
 25% CHARGE TO 65A 28.68-
 SUB-TOTAL 1.33-
 TAX 1.33
 TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE C67082
 INTERNAL .00
 TOTAL CHARGE .00

PREFERRED TREATMENT
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE STEVE R SMITH
 PLEASE NOTE: ALL PARTS DENOTED WITH A ASTERIK "*" AND PAID FOR BY YOU,



..... A Symbol Of Quality For Over 45 Years

DATE:

7/22

TO:

Denise Hampton

FROM:

Russ Meek

COMPANY:

GM

FAX NO.:

FAX NO.:

TELEPHONE NO.:


TELEPHONE NO.:

NO. OF PAGES (INCLUDING COVER):

RE:

☐ URGENT☐ FOR REVIEW☐ ACTION REQUIRED☐ PLEASE REPLY

MESSAGE:

Re : **Two Locations!**3800 California Avenue
Bakersfield, CA 933094500 Rudnick Court
Bakersfield, CA 93313

Phone (661) 283-3300

And Online!www.3waychevrolet.com Chevrolet

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 Name:
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
Customer cost:	\$843.81
Cost to transfer Aftermarket items:	\$1,147.50 (GM pays-Pls note on bill of sale)
Taxes:	\$144.37 (GM pays - Pls 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.]

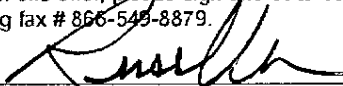
As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.** Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle. Also remember, no cash back incentives are to be used on the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


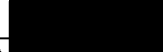
If you are in agreement with this offer, please sign and date below and return this agreement along with a signed Bill of Sale to my attention at the following fax # 866-549-8879.


Three-Way Chevrolet/BAC 114634 Management Agent's Signature and Title. **GSM****Russ Meek**
Three-Way Chevrolet/BAC 114634 Management Agent's Printed Name and Title. **GSM**_____
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!

RETAIL INSTALLMENT SALE CONTRACT SIMPLE INTEREST FINANCE CHARGE

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number _____

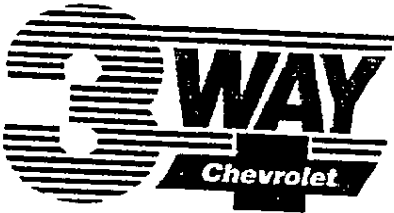
Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)  Tehachapi, CA. 	Creditor - Seller (Name and Address) THREE-WAY CHEVROLET 3800 CALIFORNIA AVE. BAKERSFIELD, CA
---	--

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.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	CHEV MALIBU	8	1G1ZT54824F 	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate. NA %	FINANCE CHARGE The dollar amount the credit will cost you. NA \$ (e)	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. \$ _____ (e)	Total Sale Price The total cost of your purchase on credit, including your down payment of \$ _____ is \$ _____ (e)

STATEMENT OF INSURANCE			
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.	\$ _____	
Bodily Injury \$ _____ Limits	_____ Mos.	\$ _____	
Property Damage \$ _____ Limits	_____ Mos.	\$ _____	



..... A Symbol Of Quality For Over 45 Years

DATE:

7/22

TO:

Denise Hampton

FROM:

Russ Meek

COMPANY:

GM

FAX NO.:

FAX NO.:

TELEPHONE NO.:

TELEPHONE NO.:

NO. OF PAGES (INCLUDING COVER):

RE:

☐ URGENT☐ FOR REVIEW☐ ACTION REQUIRED☐ PLEASE REPLY

MESSAGE:

Re :

1-209-751125

Two Locations!3800 California Avenue
Bakersfield, CA 933094500 Rudnick Court
Bakersfield, CA 93313

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 Name: [REDACTED]
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 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 [REDACTED]
New Vehicle Sales Price:	\$19,963.45
Used Vehicle Trade Value:	\$19,119.64
Customer cost:	\$843.81
Cost to transfer Aftermarket items:	\$1,147.50 (GM pays-Pls note on bill of sale)
Taxes:	\$144.37 (GM pays - Pls 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 # 866-546-8879.

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

Russ Meek 
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!

RETAIL 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) Tehachapi, CA.	Creditor - Seller (Name and Address) THREE-WAY CHEVROLET 3800 CALIFORNIA AVE. BAKERSFIELD, 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.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	CHEV MALIBU	8	1G1ZT54824F	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
NA %	\$ NA (e)	\$	\$ (e)	\$ is (e)

YOUR PAYMENT SCHEDULE WILL BE:

(e) means an estimate

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	24959.44	7/30/04
One Payment of		
Payments		Monthly, Beginning
One Final Payment		

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories

1. Cash Price Vehicle \$19963.45 \$21110.95

2. Cash Price Accessories \$1147.50

3. Other (Nontaxable)

Describe \$

Describe \$

B. Document Preparation Fee (not a governmental fee)

\$ (B)

C. Smog Fee Paid to Seller

\$ (C)

D. Sales Tax (on taxable items in A+B+C)

\$144.37 (D)

E. Optional DMV Electronic Filing Fee*

\$ (E)

F. (Optional) Service Contract*

\$ (F)

G. (Optional) Service Contract*

\$ (G)

H. Prior Credit or Lease Balance paid by Seller to

\$3508.12 (H)

(see downpayment and trade-in calculation)

I. (Optional) Gap Contract (to whom paid)*

\$ (I)

J. Other (to whom paid)*

\$ (J)

For

Total Cash Price (A through J)

\$24763.44

2. Amounts Paid to Public Officials

A. License Fees

\$191.00 (A)

B. Registration/Transfer/Titling Fees

\$ (B)

C. California Tire Fees*

\$5.00 (C)

D. Other

\$ (D)

STATEMENT OF INSURANCE

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.	\$
Bodily Injury \$ Limits	___ Mos.	\$
Property Damage \$ Limits	___ Mos.	\$
Medical	___ Mos.	\$
	___ Mos.	\$
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.

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

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. 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 Driver is

Jul 22 04 01:30P

Russ Meek

661-283-6773

P. 4

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b)*

4. Smog Certification Fee Paid to State

5. Subtotal (1 through 4)

6. Total Downpayment

A. Agreed Trade-In Value

Yr 04 Make chev

Model MMIBU Odom

VIN 1G1ZT54864F

\$ 19119.64 (A)

B. Less Prior Credit or Lease Balance

\$ 24115.63 (B)

C. Net Trade-In (A less B) (indicate if a negative number)

- \$ 4995.99 (C)

D. Deferred Downpayment

\$ (D)

E. Manufacturer's Rebate

\$ (E)

F. Other GM

\$ 1487.87 (F)

G. Cash

\$ (G)

Total Downpayment (C through G)

\$ 0 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)

7. Amount Financed (5 less 6)

\$ 24959.44 (7)

*Seller may keep part of these amounts.

eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

You want to buy the credit insurance.

X

Date

Buyer Signature

Age

X

Date

Co-Buyer Signature

Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1I. See your gap contract for details on the protection it provides. It is a part of this contract.

Term Mos Name of Gap Contract

You want to buy a gap contract.

Buyer X

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From:

Amount \$ Finance Charge \$

Total \$ Payable in

installments of \$ \$

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

☐ Name of autobroker receiving fee, if applicable:

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

Buyer X Co-Buyer X

The Annual Percentage Rate May be Negotiable With the Dealer.

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before Year SELLER'S INITIALS

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6.B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X Co-Buyer X

Notice to buyer:

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

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

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X Co-Buyer Signature X

THERE IS NO COOLING OFF PERIOD

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

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

YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU SIGNED DURING CONTRACT NEGOTIATIONS.

Buyer Signature X Date Co-Buyer Signature X Date

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.

Other Owner Signature X Address

GUARANTY

To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X Date Guarantor X Date

Address Address

Seller Signature X THREE-WAY chev Date 7/22/04 By Title Gsm

AAW FORM NO. 553-CA (REV. 1/04) U.S. PATENT NO. D460,702

CUSTOMER MONZALELENDER KSFUFINANCE
INSTRUCTIONSSALES 1 Mathenia

SALES 2 _____

MANAGER VanSickel

F & I _____

DEAL

221681PRICE \$ 22472.50

CASH \$ _____

PMT 335DMV \$ 494 TIRE \$ 5REB 1 \$ 1000.00TERM 84 DAYS 44 OPT C

REB 2 \$ _____

CR 5.75 BR 5.75

REB 3 \$ _____

SEC DEP(L) \$ _____

D 1 \$ _____

MSM (L) \$ _____

D 2 \$ _____

RES (L) _____ %

\$ _____

RES (L) \$ _____

\$ _____

LOW MILES (L) ☐ _____ YR

EQUITY(L) \$ _____

EXTRA MILES (L) ☐ _____ YRTOTAL (L) \$ 1597.00

DRIVEOFF (L) \$ _____

TRADE-IN #1 YR MK MDL

GROSS \$ 850.00PAYOFF \$ 253.00ACV \$ 850.00

TRADE-IN #2 YR MK MDL

GROSS _____

PAYOFF _____

ACV _____

PROGRAMS

☐ EMP GMS AUTH# _____☐ GMS AUTH# _____☐ SUPP ☐ LETTER _____☐ COLL AUTH# _____☐ LOY AUTH# _____☐ DC PRGM# _____☐ DC PRGM# _____☐ _____

ACCOUNTING

EMP GMS \$ _____

GMS \$ _____

SUPP \$ _____

COLL \$ _____

LOY \$ _____

DC \$ _____

DC \$ _____

\$ _____

FINANCE



ROS



DO NOT ROS

☐ AUTO APPROVAL☐ LEASE BUYOUT☐ GM CERT ☐ EC CERT ☐ AS ISL \$ 22472C \$ 20869

B \$ _____

OFFICE INSTRUCTIONS

MANAGER OK

SV

FINANCE INSTRUCTIONS

Dealer Number 00321091

Contract Number

R.O.S. Number

Stock Number

8527760

County and Zip Code)

Creditor - Seller (Name and Address)

THREE WAY CHEVROLET
3000 CALIFORNIA AVE.
BAKERSFIELD CA 93309

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 agreement 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.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	CHEVROLET MALIBU	10	1G1ET54864P	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
2.90 %	\$ 2,450.20(e)	\$ 26,766.05	\$ 29,226.25(e)	\$ 451.47 is \$ 29,678.43(e)

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
71 Payments	405.93	Monthly, Beginning 12/05/2003
One Final Payment	405.93	11/05/2009

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories

1. Cash Price Vehicle \$ 22472.50 (A)

2. Cash Price Accessories \$ 945.00

B. Document Preparation Fee (not a governmental fee) \$ 25.00 (B)

C. Smog Fee Paid to Seller \$ N/A (C)

D. Sales Tax (on A + B + C) \$ 1701.03 (D)

E. (Optional) BPA New Vehicle Report of Sale or Renewal Transaction Fee* \$ N/A (E)

F. (Optional) Service Contract* \$ 1535.00 (F)

G. Prior Credit or Lease Balance paid by Seller to \$ N/A (G)

(see downpayment and trade-in calculation)

H. (Optional) Gap Contract (to whom paid)* \$ N/A (H)

I. Other (to whom paid)* \$ N/A (I)

For

Total Cash Price (A through I)

\$ 28696.53 (1)

2. Amounts Paid to Public Officials

A. License Fees ESTIMATED

\$ 519.00 (A)

B. Registration/Transfer/Titling Fees \$ N/A (B)

C. California Tire Fees* \$ 5.00 (C)

D. Other \$ N/A (D)

E. Other \$ N/A (E)

Total Official Fees (A through E)

\$ 519.00 (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b)*

\$ N/A (3)

STATEMENT OF INSURANCE

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
\$ N/A Ded. Comp., Fire & Theft	N/A Mos.	\$ N/A
\$ N/A Ded. Collision	N/A Mos.	\$ N/A
Bodily Injury	\$ N/A Limits N/A Mos.	\$ N/A
Property Damage	\$ N/A Limits N/A Mos.	\$ N/A
Medical	N/A N/A Mos.	\$ N/A
	N/A Mos.	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A (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.

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

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)

Credit Life Term Exp. Premium

Credit Life N/A Mos. \$ N/A

Credit Disability N/A Mos. \$ N/A

Total Credit Insurance Premiums \$ N/A (b)

Insurance Company Name

N/A

Home Office Address

N/A

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. 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

Total Downpayment

A. Agreed Trade-In Value Yr 1995 Make PLYMOUTH \$ 850.00 (A)
 Model VOYAGER Odom 152230
 VIN 2P4GM2535SR137011
 B. Less Prior Credit or Lease Balance \$ 448.53 (B)
 C. Net Trade-In (A less B) (indicate if a negative number) \$ 401.47 (C)
 D. Deferred Downpayment \$ N/A (D)
 E. Manufacturer's Rebate \$ N/A (E)
 F. Other \$ N/A (F)
 G. Cash \$ 50.00 (G)

Total Downpayment (C through G)

\$ 451.47 (6)

(If negative, enter zero on line 8 and enter the amount less than zero as a positive number on line 1G above)

7. Amount Financed (5 less 6)

\$ 26765.06 (7)

*Seller may keep part of these amounts.

INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

10/22/2003

Date

X

10/22/2003

Date

X

Co-Buyer Signature

Age

Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra cost. If you choose to buy a gap contract, the cost is shown in item 1H. See your gap contract for details on the protection it provides.

Term N/A Mos N/A

Name of Gap Contract

Buyer X

OPTIONAL SERVICE CONTRACT You want to purchase a service contract written with the following company for the term shown below for the price shown in item 1F.

Company GE PROTECTION PLANTerm 72 Mos, or 60000 Miles

Buyer X

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

X

Buyer

X

Co-Buyer Initials

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
 Amount \$ N/A Finance Charge \$ N/A
 Total \$ N/A Payable in N/A
 installments of \$ N/A \$ N/A
 from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

☐ Name of autobroker receiving fee, if applicable:

N/A

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this to a financial institution will apply.

Buyer X

Co-Buyer X

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____ Year _____

SELLER'S INITIALS

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X

X

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6.B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X

Co-Buyer X

Notice to buyer:

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

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

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X

Co-Buyer Signature X

THERE IS NO COOLING OFF PERIOD

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

Buyer Signature X

Date

10/22/2003

Co-Buyer Signature X

Date

10/22/2003

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.

Other Owner Signature X

Seller Signature X

THREE WAY CHEVROLET

Date

07/22/2003

Address

By

Title

September 10, 2004

[REDACTED]
Tehachapi, CA [REDACTED]

Service Request: 1-209751125

Customer Relationship Manager: Rachel Thirlwall

Dear Ms. [REDACTED]:

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

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.

Thank you.....GMAC.

Your liability for this vehicle may not be released if you submit illegible or incomplete information.

PRINT YOUR CHARACTERS IN CAPITAL LETTERS USING BLACK OR BLUE INK-READ INSTRUCTIONS ON REVERSE SIDE

ABCDEFGHIJKLMN OPQRSTUVWXYZ 0123456789

NOTICE OF RELEASE OF LIABILITY MAIL THIS FORM TO DMV

A BUYER'S TRUE FULL NAME (LAST) (FIRST) (MIDDLE) **B IF DEALER, CHECK IF LOW**

C BUYER'S ADDRESS

E CITY **STATE** **ZIP CODE** **F DATE OF SALE** MO DAY YR

G SELLER'S TRUE FULL NAME (LAST) (FIRST) (MIDDLE)

H SELLER'S ADDRESS

J CITY **STATE** **ZIP CODE** **I SELLING PRICE**

K SELLER'S SIGNATURE **X**

VEHICLE ID NUMBER **161ZT54864F116942** **YEAR/DEL** **2004** **MAKE** **CHEV** **PLATE NUMBER** **SEMP603**

REG 138A (REV 11/97)

DO NOT DETACH UNTIL SOLD

STATE OF CALIFORNIA

CERTIFICATE OF TITLE

VEHICLE HISTORY

AUTOMOBILE

VEHICLE ID NUMBER **161ZT54864F** **YEAR/DEL** **2004** **MAKE** **CHEV** **PLATE NUMBER** **SEMP603**

BODY TYPE MODEL **4D** **AX WEIGHT** **FUEL** **TRANSFER DATE** **FEES PAID** **REGISTRATION EXPIRATION DATE** **10/24/2004**

YR 1ST SOLD **CLASS** ***YR** **MO** **EQUIPMT/TRUST NUMBER** **ISSUE DATE** **11/09/03**

2003 FK **JY**

ODOMETER DATE **10/22/2003** **ODOMETER READING** **10 MI**

ACTUAL MILEAGE

MOTORCYCLE ENGINE NUMBER

TEHACHAPI CA

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW.

I certify under penalty of perjury under the laws of the State of California, that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.

1a. **DATE** **X** **SIGNATURE OF REGISTERED OWNER**

1b. **DATE** **X** **SIGNATURE OF REGISTERED OWNER**

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads **101,000** **(no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.**

WARNING ☐ Odometer reading is not the actual mileage ☐ Mileage exceeds the odometer mechanical limits

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

DATE **TRANSFEROR SELLER'S SIGNATURE(S)** **DATE** **TRANSFEREE/BUYER'S SIGNATURE(S)**

PRINTED NAME OF AGENT SIGNING FOR A COMPANY **PRINTED NAME OF AGENT SIGNING FOR A COMPANY**

IMPORTANT READ CAREFULLY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

LIENHOLDER(S)

GMAC
P.O. BOX 8129
COCKEYSVILLE
MD 21030

2 X **Signature releases interest in vehicle. (Company names must be countersigned)**
Release Date

KEEP IN A SAFE PLACE - VOID IF ALTERED

Business Resource Center

GM

Repurchase Department

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 FL 33610

Phone (800) 231-1841 x 58723, Denise Hampton

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

Customer's Name: [REDACTED]
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 [REDACTED]
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

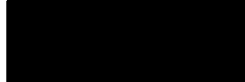
Thank you for assisting Chevrolet in this trade repurchase for our mutual customer!

BRC REPURCHASE WORKSHEET

File Number

1-209751125

Customer Name



Worksheet filled out by:

Denise Hampton

Old Vehicle VIN:

1G1ZT54864F

New Vehicle VIN:

G1ZU54834F

Date:

7/7/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE

Acct. 231/237 Vehicle Costs	22,267.30	G
Adjustment to line 1	0.00	M
Conversion Cost	0.00	
Tax	267.28	R
Luxury Tax	0.00	E
Reg./Lic./Title Fees (opt)	204.00	S
Miscellaneous	0.00	P
Other	0.00	O
State Fees	0.00	N
		S
Cost to transfer Aftermarket Items	0.00	I
Service Contracts/GMPP	0.00	B
Miscellaneous	0.00	I
Transportation Fees	0.00	T
		Y

Total Replacement Price 22,738.58

CUSTOMER'S

Tax	0.00	R
Luxury Tax	0.00	E
Reg./Lic./Title Fees (opt)	0.00	S
Additional Aftermarket Items	0.00	P
		O
		N
Usage/Depreciation	618.81	S
Damage	0.00	I
Upgrade	2,830.00	B
Downgrade (deducted)	0.00	I
Reimbursement of Aftermarkets	0.00	T
Other	0.00	Y
Dealer Contribution (deducted)	0.00	

Total Customer Cost 3,448.81

Trade Repurchase Amount 19,289.77

Total Payoff Amount 24,489.54

PAYOFF GOOD THRU(mm/dd/yy) 07/27/04

Dealer Due to GM 5,199.77

GM Due to Dealer NA

MOCK BILL OF SALE

Purchase Price (New Unit)	22,267.30
State Sales Tax	267.28
Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	204.00
Additional Aftermarket Items	0.00
State Fees	0.00
Miscellaneous	0.00
Other	0.00

Less Dealer Contribution 0.00

Subtotal 22,738.58

Trade In 18,818.49

Payoff 24,489.54

Net Allowance (5,671.05)

Cash on Delivery (Paid by GM) 471.28

Total Balance Due 27,938.35

Amount to Dealer for additional Fees 0.00

GM Authorized Signature **Date**

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

2004

DEAL # 856494

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

HITCHCOCK, RICK K

STOCK #856494D

**ACKNOWLEDGEMENT OF PURCHASE
OF AFTER SALE PRODUCTS**

RES #

JULY 19, 2004

DATE OF CONTRACT

2004

CHEVROLET

YEAR MAKE

MALIBU

MODEL

1G1ZT54824F

SERIAL NUMBER

I understand that I have purchased the following after-sale products.

FIN TOUCH	ITEM	PRICE
		360.00
	THEFT CODE	225.00
	EX-1 ALARM	360.00
	WINDOW TINT	202.50

The total cost of these items is shown on the "Accessories" line of my contract

Customer Initials

I understand these items were voluntarily purchased by me and were not a requirement for special price consideration. I also acknowledge that none of the items were represented as a government requirement.

Manager's Signature

Customer's Signature

JULY 19, 2004

Date



..... A Symbol Of Quality For Over 45 Years

DATE:

7/19/04

TO:

Denise Hampton

FROM:

Russ Meek

COMPANY:

GM

FAX NO.:

661 283 6773

FAX NO.:

866 549 8879

TELEPHONE NO.:

661 283 2408

TELEPHONE NO.:

800 231 1841 X58723

NO. OF PAGES (INCLUDING COVER):

2

RE:

☐ URGENT☐ FOR REVIEW☐ ACTION REQUIRED☐ PLEASE REPLY

MESSAGE:

Re:

File # 1-209757125

Two Locations!3800 California Avenue
Bakersfield, CA 933094500 Rudnick Court
Bakersfield, CA 93313

Phone (661) 283-3300

And Online!www.3waychevrolet.com

Chevrolet



..... A Symbol Of Quality For Over 45 Years

DATE:

TO:

DENISE

FROM:

KATHY VAN SICKEL

COMPANY:

GOM

FAX NO.:

661 283 3530

FAX NO.:

866 549 8879

TELEPHONE NO.:

661 283 2437

TELEPHONE NO.:

800 231 1841 X 58723

NO. OF PAGES (INCLUDING COVER):

RE:

☐ URGENT ☐ FOR REVIEW ☐ ACTION REQUIRED ☐ PLEASE REPLY

MESSAGE:

Two Locations!3800 California Avenue
Bakersfield, CA 933094500 Rudnick Court
Bakersfield, CA 93313

Phone (661) 283-3300

And Online!www.3waychevrolet.com

Chevrolet



GENERAL MOTORS BUSINESS RESOURCE CENTER

July 22, 2004

Tehachapi, CA

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, VIN#1G1ZT54864F116942
Case Number: 1-209751125

Dear Mr. & Ms. [REDACTED]

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	\$ n/a
TOTAL RESPONSIBILITY 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

[REDACTED]

7-22-04
DATE

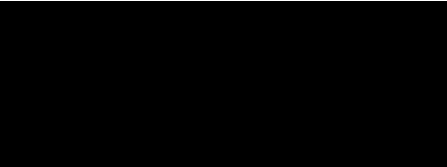


GMC

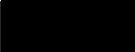
GENERAL MOTORS BUSINESS RESOURCE CENTER

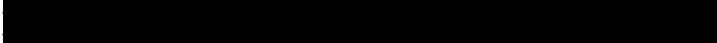
CLOSING CONFIRMATION LETTER

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

(VIN - N 04 MALI R) - POWER Workstation

Vehicle Functions File Subscreens Tools Display Print Go To



Window Sticker

THREE WAY CHEVROLET HUMMER

Stock#: 0856395D Vin: 1G1ZU54834F [REDACTED] MEEKRUSS 05/21/04 10:03
 Order#: OHCCSQG Status: Ready to Sell TAYLORMI 05/20/04 11:36
 CO02366918L 11005010401
 Location: H Shipped Date: 03/24/04

DAN: DT

04 CHEVROLET MALIBU LT 4DR SDN Odometer: 000002

Color: MEDIUM GRAY METALLIC / MEDIUM GRAY METALLIC

Trim: GRAY Model#: 1ZU69

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 Ramirez

Re: [REDACTED]

This is the one she
 picked out

VIN#

1G1ZU54834F [REDACTED]

Russ

Overallowance / Incentives / Negative Equity Form

Customer [REDACTED] 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

(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

Difference \$0.00
(If positive, this is the Overallowance amount)

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

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

1-209751125

Customer Name

[REDACTED]

Worksheet filled out by:

Denise Hampton

Old Vehicle VIN:

1G1ZT54864F

New Vehicle VIN:

1G1ZT54824F

Date:

7/22/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	19,963.45	G	Purchase Price (New Unit)	19,963.45
Adjustment to line 1	0.00	M		
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	P	Reg./Lic./Title Fees (opt)	196.00
		O		
		N		
		S		
Cost to transfer Aftermarket Items	1,147.50	I		
Service Contracts/GMPP	0.00	B		
Miscellaneous	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	21,451.32			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	20,303.82
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	O	Trade In	19,119.64
		N		
Usage/Depreciation	618.81	S	Payoff	24,115.63
Damage	0.00	I		
Upgrade	225.00	B	Net Allowance	(4,995.99)
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	340.37
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	24,959.44
Total Customer Cost	843.81			
			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			

Estimated Auction Price	18,180.76			**This is a "work in process" until signed
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 FL 33610

Phone (800) 231-1841 x 58723, Denise Hampton

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

Customer's Name: [REDACTED]
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 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 [REDACTED]
New Vehicle Sales Price:	\$19,963.45
Used Vehicle Trade Value:	\$19,119.64
Customer cost:	\$843.81
Cost to transfer Aftermarket items:	\$1,147.50 (GM pays-Pls note on bill of sale)
Taxes:	\$144.37 (GM pays – Pls 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!

Business Resource Center

GM

Repurchase Department

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

GMPP Request for Processing

SR# **1-211569851**

New/Used: **New**

Division: **Chevrolet**

Vehicle Style: **Car**

Complete VIN: **1G1ZS52F64F**

Vehicle Year: **2004**

Division - Dealer Code: **Chevrolet 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 code**

(Selling dealer to keep profit. Division is debited the dealer's profit)

Delivery Date: **03/11/04**

Odometer Reading: **965**

Plan Purchase Date: **06/14/04**

Customer Ownership: **Owner**

Business Name:

Customer Name - Title: **Mrs.** (First - M.I. - Last):

Address Line 1:

Address Line 2:

City: **Brooklyn**

State: **NY**

Zip:

Plan Type: **SmartCare**

of Months: **12 Months**

Mileage: **12000**

Plan Type:

of Months:

Mileage:

Deductible: **\$0**

Plan Lien Holder (Select Division below):

Division Address: **Chevrolet - PO Box 33170 Detroit, MI 48232-5170**

CRM (Decision Maker): **Jennifer Legler**

Team Manager / Liaison: **Scott Pettigrove/Cynthia Warren**

Team CARS Site: **Portland**

Date: **06/15/04**

☐ **AVM Requested**

September 10, 2004

[REDACTED]
[REDACTED]
Brooklyn, NY [REDACTED]

Service Request: 1-211569851

Customer Relationship Manager: Jennifer Legler

Dear Mrs. [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Malibu, Vehicle Identification Number 1G1ZS52F64F [REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on June 14, 2004 and 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.mygmink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

September 10, 2004

[REDACTED]
[REDACTED]
Barefoot Bay, FL [REDACTED]

Service Request: 1-213232261

Customer Relationship Manager: Sally Reilly

Dear Mr. [REDACTED]

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

[REDACTED]
[REDACTED]
Buffalo, NY [REDACTED]

Service Request: 1-214371436
Customer Relationship Manager: Cornelia Bright-Smith

Dear Ms. [REDACTED]

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,

General Motors Corporation

September 10, 2004

[REDACTED]
[REDACTED]
Doylestown, PA [REDACTED]

Service Request: 1-214469903
Customer Relationship Manager: Marty Butler

Dear Mr. [REDACTED]

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,

General Motors Corporation

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.lehtolaw.com>
E-Mail Lehto@Kennon.com

DATE:

6/4/04

TO:

[REDACTED]

FROM:

Adam Alexander

RE:

Spencer

OF PAGES (INCL. COVER SHEET):

3

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.lehtolaw.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.

REPAIR ORDER

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

[illegible]



GMC

HUMMER®

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

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

Date

Client's Signature

Date

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

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



MAY 05 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.lehtosl原因.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: [REDACTED] v. G.M.

Dear Mr. Fick:

I have enclosed supporting documentation relating to the above Chevrolet customer. Mr. [REDACTED] 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
KENTWOOD, MI 49548
616-249-1060
F 151220

Date 4/27/04
Time Received

AM
P.M.
Promised AM
P.M.

Bus.
Res.

Phone when ready
☐ Yes ☐ No

Estimator/Writer
Cust. Order No.

Retain Parts
☐ Yes ☐ No

Name

Address

City

Name of Additional Person
Who May Authorize Repair Work

Year-Make-Model

04 Malibu

Engine Type

☐ 4 Cyl. ☒ 6 Cyl. ☐ 8 Cyl. ☐ Rot.

License No.

Vehicle ID No.

1G1ZT52884F

Odometer

8971

Deposit \$

Black

Daily Storage \$

Diagnostic Charge \$

Radio

☐ Flat☐ Hily.☐ Both☐ Cash☐ Check☐ Credit Card☐ Charge

Unless otherwise provided by law, the seller (above named dealership) 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 said products.

REPAIR ORDER • LABOR INSTRUCTIONS

Est. Time
Hrs. 10'sEstimated
AmountActual
AmountServ.
Tech.

ED

M231931
Check customer complaint
of vehicle wandering at
highway speeds - R/L and found
mostly L/R drift on varying road
surfaces. Constantly need to
correct to right to stay in
lane. Recommend front end
alignment to see where
specs are at.

33.00

COPY

SPECIAL REPAIRS

BROUGHT FORWARD

TOTAL PARTS

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL. I HAVE READ AND UNDERSTAND THE ABOVE TERMS.

AUTHOR

GAL. GASOLINE

QTS. OIL

LBS. GREASE

TOTAL GAS - OIL - GREASE

Estimated Cost of
Repair Work

Total Labor

Total Parts

Environmental Charges

Special Repairs

Gas, Oil, Grease

Tires, Tubes

Total

Tax

Less Deposit

TOTAL AMOUNT

33.00

33.00

33.00

4.00

1.00

1.00

1.00

1.00

1.00

1.00

1.00

33.00

REPAIR ORDER

561610

254499



2929 Burlingame, S.W.

P.O. Box 909

Grand Rapids, Michigan 49509-0909

Phone (616) 249-2199

INVOICE

DUPLICATE 1

PAGE 1

WYOMING, MI

HOME:

SERVICE ADVISOR: 249 LLOYD VONK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	04	CHEVROLET MALIBU	1G1ZT52884F		5133/5133	T224
DEL DATE	PROH DATE	WARRANT EXP	PROMISED	DATE	PAYMENT	INV DATE
21OCT2003			17:00 23FEB04	82.00	CASH	17FEB2004
OPTIONS: STK:2095 DLR:44214 ENG: LX9 TRN: MX0						

11:01 10FEB04 17:01 17FEB04

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A CUSTOMER STATES OF INTERMITTENT POWER STEERING INOP-AFTER SETTING

OVERNIGHT/RESTART ALL OK

CAUSE: STEERING COLUMN

E7680 COLUMN ASSEMBLY, STEERING REPLACE

339 KRAFT, RYAN LIC#: M238352

WS 4.21

1 22687709 F-COLUMN KI

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

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. RECEIVED STEERING COLUMN. REPLACED STEERING COLUMN AND TEST DROVE TO VERIFY REPAIRS.

B RENTAL VEHICLE - OUTSIDE SERVICE

CAUSE: RENTAL

27906 7 DAY RENTAL CHARGE

999 WS 0.00

(N/C)

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

DAY/2.10.04 11:19AM

PO#46600

WS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

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

SERVICE DEPT. HOURS
MON. & WED. 7:00 - 9:00
TUES., THURS., & FRIDAY 7:00 - 6:00

DISCLAIMER OF WARRANTIES

The only warranties applying to this repair are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, or income, or any other incidental damages.

-Certification-

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

X Initials

SAFEGUARD ACT:

I understand that Classic Chevrolet, Inc. complies with all customer safeguard laws and regulations as required by the Gramm-Leach-Bliley Act and as required by their company policy.

CUSTOMER SIGNATURE X

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 ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

MICH. FACILITY REGISTRATION NO. F113327

561610

256163

INVOICE



2929 Burlingame, S.W.

P.O. Box 909

Grand Rapids, Michigan 49509-0909

Phone (616) 249-2199

WYOMING, MI
HOME:

PAGE 1

SERVICE ADVISOR: 249 LLOYD VONK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	04	CHEVROLET MALIBU	1G1ZT52884F		6802/6802	T391	
DEL DATE	PROD DATE	WARR EXP	PROMISED	POUND	RATE	PAYMENT	REV DATE
21OCT2003			WAIT 10MAR04		82.00	CASH	10MAR2004
R.O. OPENED		READY		OPTIONS: STK:2095 DLR:44214 ENG:LX9 TRN:MX0			

10:56 10MAR04 12:01 10MAR04

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A STEERING WHEEL OFF CENTER-SEE HISTORY

E2000 TOE, FRONT ADJUST

339 Kragt, RYAN LIC#: M238352

CP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

6802 TEST DROVE VEHICLE TO VERIFY CONCERN. STRAIGHTENED STEERING WHEEL
AND TEST DROVE TO VERIFY REPAIRS.

B CUSTOMER STATES BRAKE PEDAL ELECTRIC ADJUST INOP SINCE RECENT
STEERING COLUMN REPAIR

N6600 WIRING AND/OR CONNECTOR BRAKE

SYSTEM/TRACTION CONTROL REPAIR OR REPLACE

339 Kragt, RYAN LIC#: M238352

CP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

6802 BRAKE PEDAL ELECTRIC ADJUSTMENT IS UNPLUGGED. PLUGGED IN ELECTRIC
ADJUSTMENT AND VERIFIED REPAIRS.

C REPAIR CHECK - CUSTOMER SATISFACTION

FLASH REPAIR CHECK - CUSTOMER SATISFACTION

339 Kragt, RYAN LIC#: M238352

CP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

6802 REPAIR CHECK

D FREE EXTERIOR WASH

WASH FREE EXTERIOR WASH

999 CP1 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

5802 CUSTOMER SATISFACTION CAR WASH

SERVICE DEPT. HOURS

MON. & WED. 7:00 - 8:00

TUES., THURS., & FRIDAY 7:00 - 8:00

DISCLAIMER OF WARRANTIES

The only warranties applying to this parts are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this part and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, or income, or any other incidental damages.

-Certification-

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

X _____ Initials

SAFEGUARD ACT:

I understand that Classic Chevrolet, Inc. complies with all customer safeguard laws and regulations as required by the Gramm-Leach-Bliley Act and as required by their company policy.

CUSTOMER SIGNATURE X

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

MICH. FACILITY REGISTRATION NO. F113327

561610

256163



INVOICE

2929 Burlingame, S.W.

P.O. Box 909

Grand Rapids, Michigan 49509-0909

Phone (616) 249-2199

WYOMING, MI

PAGE 2

HOME:

SERVICE ADVISOR: 249 LLOYD VONK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	04	CHEVROLET MALIBU	1G1ZT52884F		6802/6802	T391
DATE	DATE	DATE	DATE	DATE	DATE	DATE
21OCT2003		WAIT 10MAR04		82.00	CASH	10MAR2004
H.C. OPENED: READY: OPTIONS: STK:2095 DLR:44214 ENG: LX9 TRN: MK0						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

E** 3,000 MILE MAINTENANCE SERVICE

CAUSE: MISC

27410 COMPLIMENTARY LUBE, OIL AND FILTER SERVICE

339 Kragt, RYAN LIC#: M238352

WS 0.40

1 25010792 OIL FLTR

5 12345615 OIL 5W30B

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

6802 MAINT. LOF

F** ROTATE 4 TIRES AND ADJUST TIRE PRESSURE

2A ROTATE 4 TIRES AND ADJUST TIRE PRESSURE

339 Kragt, RYAN LIC#: M238352

CQ 0.40

PARTS: 0.00 LABOR: 15.95 OTHER: 0.00

0.00	15.95	15.95
TOTAL LINE F		15.95

6802 MAINT. ROTATE

LINE E OIL CHANGE LABOR OP

27410, 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.

COPY

SERVICE DEPT. HOURS

MON. & WED. 7:00 - 8:00
TUES., THURS., & FRIDAY 7:00 - 8:00

DISCLAIMER OF WARRANTIES

The only warranties applying to this repair are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this repair and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, or income, or any other incidental damages.

-Certification-

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

X _____ Initials

SAFEGUARD ACT:

I understand that Classic Chevrolet, Inc. complies with all customer safeguard laws and regulations as required by the Green-Leach-Billy Act and as required by their company policy.

CUSTOMER SIGNATURE X

DESCRIPTION	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	15.95

MICH. FACILITY REGISTRATION NO. F113327

561610

257286



INVOICE

2929 Burlingame, S.W.

P.O. Box 909

Grand Rapids, Michigan 49509-0909

Phone (616) 249-2199

WYOMING, MT

PAGE 1

HOME:

SERVICE ADVISOR: 198 KATHY MORSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	04	CHEVROLET MALIBU	1G1ZT52884F		7773/7773	T710	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21OCT2003			17:00 31MAR04		82.00	CASH	30MAR2004
RO OPENED		READY	OPTIONS: STK:2095 DLR:44214 ENG:LY9 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 NAMEY, PAUL LIC#: M114269

WS 1.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

7773 WS ROAD TEST AND CHECK ALIGNMENT CHECK CAMBER CASTER AND TOE ,
RESET TOE

C RENTAL VEHICLE - OUTSIDE SERVICE

CAUSE: RENTAL

Z7901 ONE DAY RENTAL

999 IPS 0.00

SUBL ENTERPRISE/INV#D245033/PO#329603/1-DAY RENTAL @ \$30 PER DAY/10:53A

3:30-04

PO#46600

IPS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

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 LIC#: M238479

WS 60.00

PC: PART#: COUNT:

CLAIM TYPE:

COPY

(N/C)

SERVICE DEPT. HOURS
MON. & WED. 7:00 - 8:00
TUES., THURS., & FRIDAY 7:00 - 6:00

DISCLAIMER OF WARRANTIES

The only warranties applying to this party are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this party and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, or income, or any other incidental damages.

-Certification-

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

X Initials

SAFEGUARD ACT:

I understand that Classic Chevrolet, Inc. complies with all customer safeguard laws and regulations as required by the Gramm-Leach-Bliley Act and as required by their company policy.

CUSTOMER SIGNATURE X

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

MICH. FACILITY REGISTRATION NO. F113327

561610

257286


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

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

INVOICE

PAGE 2

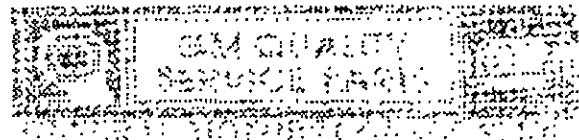
 WYOMING, MI
HOME:

SERVICE ADVISOR: 198 KATHY MORSE

COLOR	YEAR	MAKE/MAKE	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	04	CHEVROLET MALIBU	1G1ZT52884F		7773/7773	T710	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	
21OCT2003			17:00 31MAR04		82.00	CASH	
NO OPENED	READY	OPTIONS: STK:2095 DLR:44214 ENG:LX9 TRN:MX0					
10:12 30MAR04	15:49 30MAR04						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

 7773 LUBED TRACK WS INSPECTED DRIVERS WINDOW, LUBED WINDOW TRACK.
CHECKED WINDOW OPERATION. WINDOW WORKING PROPERLY.



COPY

CLASSIC

 SERVICE DEPT. HOURS
MON. & WED. 7:00 - 9:00
TUES., THURS., & FRIDAY 7:00 - 8:00

DISCLAIMER OF WARRANTIES

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-Certification-

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

X Initials

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I understand that Classic Chevrolet, Inc. complies with all customer safeguard laws and regulations as required by the Gramm-Leach-Bliley Act and as required by their company policy.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTAL
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

MICH. FACILITY REGISTRATION NO. F113327



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



CUSTOMER NO.	40409	ADVISOR	PETER	TAG NO.	720 215	INVOICE DATE	04/13/04	INVOICE NO.	CVCS136623
		LABOR RATE		LICENSE NO.		MI LEASE	8,349	COLOR	BLACK/
		YEAR / MAKE / MODEL	04/CHEVROLET/4 DOOR SEDAN			DELIVERY DATE		STOCK NO.	
		VEHICLE I.D. NO.	1 G 1 Z T 5 2 8 8 4 F			SELLING DEALER NO.		DELIVERY MILES	
		F.T.E. NO.				D. DATE	04/13/04	PRODUCTION DATE	
		BUSINESS PHONE	COMMENTS						

JOB# 1 CHARGES-----

LABOR
J# 1 08CVZ

SUSPENSION HOURS: 2.00 TECH(S): 696
CUST STATES VEHICLE PULLS TO THE LEFT ALSO THE STEERING
WHEEL IS OFF CENTER.
NO PROBLEM FOUND
TEAM MGMT TEST DROVE AND VEHICLE WHEEL STRAIGHT
AND NO PULL TO LEFT OR RIGHT

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

TECHNICIAN CERTIFICATION-----

696

TREVOR DAVIS

M232916

TOTALS-----

* NEXT RECOMMENDED SERVICE: *

* 07/13/2004 / 11349 MI 02CVZ

LUBE OIL FILTER *

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
WARRANTY ON CUSTOMER PAID REPAIRS

UPON REQUEST, ALL REPLACED PARTS CAN BE RETURNED TO YOU,
BEFORE LEAVING EXCEPT WARRANTY REPAIR PARTS.

MISCELLANEOUS CHARGES REPRESENT SHOP SUPPLIES AND HAZARDOUS
WASTE DISPOSAL FEES.

PAYMENT TYPE:

CASH----CHECK#-----VISA-----M/C-----AMEX-----DISC-----

HAVE A GREAT DAY AND THANK YOU FROM SERRA CHEVROLET

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CALL
OUR SERVICE MANAGER - DOUGLAS BAKER 1-616-669-6683

CUSTOMER SIGNATURE

COPY

- CERTIFICATION -
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN
COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT P.A. 300

ALL PARTS NEW UNLESS
SPECIFIED OTHERWISE.

PARTS STATUS ☐ SAVE ☐ DISCARD
REPAIRS PROPERLY COMPLETED & CHECKED

BY: _____
DISCLAIMER OF WARRANTIES
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE
THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER.
THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS
ALL WARRANTIES, EITHER EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTIES 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 THIS PART(S) AND/OR SERVICE.
BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE
SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES
TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF
TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER
INCIDENTAL DAMAGES.

561610

258194



INVOICE

2929 Burlingame, S.W.

P.O. Box 908

Grand Rapids, Michigan 49509-0909

Phone (616) 249-2199

WYOMING, MI

HOME:

PAGE 1

SERVICE ADVISOR: 421 TRAVIS BUDZYN

COLOR	YEAR	MAKE/MODEL	VIN	HOENSE	MY PAGE IN OUT	TAG
BLACK	04	CHEVROLET MALIBU	1G1ZT52884F		8420/8420	T527
DE DATE	PROD DATE	WARRANTY	PROMISED	DATE	PAYMENT	DATE
21OCT2003			14:00 16APR04	82.00	CASH	16APR2004

NO. OPENED	READY	OPTIONS: STK:2095 DLR:44214 ENG: LX9 TRN: MX0
------------	-------	---

14:11 15APR04 09:00 16APR04

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES VEH DRIFTS LEFT

B2020 WHEEL ALIGNMENT CHECK AND/OR ADJUST

174 NAMEY, PAUL LIC#: M114269

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

8420 WS / SEE JOHN O FOR BOOKING ROAD TEST WITH JOHN O CHECK ALIGNMENT
CAMBER AND CASTER OK TOE WAS OFF SLIGHTLY RESET TOE

B REPAIR CHECK - CUSTOMER SATISFACTION

FLASH REPAIR CHECK - CUSTOMER SATISFACTION

174 NAMEY, PAUL LIC#: M114269

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

8420 SET TOE

C RENTAL VEHICLE - OUTSIDE SERVICE IPS 1 DAY RENTAL PER SERVICE PARTS

Z7901 ONE DAY RENTAL

999 IPS 0.00

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

4.15.04

PO#46600

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

ENTERPRISE/VIN#1G1JC52F347280223/PO#330597/ INV#D245302

CUSTOMER

COPY

SERVICE DEPT. HOURS
MON. & WED. 7:00 - 8:00
TUES., THURS., & FRIDAY 7:00 - 6:00

DISCLAIMER OF WARRANTIES

The only warranties applying to this product are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this product and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, or income, or any other incidental damages.

-Certification-

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X Initials

SAFEGUARD ACT:

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CUSTOMER SIGNATURE X

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 ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

MICH. FACILITY REGISTRATION NO. F113327

STATEMENT OF VEHICLE SALE

DEPARTMENT OF ST

Purchase Date 10/21/2003

CTL# 561610

Delivery Date 10/21/2003

Invoice/Stock No.
STK# 2095

Invoice/Stock No:

Dealer

CLASSIC CHEVROLET

Address

2929 Burlingame, S.W.

City

GRAND RAPIDS

County

KENT

State

MICHIGAN

Zip Code

49509

Phone Number

Sales Tax License
F-38-2173100

Phone Number

534-4981

Vehicle Sold New ☒ Used ☐ Demo ☐ Trade-In Yes ☐ No ☐

Trade-In Year

Make

Vehicle No.

VEHICLE USE AND HISTORY DISCLOSURE:	
<input type="checkbox"/> A POLICE VEHICLE	<input type="checkbox"/> VEHICLE HAS BEEN FLOOD-DAMAGED
<input type="checkbox"/> A GOVERNMENT VEHICLE	<input type="checkbox"/> SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED
<input type="checkbox"/> A TAXI	<input type="checkbox"/>

VEHICLE USE AND HISTORY DISCLOSURE:

- ☐ A POLICE VEHICLE ☐ VEHICLE HAS BEEN FLOOD-DAMAGED
☐ A GOVERNMENT VEHICLE ☐ SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED
☐ A TAXI ☐

ODOMETER MILEAGE

The following section must be completed when odometer disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and/or mileage statement.

20
NO TENTHS

☒ Actual mileage ☐ not actual mileage ☐ exceeds mechanical limits of odometer

Factory Installed Accessories

☐ Factory List Affixed To Vehicle

GMPP

Dealer Installed Accessories
When Optional to Purchaser

MALIBU

REMARKS: Bridge Plate

Any Warranties on this Product are those made by the manufacturers. The seller CLASSIC CHEVROLET hereby expressly disclaims all warranties, either express or implied, including any implied Warranty of merchantability or fitness for a particular purpose, and CLASSIC CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contract provisions in the contract of sale.

I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM. I HEREBY WARRANT THE TITLE TO THE VEHICLE AND CERTIFY THAT THE VEHICLE IS SUBJECT ONLY TO THE SECURITY INTERESTS NAMED ABOVE.

AGENT

Dealer's Signature

Title

PURCHASER WARNING: DO NOT SIGN BLANK FORM

am purchasing or leasing this vehicle and am applying for a Michigan certificate of title and registration or, if the lessee, applying for a registration. I certify that my driver license is not suspended, revoked, or annulled, as a repeat offender.

Date	<u>10/21/2003</u>	Date	<u>10/21/2003</u>
Date	<u>10/21/2003</u>	Date	<u>10/21/2003</u>
Date	<u>10/21/2003</u>	Date	<u>10/21/2003</u>

PURCHASERS NOTE: IF VEHICLE TITLE IS NOT RECEIVED WITHIN 30 DAYS, CONTACT THE BUREAU OF AUTOMOTIVE REGULATION AT 1-800-282-4204

printed by P.A. 900 of 1949, 20 amended.

THIS FORM MUST BE TYPED ONLY

RD-108 1/03

Expires On	Month	Day	Year	Months	<input checked="" type="checkbox"/> NEW PLATE <input type="checkbox"/> RENEWAL <input type="checkbox"/> TRANSFER
	<u>5</u>	<u>25</u>	<u>04</u>		

Year	Make	Body Style	Code	County
<u>04</u>	<u>CHEVROLET</u>	<u>4-DOOR</u>		
Vehicle No	VIN or Fee Cat		License Fee	
<u>161ZT52884F</u>			<u>82.00</u>	
Driver's License No/PID of All Owners/Lessee			Title	
<u>1)</u>			<u>15.00</u>	
<u>2)</u>				
County of Residence			Title Late Fee	
<u>KENT</u>				
Comp			Tax	
<u>WYOMING, MI</u>			<u>1177.96</u>	
Transfer Fee			Total Trans. to #4	
<u>N/A</u>			<u>1274.96</u>	
Complete Name(s) and Address(es) of All Lessee			Full Rights to Survivor	
			Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Insurance Company		Policy		
<u>AAA</u>				
First Secured Interest		Filing Date		
<u>GMAC</u>		<u>10/21/2003</u>		
Address				
<u>PO BOX 8118</u>				
City - State Zip				
<u>LOCKEYSVILLE MD 21030</u>				
Second Secured Interest		Filing Date		
Address				
City - State Zip				

1. PURCHASE PRICE OF VEHICLE	(Including Freight & Accessories)	<u>19632.65</u>
2. OTHER TAXABLE CHARGES	(Documentary Fee, Service Fee, Temp. Reg. Fee, Etc.)	<u>N/A</u>
3. TOTAL TAXABLE PRICE		<u>19632.65</u>
4. (Above total) SALES TAX - LICENSE - TITLE		<u>1274.96</u>
5. NON-TAXABLE CHARGES (Labor, Service Contract, Etc.)		<u>1695.00</u>
6. TOTAL DELIVERED PRICE		<u>22602.61</u>
7. CASH ON DEPOSIT		<u>290.00</u>
8. CASH DUE ON DELIVERY		<u>N/A</u>
9. TRADE-IN	<u>\$</u> <u>N/A</u>	
10. LESS LEIN	<u>\$</u> <u>N/A</u>	
11. TOTAL DOWN PAYMENT		<u>290.00</u>
12. UNPAID BALANCE TO BE FINANCED		<u>22706.61</u>
13. INSURANCE CHARGE*		<u>1717.61</u>
14. TOTAL AMOUNT OF FINANCE CONTRACT		<u>24030.22</u>

*TYPE OF INSURANCE

WARNING: This insurance is not PL/PD No Fault Insurance required by Michigan Law.

☐ CREDIT LIFE ☒ HEALTH & ACCIDENT
☒ GAP INSURANCE ☐

Temporary Registration No.

FLATT, KEITH

Temporary Fee Charged

141

Yes ☐ No ☐

23 330930

LIFE INVESTORS INSURANCE COMPANY OF AMERICA

Home Office: Cedar Rapids, Iowa 52499

Herein called: The Company

1-800-445-8154

Group Policy No.

SCHEDULE

Certificate No.

Account Name
(Policy Holder)

Date of First Payment

MI-9083617

11/20/2003

Debtor	S.S. #	Date of Birth	Account Number
Co-Debtor (Also Called You)	S.S. #	Date of Birth	<input checked="" type="checkbox"/> Fixed Term <input type="checkbox"/> Truncated <input type="checkbox"/> Lease <input type="checkbox"/> Balloon
Street	CITY	State	ZIP

Name of Creditor	Secondary Beneficiary
	ESTATE

Effective Date 10/21/2003	Maximum Issue Age LIFE - 70 DISABILITY - 65	Maximum Term **SEE BELOW	Scheduled Maturity Date of Loan 10/20/2009	Termination Date of Insurance Life Disability 10/20/2009	Term of Insurance (Mos.) Life Disability 72	Interest Rates 2.90
INSURANCE REQUESTED	TOTAL & PERM.	BENEFIT		PREMIUM	TOTAL & PERM. PREMIUM	
01:16 <input type="checkbox"/> GROSS Balance Decreasing Single Life	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Initial Amount of Life Insurance (Total of Payments)				
02:26 <input type="checkbox"/> GROSS Balance Decreasing Joint Life	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Initial Amount of Life Insurance (Total of Payments)				
13:88 <input type="checkbox"/> NET Balance Decreasing Single Life	<input type="checkbox"/> Yes <input type="checkbox"/> No	Initial Amount of Life Insurance				
14:89 <input type="checkbox"/> NET Balance Decreasing Joint Life	<input type="checkbox"/> Yes <input type="checkbox"/> No	Initial Amount of Life Insurance				
03 <input type="checkbox"/> Single LEVEL Life		Amount of Life Insurance				
04 <input type="checkbox"/> Joint LEVEL Life		Amount of Life Insurance				
26:63 <input type="checkbox"/> After 14-day Waiting Period, Benefits begin on the 1st day of month in which disability begins	JT. DIS. <input type="checkbox"/> Yes <input type="checkbox"/> No	Monthly Disability Benefit Special Whole Monthly Benefit				
55:49 <input type="checkbox"/> Disability beginning 15th day after 14-day Waiting Period	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Monthly Disability Benefit 14E				
53:13 <input type="checkbox"/> Disability beginning 1st day after 14-day Waiting Period	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Monthly Disability Benefit 14R		364.03	1323.61	
56:16 <input type="checkbox"/> Disability beginning 31st day after 30-day Waiting Period	<input type="checkbox"/> Yes <input type="checkbox"/> No	Monthly Disability Benefit 30E				
54:14 <input type="checkbox"/> Disability beginning 1st day after 90-day Waiting Period	<input type="checkbox"/> Yes <input type="checkbox"/> No	Monthly Disability Benefit 30R				
Initial Amount of Loan 26210.16	Maximum Life Benefit \$60,000	Maximum Monthly Disability Benefit \$1000	Total Disability Aggregate Benefit \$60,000	Total Insurance Charges 1323.61		

* 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

YOUR AND NOT EFFECTIVE TO THE EXTENT OF THE FOLLOWING:

- TERM LIFE INSURANCE.
6. YOU ARE ELIGIBLE FOR LIFE INSURANCE ONLY IF: A) YOU ARE ABLE TO DO THE NORMAL ACTIVITIES OF A PERSON OF THE SAME AGE AND SEX; OR B) YOU HAVE REGULARLY WORKED FOR COMPENSATION OR 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 HAVE 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 Group Policy issued to the Creditor.

A. DEFINITIONS

DEBTOR: The borrower of money or a purchaser or lessee of goods, services, property rights or privileges for which payment is arranged 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 and 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 "Lessors" and "Co-Lessees."

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 disability 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 the right to require medical evidence of actual total disability from a legally qualified physician or surgeon, other than yourself, in order to justify payment of benefits hereunder. Proof of continuing disability may be required at reasonable intervals taking into account the scheduled frequency of the payments and the nature of the disability.

CLASSIC CHEVROLET, LIFE INVESTORS INSURANCE COMPANY OF AMERICA

23 330930

Application For Insurance To
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)

Date of First Payment
11/20/2003

Debtor	S.S. #	Date of Birth	Account Number
Debtor (Also Called You)	S.S. #	Date of Birth	<input type="checkbox"/> Full Term <input type="checkbox"/> Truncated
Street	City	State	ZIP

WYOMING MI

Name of Creator

Secondary Beneficiary
ESTATE

Effective Date 10/21/2003	Maximum Issue Age LIFE - 70 DISABILITY - 65	Maximum Term **SEE BELOW	Scheduled Maturity Date of Loan 10/20/2009	Termination Date of Insurance Life 10/20/2009	Term of Insurance (Mos.) Disability 72	Interest Rates 2.90
INSURANCE REQUESTED		TOTAL & PERM.	BENEFIT		PREMIUM	TOTAL & PERM. PREMIUM
01;16 <input type="checkbox"/> GROSS Balance Decreasing Single Life		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Initial Amount of Life Insurance (Total of Payments)			
02;26 <input type="checkbox"/> GROSS Balance Decreasing Joint Life		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Initial Amount of Life Insurance (Total of Payments)			
13;88 <input type="checkbox"/> NET Balance Decreasing Single Life		<input type="checkbox"/> Yes <input type="checkbox"/> No	Initial Amount of Life Insurance			
14;89 <input type="checkbox"/> NET Balance Decreasing Joint Life		<input type="checkbox"/> Yes <input type="checkbox"/> No	Initial Amount of Life Insurance			
03 <input type="checkbox"/> Single LEVEL Life			Amount of Life Insurance			
04 <input type="checkbox"/> Joint LEVEL Life			Amount of Life Insurance			
26;63 <input type="checkbox"/> After 14-day Waiting Period, Benefits begin on the 1st day of month in which disability begins		JT. DIS.* <input type="checkbox"/> Yes <input type="checkbox"/> No	Monthly Disability Benefit Special Whole Monthly Benefit			
55;49 <input type="checkbox"/> Disability beginning 15th day after 14-day Waiting Period		<input type="checkbox"/> Yes <input type="checkbox"/> No	Monthly Disability Benefit 14E			
53;13 <input type="checkbox"/> Disability beginning 1st day after 14-day Waiting Period		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Monthly Disability Benefit 14R		364.03	1323.61
56;16 <input type="checkbox"/> Disability beginning 31st day after 30-day Waiting Period		<input type="checkbox"/> Yes <input type="checkbox"/> No	Monthly Disability Benefit 30E			
54;14 <input type="checkbox"/> Disability beginning 1st day after 30-day Waiting Period		<input type="checkbox"/> Yes <input type="checkbox"/> No	Monthly Disability Benefit 30R			
Initial Amount of Loan 26210.16		Maximum Life Benefit \$60,000	Maximum Monthly Disability Benefit \$1000	Total Disability Aggregate Benefit \$60,000	Total Insurance Charges 1323.61	

* 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.

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?

Proposed Primary Insured
YES ☐ NO ☒

Proposed Joint Insured
YES ☐ NO ☐

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?

YES ☐ NO ☒

YES ☐ NO ☐

3 Unpaid balance of cash price (1 minus 2) \$ 22215.61(a)

4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):

A Cost of optional credit insurance paid to insurance company or companies

Life \$ N/A

Disability \$ 1323.61

B Other Insurance paid to the insurance company \$ 394.00

C Official fees paid to government agencies \$ N/A

D Government taxes not included in cash price \$ N/A

E Government license and/or registration fees \$ 82.00

F Government certificate of title fees \$ 15.00

G Other charges (Seller must identify who is paid and describe purpose.)

to for \$ N/A

to for \$ N/A


to for \$

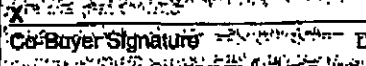
Total other charges and amounts paid to others on your behalf. \$ 1814.61(d)


5 Amount financed (3 + 4) \$ 24030.22(e)

CDL UMRI/S OH
(Home Office Address)

I want the insurance checked above:

Buyer Signature  Date 10/21/03

Co-Buyer Signature  Date 10/21/03

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

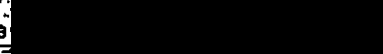
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing the right to enforce the part that remains enforceable. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

Do not sign this contract on a Sunday.

Warning: The insurance afforded hereunder does not cover liability for injury to persons or damage to property of others, unless so indicated hereon.

Notice to buyer: Do not sign this contract in blank. You are entitled to a true copy of the contract you sign without charge. Keep it to protect your legal rights.


Buyer Signs  Date 10/21/03 Co-Buyer Signs X Date 10/21/03

Co-Buyers and Other Owners: A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle, but does not have to pay the debt. The co-buyer or other owner knows that we have a security interest in the vehicle and consents to the security interest.

Other owner signs here X Date Address 29 KURI TRAMP LN WYOMING MI 49519

Creditor Signs X Date 10/21/03 By X

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

Buyer Signs X  Co-Buyer Signs X

MARVIN K SPENCER

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

Buyer (and Co-Buyer, if any) Name and address (include county and zip code)

Creditor (Seller name and address)

WYOMING, MI
CENT

2929 BURLINGAME, S.W.
GRAND RAPIDS, MI 49509

The Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit. See the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2004	CHEVROLET MALIBU	1G1ZT52884F	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase or credit, including your down payment.
2.90	\$ 2179.94	\$ 24030.22	\$ 26210.18	\$ 25500.18

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	\$ 364.03	Monthly beginning 11/20/03	

MONTHLY PAYMENT BEGINNING

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of \$15.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information. See this contract for more information, including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1. Cash price	
A. Taxable part of cash price	\$ 19632.65
i. Vehicle	\$ 19632.65
ii. Accessories and installation charges	N/A
iii. Document preparation fee	N/A
iv.	
Total taxable part of cash price	\$ 19632.65
B. Sales tax	\$ 1177.96
C. Non-taxable part of cash price	
i. Negative equity value of trade-in (from line 2A below)	\$ N/A
ii. Cash	\$ 1695.00
Total non-taxable part of cash price	\$ 1695.00
Total cash price	\$ 22505.61
2. Downpayment =	
A. Trade-in (If net equity value is negative, enter "0" here and show on line 1C(ii) above.)	\$ N/A
i. Gross trade-in	\$ N/A
ii. Amount owed on trade-in paid to	\$ N/A
Net equity value of trade-in	\$ N/A
Your trade-in is a	
Year Make Model	
B. Cash	\$ 40.00
C. Other (describe)	\$ 250.00
REBATE	

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is authorized to sell such insurance in Michigan. 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.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life ☐ Buyer ☐ Co-Buyer ☐ Both
☒ Credit Disability (Buyer Only)

Premium:

Credit Life \$ N/A

Credit Disability \$ 1323.61

LIFE INVESTORS

(Insurance Company)

CEAR RAPIDS, IA 52499

(Home Office Address)

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 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 credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance

☒ GAP INSURANCE 72

Type of Insurance Term

Premium \$ 394.00

STONEBRIDGE CASUALTY INS COM

(Insurance Company)

IF YOU ANSWER "YES" TO QUESTION 1, YOU DO NOT QUALIFY FOR LIFE AND/OR DISABILITY INSURANCE.

INSTRUCTION - For disability and/or total and permanent disability coverage also answer questions 2 & 3.

Do not answer if life only.

2. Have you, within the past 2 years, been diagnosed or treated by a physician for having any of the following conditions or diseases: Back or Neck Disorder, Nervous or Mental Disorder, Chronic Fatigue Syndrome, Epilepsy, Fibromyalgia, or Drug or Alcohol Abuse?

Proposed
Primary Insured
YES NO
☐ ☒

Proposed
Joint Insured
YES NO
☐ ☐

3. Are you currently unemployed or working less than 30 hours per week?

Proposed
Primary Insured
YES NO
☐ ☒

Proposed
Joint Insured
YES NO
☐ ☐

(Please initial appropriate box)

IF YOU ANSWER "YES" TO QUESTIONS 2 OR 3, YOU DO NOT QUALIFY FOR DISABILITY COVERAGE. HOWEVER, IF YOU ANSWERED "NO" TO QUESTION 1 YOU QUALIFY FOR LIFE INSURANCE.

I/we represent the information and answers to all questions contained herein are answered truthfully, and understand if found to be untrue may result in no coverage. I/we agree that these answers be relied upon by the insurance company as the basis for issuing the insurance in connection with my/our loan. I/we understand I/we will receive a certificate of insurance describing the terms of my/our coverage. I/we acknowledge receipt of a copy of this form.

IF YOU ANSWER "YES" TO ANY QUESTION, YOU DO NOT QUALIFY FOR THE COVERAGE APPLIED FOR. SUCH COVERAGE WILL BE VOID AND WE WILL PROMPTLY REFUND ANY PREMIUM YOU PAID TO THE CREDITOR, TO BE CREDITED TO YOUR ACCOUNT.


SIGNATURE OF PROPOSED PRIMARY INSURED

05/25/1958

DATE OF BIRTH

10/21/2003

DATE

SIGNATURE OF PROPOSED JOINT INSURED

DATE OF BIRTH

DATE

AA 1435 (MI)

AN 1431 M

INSURED COPY

BRC REPURCHASE WORKSHEET					
File Number 1-214728434		Customer Name [REDACTED]		Worksheet Filled Out By: Arias	
Old Vehicle VIN:		New Vehicle VIN:		Date: 02-Jun-04	
TRADE REPURCHASE		STRAIGHT REPURCHASE		PAYMENT / LEASE REPURCHASE	
					Lease Terms MO __ MI __ Lease Usage Mo __ MI __
1	Replacement Vehicle Costs	\$0.00	1	Base Price	\$19,632.65
2	Equipment Transfer	\$0.00	2	Conversion Price	\$0.00
3	Sales Tax	\$0.00	3	Sales Tax	\$1,177.96
4	Reg./Lic./Title (opt)	\$0.00	4	Reg./Lic./Title (opt)	\$97.00
5	Aftermarket Items	\$0.00	5	Finance Charges	\$0.00
6	Collateral Costs	\$0.00	6	Aftermarket Items	\$0.00
7	Pre-Judgement Interest	\$0.00	7	Collateral Costs	\$0.00
8	Annoyance / Inconvenience	\$0.00	8	Pre-Judgement Interest	\$0.00
9	Dealer Admin / Vehicle Transfer	\$0.00	9	Annoyance / Inconvenience	\$0.00
10	Other		10	Other	
11	Total Replacement Price	\$0.00	11	Total Purchase Price	\$20,907.61
12	Usage/Depreciation	\$0.00	12	Usage @ 5,133	\$1,007.75
13	Tax/Title/Registration Contribution	\$0.00	13	Damage	\$0.00
14	MSRP Upgrade	\$0.00	14	Over-Allowance	\$0.00
15	Damage	\$0.00	15	Negative Equity	\$0.00
16	MSRP Downgrade	\$0.00	16	Incentives (deduct)	\$0.00
17	Customer Cost (review L.L.)	\$0.00	17	Total Deductions	
18			18		
19	Repurchase Subtotal	\$0.00	19	Repurchase Subtotal	\$20,907.61
20	Loan Payoff	\$0.00	20	Loan Payoff (7/19)	\$21,608.71
21	Total to Dealer & Customer	\$0.00	21	Total Refund to Customer	-\$701.10
22	Attorney's Fees	\$0.00	22	Attorneys Fees	\$1,500.00
23	Total Repurchase	\$0.00	23	Total Repurchase	\$22,407.61
24	NADA		24	NADA	\$16,852.55
25	Estimated Auction Price	\$0.00	25	Estimated Auction Price	\$12,470.89
26	Projected Loss	\$0.00	26	Projected Loss	\$9,936.72
26	Projected Loss	\$0.00	26	Projected Loss	\$0.00
OVER ALLOWANCE CALCULATION					
	PURCHASE PRICE (before t/t/t)			TRADE ALLOWANCE - N/A	
	MSRP (FROM BARS INVOICE)			PAYOFF OF TRADE	
	DIFFERENCE	\$ -		DIFFERENCE	\$ -
	if positive look for over allowance			if negative=negative equity	
				TRADE ALLOWANCE	
				ACV OF TRADE	
				DIFFERENCE	\$ -
				acv=actual cash value	
				PURCHASE PRICE	
				INCENTIVE* (from BARS)	
				OVERALLOWANCE	
				ACTUAL PRICE	\$ -
				do not include fuel file credit	
				include GM card points	

561610

257286



INVOICE

2929 Burlingame, S.W.

P.O. Box 909

Grand Rapids, Michigan 49509-0909

Phone (616) 249-2199

WYOMING, MI

HOME:

PAGE 1

SERVICE ADVISOR: 198 KATHY MORSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	04	CHEVROLET MALIBU	1G1ZT52884F		7773/7773	T710	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21OCT2003			17:00 31MAR04		82.00	CASH	30MAR2004

10:12 30MAR04 15:49 30MAR04
 LINE OPCODE TECH TYPE HOURS
 A CUSTOMER STATES, STEERING WHEEL LEFT OR RIGHT, FEELS SLOPPY.
 CAUSE: RUBB
 R2020 WHEEL ALIGNMENT CHECK AND/OR ADJUST
 174 NAMEY, PAUL LIC#: M114269
 WS 1.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

7773 WS ROAD TEST AND CHECK ALIGNMENT CHECK CAMBER CASTER AND TOE ,
 RESIST FOR

C RENTAL VEHICLE - OUTSIDE SERVICE

CAUSE: RENTAL

Z7901 ONE DAY RENTAL

999 IPS 0.00

SUBL. ENTERPRISE/INV#D245033/PO#46600/1-DAY RENTAL @ \$30 PER DAY/10:53A

3.30T04

PO#46600

IPS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

ENTERPRISE/VIN#1G1ZT136X48132446E/INV#D245033/ PO#329603

D** CUSTOMER STATES, DRIVERS POWER WINDOW CHATTERS WHEN WET-ADD ON

APPROVED BY KATHY MORSE

CAUSE: TUNED

C1043 WEATHERSTRIP WEATHERSTRIP/CHANNEL, FRONT

DOOR WINDOW RUN (WINDOW FRAME) LEFT ALIGN OR
 REPLACE

338 POLDERMAN, JONATHAN LIC#: M238479

WS 6.00

PC: PARTS: COUNT:

CLAIM TYPE:

(N/C)

SERVICE DEPT. HOURS

MON & WED.7:00 - 9:00

TUES., THURS., & FRIDAY.....7:00 - 6:00

DISCLAIMER OF WARRANTIES

The only warranty applying to this part is the one which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all other warranties, whether written or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor endorses any other person or person for its any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, or other damages.

-Certification-

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

X.....Technician

SALESGUARD ACT:

I understand that Classic Chevrolet, Inc. complies with all consumer safeguard laws and regulations as required by the Gramm Leach Bliley Act and as required by their company policy.

CUSTOMER SIGNATURE X

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

MICH. FACILITY REGISTRATION NO. F113327

551610

257286

INVOICE

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

PAGE 2

SERVICE ADVISOR: 198 KATHY MORSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	04	CHEVROLET MALIBU	1G1ZT52884F		7773/7773	T710
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
21OCT2003			17:00 31MAR04		82.00	CASH
						30MAR2004
OPTIONS: STK:2095 DLR:44214 ENG:1X9 TRN:MX0						
10:12 30MAR04	15:49 30MAR04					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET
AUTH CODE:					TOTAL	

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

7773 LUBED TRACK WS INSPECTED DRIVERS WINDOW. LUBED WINDOW TRACK.
CHECKED WINDOW OPERATION, WINDOW WORKING PROPERLY.

CUSTOMER SIGNATURE

SERVICE DPT. HOURS
MON. & WED. 7:00 - 9:00
TUE., THURS., & FRIDAY 7:00 - 8:00

DISCLAIMER OF WARRANTIES

The only warranty applied to this part(s) is the one which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither its employees nor anyone else acting for it in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, or injury, or any other loss, except damages.

-Certification-

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

X _____

SALESMAN ACT:

Buyer and that Chevrolet, Inc. complies with all customer legislation laws and regulations as required by the Gramm-Leach-Bliley Act and as required by their company policy.

CUSTOMER SIGNATURE X

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 ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

MICH. FACILITY REGISTRATION NO. F113327

561610

256163

INVOICE

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

PAGE 1

SERVICE ADVISOR: 249 LLOYD VONK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	04	CHEVROLET MALIBU	1G1ZT52884F		6802/6802	T391
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
21OCT2003			WAIT 10MAR04		82.00	CASH
NO. OF INVO.	READY	OPTIONS: STK:2095 DLR:44214 ENG:LX9 TRN:MX0				
10:56 10MAR04	12:01 10MAR04					
LINE	OPCODE	TECH	TYP	HOURS	LIST	NET
A	STEERING WHEEL OFF CENTER-SEE HISTORY					TOTAL

B2000 TOE, FRONT ADJUST
339 KRAFT, RYAN LIC#: M238352
CP 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

6802 TEST DROVE VEHICLE TO VERIFY CONCERN. STRAIGHTENED STEERING WHEEL
AND TEST DROVE TO VERIFY REPAIRS.

B CUSTOMER STATES BRAKE PEDAL ELECTRIC ADJUST INOP SINCE RECENT
STEERING COLUMN REPAIR

N6000 WIRING AND/OR CONNECTOR BRAKE
SYSTEM/TRACTION CONTROL REPAIR OR REPLACE

339 KRAFT, RYAN LIC#:

CP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

6802 BRAKE PEDAL ELECTRIC ADJUSTMENT IS UNPLUGGED. PLUGGED IN ELECTRIC
ADJUSTMENT AND VERIFIED REPAIRS.

C REPAIR CHECK - CUSTOMER SATISFACTION

FLASH REPAIR CHECK - CUSTOMER SATISFACTION

339 KRAFT, RYAN LIC#:

CP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

6802 REPAIR CHECK

D FREE EXTERIOR WASH

WASH/FREE EXTERIOR WASH

999 CPI 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

6802 CUSTOMER SATISFACTION CAR WASH

SERVICE DEPT. HOURS

MON. & WED. 7:00 - 9:00
TUES., THURS., & FRIDAY 7:00 - 6:00

DISCLAIMER OF WARRANTY

This only warrants repair to the parts and labor which may be done by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither the dealer nor any other person in the chain of title shall be liable in connection with the sale of this part and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, or any other indirect damages.

-Certification-

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

X _____ Initialed

SAFEGUARD ACT:

I understand that Classic Chevrolet, Inc. complies with all consumer safeguard laws and regulations as required by the Gramm Leach-Bliley Act as required by this company policy.

CUSTOMER SIGNATURE X

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

MICH. FACILITY REGISTRATION NO. F113327

561610

256163

INVOICE

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

WYOMING, MI

HOME:

BUS:

PAGE 2

SERVICE ADVISOR: 249 LLOYD VONK

YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
21OCT2003	01	CHEVROLET MALIBU	1G1ZT52884F		6802/6802	T391
DATE	DATE	WARRANTY	PROMISED	PO NO.	RATE	PAYMENT
21OCT2003			WAIT 10MAR04		82.00	CASH
DATE OPENED	DATE READY	OPTIONS: STK:2095 DLR:44214 ENG:LX9 TRN:MX0				
10:56 10MAR04	12:01 10MAR04					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B**	3,000	MILE	MAINTENANCE	SERVICE			

CAUSE: MISC

27410 COMPLIMENTARY LUBR, OIL AND FILTER SERVICE

339 KRAFT, RYAN LIC#: M238352

WS 0.40

1 25010792 OIL FLTR

5 12345615 OIL 5W30B

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

6802 MAINT. LOP

P** ROTATE 4 TIRES AND ADJUST TIRE PRESSURE
2A ROTATE 4 TIRES AND ADJUST TIRE PRESSURE

339 KRAFT, RYAN LIC#: M238352

CQ 0.40

PARTS: 0.00 LABOR: 15.95 OTHER: 0.00 TOTAL LINE F: 15.95

6802 MAINT. ROTATE

LINE F OIL CHANGE LABOR OF
27410, PARTURE 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.

27410 COMPLIMENTARY LUBR, OIL AND FILTER SERVICE

SERVICE DEPT. HOURS
MON. & WED. 7:00 - 9:00
TUES., THURS., & FRIDAY 7:00 - 6:00

DISCLAIMER OF WARRANTIES

This dealer warrants the quality of the parts and labor which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither the dealer nor any other person is liable for any liability in connection with the sale of this part(s) and/or service. Buyer shall not be deemed to have accepted the selling dealer for any consequential damages, damages to property, damages for loss of use, loss of time, or for any other kind of damages.

-Certification-

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

X _____ Initiates

SAFEGUARD ACT.

Consent with the Chevrolet, Chevrolet, Inc. conforms with all customer safeguard laws and regulations as required by the Gramm Leach-Bliley Act and as required by the company policy.

CUSTOMER SIGNATURE X

DESCRIPTION	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	15.95

MICH. FACILITY REGISTRATION NO. F113327

561610

254499



INVOICE

2929 Burlingame, S.W.
P.O. Box 909Grand Rapids, Michigan 49509-0909
Phone (616) 249-2199WYOMING, MI
HOME: [REDACTED]

DUPLICATE 1

PAGE 1

SERVICE ADVISOR: 249 LLOYD VONK

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/OUT		TAG
BLACK		04	CHEVROLET MALIBU		1G1ZT52884F			5133/5133		T224
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT	INV. DATE	
21OCT2003			17:00 23FEB04				82.00	CASH	17FEB2004	
RD. OFFER		READY		OPTIONS: STK:2095 DLR:44214 ENG: LX9 TRN: MX0						

11:01 10FEB04 17:01 17FEB04

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES OF INTERMITTENT POWER STEERING INOP-AFTER SETTING

OVERNIGHT/RESTART ALL OK

CAUSE: STEERING COLUMN

E7680 COLUMN ASSEMBLY, STEERING REPLACE

339 KRAFT, RYAN TECH: M238352

WS 4.21

1 22687709 F-COLUMN KI

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

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. RECEIVED STEERING COLUMN. REPLACED STEERING COLUMN AND TEST DROVE TO VERIFY REPAIRS.

B RENTAL VEHICLE - OUTSIDE SERVICE

CAUSE: FLAT TIRE

27906 7 DAY RENTAL CHARGE

999 WS 0.00

(N/C)

SUBL ENTN PRISR/INV#D244327/PO#326746/7-DAY RENTAL @ \$42 PER DAY/2.10.04 11:19AM
PO#46600

WS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

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

SERVICE DEPT. HOURS		DESCRIPTION	TOTALS
MON. & WED.	7:00 - 9:00	LABOR AMOUNT	0.00
TUES., THURS., & FRIDAY	7:00 - 8:00	PARTS AMOUNT	0.00
DISCLAIMER OF WARRANTIES		GAS, OIL, LUBE	0.00
The only warranty applying to this repair is the one which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither a dealer nor a franchisee shall be liable for any liability in connection with the sale of this part(s) and/or service. Buyer shall not be liable for any damage to the vehicle or any consequential damages, damages to property, damages for loss of use, loss of time, or for any other in liquidated damages.		SUBLET AMOUNT	0.00
-Certification-		MISC. CHARGES	0.00
All repairs and parts listed were furnished in compliance with Michigan auto repair act. (P.A. 300)		TOTAL CHARGES	0.00
X Initial		LESS ADJUSTMENTS	0.00
SALESMAN ACT		SALES TAX	0.00
Customer and dealer must comply with all consumer protection laws and regulations as required by the Gramm-Leach-Bliley Act and as required by each company policy.		PLEASE PAY THIS AMOUNT	0.00
CUSTOMER SIGNATURE X			

CHEVROLET MOTOR DIVISION

RETAIL INCENTIVE ACKNOWLEDGEMENT AND/OR ASSIGNMENT

Customer Name [REDACTED]VIN: 1G141120P41 [REDACTED]

(or attached list).*

CUSTOMER INCENTIVE USED AS DOWN PAYMENT

Chevrolet Program Name	Incentive Code	Amount
Emp Bonus		\$ 250.00
		\$
		\$
		\$
		\$

I understand that the consumer rebate(s) will be used as part of my down payment on this vehicle. I release Chevrolet Division from any further claim on this eligible unit.

OR

CUSTOMER INCENTIVE REQUESTED AS A CHECK TO CUSTOMER FROM THE DEALER

Chevrolet Program Name	Incentive Code	Amount
		\$
		\$
		\$

I understand that I am entitled to the rebate in the programs(s) listed. I do not want to use it as part of the down payment check to be issued in my name from dealer named below after the funds are received from General Motors.

OR

FINANCING ALTERNATIVE SELECTED

Chevrolet Program Name	DCS Number	Rate	%
24 mths		2.9	

I understand that Chevrolet has offered low rate financing in lieu of a rebate in this program. I know that by taking this rate support, I am not entitled to the alternative rebate that is part of this program.

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold to me by the dealer named below. This vehicle was purchased for personal/business use and not resale and I took delivery of this vehicle on _____. Unless so indicated, I understand no manufacturer's rebate is available on this unit.

[REDACTED]

Date 10-1-03

The undersigned person, as dealer representative, certifies that the information contained on this form is true and correct and that said purchaser/lessee noted above has taken delivery of referenced unit through this dealership. The undersigned also certifies that property completed delivery data has been forwarded to Chevrolet in accordance with provisions in the Chevrolet Delivery Reporting Guidelines.

Date ____/____/____

Authorized Dealer Signature

STATE OF MICHIGAN

APPLICATION FOR MICHIGAN TITLE & REGISTRATION
STATEMENT OF VEHICLE SALE

DEPARTMENT OF STATE

Purchase Date 10/21/2003

CTL# 561610

Delivery Date 10/21/2003

Invoice/Stock No.
S1K# 2095

Delivery Date

Invoice/Stock No.

Dealer

CLASSIC CHEVROLET

Address

2929 Burlingame, S.W.

City

GRAND RAPIDS

County

KENT

State

MICHIGAN

Zip Code

49509

Dealer License

A 8501

Sales Tax License

Phone No.

Vehicle Sold New ☒ Used ☐ Demo ☐ Trade-In Yes ☐ No ☐

Year, Make, Model

TEMPORARY VEHICLE REGISTRATION
USED TO TRANSFER PLATES
Expires 15 days after delivery date

Plate transferred from Year Make

Vehicle No. Plate No. Temp. Expiration Date
11/05/2003

VEHICLE USE AND HISTORY DISCLOSURE:

- ☐ A POLICE VEHICLE ☐ VEHICLE HAS BEEN FLOOD DAMAGED
☐ A GOVERNMENT VEHICLE ☐ SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED
☐ A TAXI ☐

ODOMETER MILEAGE

The following statement is to be completed when odometer
 disclosure is required. The odometer mileage reading must
 match the mileage on a tag disclosed to the purchaser on the
 date of sale.

☒ Actual mileage ☐ Not actual mileage ☐ exceeds mechanical limits of odometer

Factory list (R) Accessories

☐ Factory List Affixed To Vehicle

GNPP

Dealer Installed Accessories
 Which Optional to Purchaser

MALIBU

REMARKS: Bridge Plate

Any Warranties on this Product are those made by the manufacturers. The
 seller CLASSIC CHEVROLET hereby expressly disclaims all warranties,
 either express or implied, including any implied Warranty of merchantability or
 fitness for a particular purpose, and CLASSIC CHEVROLET neither assumes
 nor authorizes any other person to assume for it any liability in connection
 with the sale of this vehicle.

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY

"The information on this form is part of this contract.
 It forms part of the sales agreement and overrides any contract provisions in the contract of sale."

"I HEREBY SELL THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM.
 I HEREBY WARRANT THE TITLE TO THE VEHICLE AND CERTIFY THAT THE
 VEHICLE IS SUBJECT ONLY TO THE SECURITY INTERESTS NAMED ABOVE."

AGENT

Title

PURCHASER WARNING: DO NOT SIGN BLANK FORM

I am purchasing or leasing this vehicle and am applying for a Michigan certificate of title and registration or, if the lessor, applying for a registration. I certify that my driver license is not suspended, revoked, or

Expires On	Month	Day	Year	Months	<input checked="" type="checkbox"/> NEW PLATE <input type="checkbox"/> RENEWAL <input type="checkbox"/> TRANSFER
	5	25	04		

Year	Make	Body Style	Code	County
04	CHEVROLET	4-DOOR		
Vehicle No.	L or Fee Cat.		License Fee	
1G1ZT52884F	20		82.00	
Driver's License No. (IDs of All Owners/Lessees)			Title	
1) [REDACTED] 3) [REDACTED]			15.00	
2) [REDACTED]			Title Late Fee	
County of Residence KENT			Tax	
Complete Name(s) and Address(es) of All Lessors			1177.96	
[REDACTED]			Transfer Fee	N/A
[REDACTED]			Total Trans. to #4	1274.96
Full Rights to Survivor			Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Insurance Company AAA		Policy No.	[REDACTED]	
First Secured Interest GMAC		Filing Date	10/21/2003	
Address PO BOX 8118		COCKEYSVILLE MD 21030		
City - State Zip				
Second Secured Interest		Filing Date		
Address				
City - State Zip				

1. PURCHASE PRICE OF VEHICLE (including Freight & Accessories)	19632.65
2. OTHER TAXABLE CHARGES (Documentary Fee, Service Fee, Temp. Reg. Fee, Etc.)	N/A
3. TOTAL TAXABLE PRICE	19632.65
4. (Above total) SALES TAX - LICENSE - TITLE	1274.96
5. NON-TAXABLE CHARGES (Labor, Service Contract, Etc.)	1695.00
6. TOTAL DELIVERED PRICE	22602.61
7. CASH ON DEPOSIT	290.00
8. CASH DUE ON DELIVERY	N/A
9. TRADE-IN	\$ N/A
10. LESS LEIN	\$ N/A
11. TOTAL DOWN PAYMENT	22706.61
12. UNPAID BALANCE TO BE FINANCED	1717.61
13. INSURANCE CHARGE*	24030.22
14. TOTAL AMOUNT OF FINANCE CONTRACT	

*TYPE OF INSURANCE

WARNING: This insurance is not PL/PD No Fault Insurance required by Michigan Law.

- ☐ CREDIT LIFE ☒ GAP ☒ HEALTH & ACCIDENT
☐ GAP INSURANCE ☐

Temporary Registration No. PLATT, KEITH 141
 Salesperson Fee Charged Yes ☐ No ☐

PURCHASER'S NOTE: IF VEHICLE TITLE IS NOT RECEIVED WITHIN 30 DAYS, CONTACT THE BUREAU OF AUTOMOTIVE REGULATION AT 1-800-292-4204

THIS FORM MUST BE TYPED ONLY

HD-108 4/03

2004 MALIBU LS SEDAN

410 BLACK

140 GRAY

CASHIER: J. GYKON/TRE

STOCK NO.

VIN 1G1ZT52834F

/V60

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

100 RENAISSANCE CENTER

DETROIT MI 48243-1114

VEHICLE INVOICE 1A025186643

*****S*****

MODEL & FACTORY OPTIONS

12149 MALIBU LS SEDAN

AP3 REMOTE VEHICLE START SYSTEM

P37 FLOOR MATS, FRONT & REAR

F29 50-STATE EMISSIONS

LX 3.5L V6 ENGINE

MX0 4-SPEED AUTO TRANSMISSION

MSRP

20370.00

150.00

50.00

N/C

0.00

0.00

INV AMT RETAIL - STOCK

18638.55 INVOICE 09/29/03

135.00 SHIPPED 09/29/03

72.00 EXP I/T 10/06/03

N/C INT COM 10/06/03

0.00 PRC EFF 09/29/03

0.00 KEYS G1285 G1285

WFP-F QTR OPT-1

BANK: GMAC - 045

CHG-TO 44-214

SHIP WT: 3167

HP: 32.9

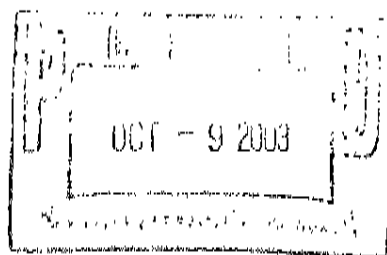
GMS: 18877.55

SUPPLR: 19727.04

MRM: 21225.00

DAN: LS

MEMO 1005.00



TOTAL MODEL & OPTIONS

DESTINATION CHARGE

LAW DEALER CONTRIBUTION

LAW GROUP CONTRIBUTION

20600.00 18845.55 ACT 231 18852.55

625.00 625.00 H/B 261 618.00

206.00 ADV 261 206.00

103.00 EXP 65A 103.00

TOTAL

21225.00 19779.55 PAY 310 19779.55

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 18856.00

 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. 045

VIN 1G1ZT52834F

\$ 19779.55 INV 1A025186643

DUE 10/06/03 DEALER 44-214

CLASSIC CHEVROLET, INC.

Privileged and Confidential Information**CASE ASSESSMENT FORM**

By: Jonathan Jaslow State: Michigan

Customer Name: [REDACTED] Service Request: 1-214728434 GM Legal File No.: NISM

Vehicle ID No.: 1G1ZT52884F [REDACTED] In Service Date: 10/21/03 Vehicle is: New BAC Code: 115182
Year, Make & Model: 2004, Chevrolet Malibu**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.

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ Steering

Date:	RO #:	Days Out:	Mileage:	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.
04/13/04	136623	1	8349	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. NTF.
04/15/04	258194	2	8420	Customer States: Veh. Drifts Left. Dlr states Toe was slightly off, toe was reset veh. was repaired

☐ Transmission

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ Axle

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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03/31/04	257286	*	7773	Customer States: Drivers Power window chatters, when wet. Dlr Lubed window track and inspected drivers window, window operation checked, window working properly.
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☐ Chassis

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

03/10/04	256163	*	6802	Customer States that the brake pedal electric adjustment inoperative since steering column repair @ 5133 miles inv.# 254499. Dlr found Brake Pedal Electric adjustment connector unplugged, plugged in harness, and then road tested to verify repair.
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☐ Glass

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

☐ HVAC

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ Paint

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ Suspension

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ Other

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

Do the number of repair attempts meet the lemon law requirement: Yes
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: 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 Quadrateer.
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.**



GMC

HUMMER

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: [REDACTED]
Service Request: 1-214728434
2004 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52884F [REDACTED]
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

CVCS136623



Goodwrench
Service
Plus

CVCS136623

CUSTOMER NO. 40409	ADVISOR PETER	TAG NO. 720 215	INVOICE DATE 04/13/04	INVOICE NO. CVCS136623
[REDACTED] WYOMING, MI	LABOR RATE	LICENSE NO.	MILEAGE 8,349	COLOR BLACK/
	YEAR / MAKE / MODEL 04/CHEVROLET/4 DOOR SEDAN			STOCK NO.
	VEHICLE I.D. NO. 1 G 1 Z T 5 2 8 8 4 F			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
BUSINESS PHONE		COMMENTS	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 04/13/04	

JOB# 1 CHARGES-----

LABOR-----

08CVZ SUSPENSION HOURS TECH(S) 696
CUST STATES VEHICLE PULLS TO THE LEFT ALSO THE STEERING
WHEEL IS OFF CENTER.
NO PROBLEM FOUND
TEAM MGMT TEST DROVE AND VEHICLE WHEEL STRAIGHT
AND NO PULL TO LEFT OR RIGHT

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

TECHNICIAN CERTIFICATION-----

696

TREVOR DAVIS

M232916

TOTALS-----

* NEXT RECOMMENDED SERVICE: *
* 07/16/2004 / 11349 MI 02CVZ LUBE OIL FILTER *

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
WARRANTY ON CUSTOMER PAID REPAIRS

UPON REQUEST, ALL REPLACED PARTS CAN BE RETURNED TO YOU,
BEFORE LEAVING EXCEPT WARRANTY REPAIR PARTS.

MISCELLANEOUS CHARGES REPRESENT SHOP SUPPLIES AND HAZARDOUS
WASTE DISPOSAL FEES.

PAYMENT TYPE:

CASH----CHECK#-----VISA-----M/C-----AMEX-----DISC-----

HAVE A GREAT DAY AND THANK YOU FROM SERRA CHEVROLET

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CALL
OUR SERVICE MANAGER • DOUGLAS BAKER 1-616-669-6683

CUSTOMER SIGNATURE

DUPLICATE INVOICE

TOTAL INVOICE \$ 0.00

Attn:
DeB
Arias

• CERTIFICATION •

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN
COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT P.A. 300.

**ALL PARTS NEW UNLESS
SPECIFIED OTHERWISE.**

PARTS STATUS ☐ SAVE ☐ DISCARD

REPAIRS PROPERLY COMPLETED & CHECKED

BY:

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE
THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER.
THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS
ALL WARRANTIES, EITHER EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTIES 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 THIS PART(S) AND/OR SERVICE.
BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE
SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES
TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME,
LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.



GMC

HUMMER®

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 FAX# 866-214-0880

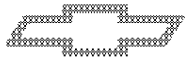
cc: FILE

Client's Signature

Date

Client's Signature

Date



GM

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 2, 2004

Ann Nigro
Michael Chevrolet
Summerville, SC
BAC 114017

Re: [REDACTED]
Siebel Request: 1-216704329
2004 Chevy Malibu
VIN #1G1ZT52824F [REDACTED]

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



Service Satisfaction Survey

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

MAY 11 2004

Branchville SC

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. Ugalino
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

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

About Your Service Consultant/Advisor

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

119365

Please complete other side

About Your Service Consultant/Advisor - Continued

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

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--|---|-------------------------------------|--------------------------|-------------------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| - The ease of getting your vehicle? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Yes | No | | | |
| 12. Were ALL of your service concerns corrected on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| IF NO, why not? (check all that apply) | | | | | |
| <input type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available | <i>I asked the Service Consultant to replace Windshield wiper. He stated that pkster is on the wiper. I am still having trouble with the wiper.</i> | | | |
| <input type="checkbox"/> Work performed did not correct the problem | <input type="checkbox"/> I declined repair | | | | |
| <input type="checkbox"/> Service Department could not duplicate problem | <input checked="" type="checkbox"/> Other (please specify) | | | | |
| <input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Don't know | | | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 13. How satisfied are you that your vehicle was fixed right on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Yes | No | | | |
| 14. Were you given a copy of the completed repair order/invoice? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Don't Know/ Not Sure | |
| | Yes | No | | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-----------------------------------|--|----------------------------------|---|--------------------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Michael Chevrolet? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Definitely Would | Probably Would | Might/ Might Not | Probably Not | Definitely Not |
| 17. Would you recommend this dealership for service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 18. Overall, how satisfied are you with your 2004 Malibu? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 19. Are you ... | <input type="checkbox"/> Male | <input checked="" type="checkbox"/> Female | | | |
| 20. Your age ... | <input type="checkbox"/> Under 25 | <input type="checkbox"/> 25 - 34 | <input type="checkbox"/> 35 - 44 | <input checked="" type="checkbox"/> 45 - 54 | <input type="checkbox"/> 55 - 64 |
| | | | | | <input type="checkbox"/> 65 or older |
| 21. May we include your name when providing this survey information to your dealership? | | Yes | No | | |
| | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| 22. Do you have any other comments/recommendations about Michael Chevrolet? | | | | | |

I will never get a car off internet with EIGHTY TWO miles without being told. This was demo car 07.99 will never again purchase a car without it being on the lot.

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 You!!

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

May 3, 2004


1. Dirty Fingerprint was left
first and second visit

2. I asked the Service
Consultant to replace
the wiper. There
^{poor} should have not
service been any questions

3. I live about an hour
from the dealership.

4. 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 Name: XXXXXXXXXX

Year of Vehicle: 2004

Make: Chevy

Model: Malibu

Current Mileage: 8,000

Vehicle ID No.: 1G1ZT52824F XXXXXX

In Service Date: 12/27/03

Purchased: New/Used
If used: (date/miles)

What is customer seeking: Replacement

What is customer eligible for: Repurchase/Replacement/Repairs

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT Computer information center failed

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
			Never addressed by dlr

Trunk piece broken

6/9/04

6,705

1

Gasket worn, needs new gasket, sop from Michigan

Window motor failure

Never addressed by dlr

OTHER SYMPTOM / COMPLAINT: Window

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
3/16/04	3,707	1	SOP
3/31/04	4,470	1	R&r window channel due to 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 condition at this time

5/12/03

6,036

9

Replaced both wiper inserts

Power steering

5/12/03

6,036

9

Replaced steering column assembly

Vibration in steering 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

Total Days Reported Out of Service: 13

VEHICLE MEETS PRESUMPTION: YES: ☒

NO: ☐

Arbitrate case: ☐

☐

Settle case: ☒

Team Manager Approval:

Date:

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:

Date:

Overallowance / Incentives / Negative Equity Form

Customer Request # 1-216704329 BBB # CHV0445464

Straight Trade Mandated Mediated

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

You must determine the TRUE purchase price of a vehicle and identify any 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 Price)	\$
MSRP (from BARS Invoice)	\$ 21,075.00
Difference (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)	\$
Actual Cash Value Statement	\$
(A) Over Allowance (If positive)	\$

Payoff	\$
Actual Cash Value Statement	\$
(B) Negative Equity (If positive)	\$

<u>If Over Allowance and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u>	
Purchase Price (from dealer Bill of Sale) – (before tax, tag, etc.)	\$
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit, dealer incentives)	\$
(A Over Allowance) + (B Negative Equity) minus	\$
Actual price of Vehicle that should be presented to BBB for ATA	\$

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 3707

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

MICHAEL

CHEVROLET

P.O. BOX 2770 SUMMERVILLE, SC 29484
SERVICE: (843) 875-8034 • SWITCHBOARD: (843) 873-1810

EXCLUSION OF WARRANTIES

EXCLUSION OF WARRANTIES
The seller, MICHAEL CHEVROLET - GED - OLDSMOBILE hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for any particular purpose, and MICHAEL CHEVROLET - GED - OLDSMOBILE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.

DATE: _____ SIGNED: X

PAGE 1 OF 1

CUST. NO. 240430	STOCK NO. 240430	TAG NO. T3318	COLOR GALAXY SILVER	PAGE 1 OF 1
------------------	------------------	---------------	---------------------	-------------

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WHILEY'S	TIME PROMISED
16MAR2004	1G1ZT52824F	3707			04	CHEVROLET MALIBU	365	

I hereby authorize the below repair work to be done using only the necessary materials. You and your employees may operate the above vehicle for the purpose of testing, inspection or delivery of any risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

TERMS STRICTLY CASH.

NAME [REDACTED] ** WAITER **

PRELIMINARY: ESTIMATE @ 0.00

AUTHORIZED BY: X

CITY/STATE/ZIP
BRANCHVILLE SC

REVISÉ
ESTIMATE(1) 0

BILL TO:	P.O. NO.	BUSINESS PHONE
----------	----------	----------------

REVISÉ
ESTIMATE(2) \$

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
				VAR

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE
 MORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
3.5 Liter SFI	MX0			VAR.

METHOD OF PAYMENT	CASH
SELLING DEALER	16014
WARRANTY EXPIRES	

LABOR INSTRUCTIONS AND DESCRIPTION		GAS/OIL/GREASE	AMOUNT
------------------------------------	--	----------------	--------

CUSTOMER SIGNATURE			GAS/OIL/GREASE	AMOUNT
LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION		
# A	NVLOF 779-7	FIRST NEW CAR LUBE OIL AND FILTER		
# B		CK FOR RT FRONT WINDOW TREMBLING WHEN ROLLED UP Sop Front Passenger window checked	TOWING	AMOUNT
			MISC. CHARGES	AMOUNT
			SUGGESTS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

FOREMAN'S SIGNATURE **X**

240430

2 5 2 2 8 2

ACCOUNTING

MICHAEL CHEVROLET

P.O. BOX 2770 SUMMERVILLE, SC 29484

SERVICE: (843) 875-8034

SWITCHBOARD: (843) 873-1810

BRANCHVILLE, SC

PAGE 1

HOME: BUS:

SERVICE ADVISOR: 365 ZACHARY STRICKLAND

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GALAXY SIL	04	CHEVROLET MALIBU	1G1ZT52824F		3707/3707	T3318
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
			WAIT 16MAR04		VAR.	ADV
						16MAR2004
R.O. OPENED	READY	OPTIONS: STK:240430 DLR:16014 ENG:3.5_Liter_SFI				
		TRN:MXO				

08:32 16MAR04 10:04 16MAR04

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A FIRST NEW CAR LUBE OIL AND FILTER

NVLOF FIRST NEW CAR LUBE OIL AND FILTER

379 CPCM 0.30 0.30 240 797 7.97 7.97

1 25010792 OIL FLTR 323 433 0 7.50 4.33 4.33

5 12345616 OIL10W30Q 675 765 0 1.53 1.53 7.65

B CK FOR RT FRONT WINDOW TREMBLING WHEN ROLLED UP

SOP SPECIAL ORDER PARTS

379 ISPL 0.00 0.00 0 0 0.00 0.00

WERE YOU GREETED PROMPTLY ON ARRIVAL?

YES NO

WERE YOU KEPT INFORMED ON VEHICLE STATUS?

YES NO

OVERALL, HOW WAS YOUR SERVICE EXPERIENCE?

COMPLETELY SATISFIED

SATISFIED

DISSATISFIED

WHY

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
440188	797	240		470188	1198	998	
442188	0	0		322088	60	0	
740488	0	*****		741688	2055	*****	

COST, SALE, & COMP TOTALS 1238 1995 0

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 OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties 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. Seller 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	7.97
PARTS AMOUNT	11.98
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	19.95
LESS INSURANCE	0.00
SALES TAX	0.60
PLEASE PAY THIS AMOUNT	20.55

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

FILE COPY

240430

253018

ACCOUNTING

BRANCHVILLE SC

HOME: BUS:

PAGE 1

MICHAEL CHEVROLET
P.O. BOX 2770 SUMMERVILLE, SC 29484
SERVICE: (843) 875-8034
SWITCHBOARD: (843) 873-1810

SERVICE ADVISOR: 365 ZACHARY STRICKLAND

SERVICE ADVISOR: 365 ZACHARY STRICKLAND									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG	
GALAXY SIL	04	CHEVROLET MALIBU		1G1ZT52824F		4470/4470		T1971	
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO	RATE	PAYMENT	INV DATE	
31DEC2003			WAIT 31MAR04			VAR.	CASH	31MAR2004	
R.O. OPENED		READY		OPTIONS: STK:240430 DLR:16014 ENG:3.5 Liter SFI					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PASSENGER FT WINDOW	MAKES TREMBLING NOISE WHEN GOING UP OR	DOWN.S.O.P.								

CAUSE: WARPED

C0143 REPLACED WINDOW CHANNEL DUE TP BEING WARPED

AND MAKING TREMBLING NOISE

379WPC94	1.10	1.10	880	7062		70.62	70.62
1 22726256 F-CHNL-FWDO			4940	6916	0	83.73	69.16

FC: 4N

PART#: 22726256

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NT

4940 6916 TPARTS

880 7062 TLABOR

B CK LEFT WIPER FOR SCRATCHING W/SHIELD.

CND COULD NOT DUPLICATE CONDITION AT THIS TIME

379 ISPL	0.00	0.00	0	0		0.00	0.00
----------	------	------	---	---	--	------	------

WERE YOU GREETED PROMPTLY ON ARRIVAL?

YES NO

WERE YOU KEPT INFORMED ON VEHICLE STATUS?

YES NO

OVERALL, HOW WAS YOUR SERVICE EXPERIENCE?

COMPLETELY SATISFIED

SATISFIED

DISSATISFIED

WHY

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
441188	7062	880		471388	6916	4940	
442188	0	0		123088	13978	*****	
740488	0	*****					

COST, SALE, & COMP TOTALS 5820 13978 0

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 OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

FILE COPY

240430

2 5 4 8 2 0

ACCOUNTING

MICHAEL CHEVROLET
P.O. BOX 2770 SUMMERVILLE, SC 29484
SERVICE: (843) 875-8034
SWITCHBOARD: (843) 873-1810

BRANCHVILLE, SC
HOME: BUS:

PAGE 2

SERVICE ADVISOR: 128 TAMMY HOLIFIELD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG				
GALAXY STL	04	CHEVROLET MALIBU	1G1ZT52824F		6036/6036	T2024				
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE			
31DEC2003			17:30 24MAY04		VAR.	CASH	31MAY2004			
R.O. OPENED		READY		OPTIONS: STK:240430 DLR:16014 ENG:3.5 Liter_SFI						
19:14 12MAY04		13:58 31MAY04		TRN:MX0						
LINE	OPCODE	TECH	TYPE A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

COUNT: 2

CLAIM TYPE:

AUTH CODE:

ON

1834 2568 TPARTS

380 1284 TLABOR

WERE YOU GREETED PROMPTLY ON ARRIVAL?

YES NO

WERE YOU KEPT INFORMED ON VEHICLE STATUS?

YES NO

OVERALL, HOW WAS YOUR SERVICE EXPERIENCE?

COMPLETELY SATISFIED

SATISFIED

DISSATISFIED

WHY

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	21186	6270			40815	29153	
	27002	27002	193707		89003	*****	

COST, SALE, & COMP TOTALS 62425 89003 0

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 OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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CUSTOMER SIGNATURE

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

FILE COPY

240430

2 5 4 8 2 0

ACCOUNTING

MICHAEL CHEVROLET
P.O. BOX 2770 SUMMERVILLE, SC 29484
SERVICE: (843) 875-8034
SWITCHBOARD: (843) 873-1810

BRANCHVILLE, SC
HOME: BUS:

PAGE 1

SERVICE ADVISOR: 128 TAMMY HOLIFIELD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GALAXY SII	04	CHEVROLET MALIBU	1G1ZT52824F		6036/6036	T2024	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC2003			17:30 24MAY04		VAR.	CASH	31MAY2004

R.O. OPENED	READY	OPTIONS:
19:14 12MAY04	13:58 31MAY04	STK:240430 DLR:16014 ENG:3.5 Liter_SFI
		TRN:MX0

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A VEHICLE HAS NO PWR STEERING

CAUSE: SHORTED

E7680 COLUMN ASSEMBLY, STEERING REPLACE											
				303WPC94	3.10	3.10	5890	19902		199.02	199.02
1	10373948	COLUMN KIT					27319	38247	0	479.28	382.47
FC: 6G											
PART#: 10373948											
COUNT: 1											
CLAIM TYPE:											
AUTH CODE:											
OJ											

27319 38247 TPARTS
5890 19902 TLABOR

B ENTERPRISE RENTAL

CAUSE: EXCESSIVE RENTATL DUE TO PARTS DELAY											
				274WPC94	0.00	0.00	0	0		0.00	0.00
FC: 98 PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
MJ											
0 0 TPARTS											
0 0 TLABOR											

SUBL											
				WPC94			27002	27002		270.02	270.02

C** LEFT WIPER DRAGS

CAUSE: WARPED											
B1783 REPLACE BOTH WIPER INSERTS											
				303WPC94	0.20	0.20	380	1284		12.84	12.84
1	22688086	F-BLADE KIT					917	1284	0	18.34	12.84
1	22688087	F-BLADE KIT					917	1284	0	18.34	12.84
FC: 4N											
PART#: 22688086											

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DESCRIPTION

LABOR AMOUNT
PARTS AMOUNT
GAS, OIL, LUBE
SUBLET AMOUNT
MISC. CHARGES
TOTAL CHARGES
LESS INSURANCE
SALES TAX

TOTALS

PLEASE PAY
THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

FILE COPY

3 M Michigan FOREMAN'S SIGNATURE X

[illegible]

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RD NUMBER
03JUN2004	1G1ZT52824F	6705	31DEC03		04	CHEVROLET MALIBU	128	255785
							TIME PROMISED	

LINE	UP CODE	DESCRIPTION	TOWING	AMOUNT
# F	252	CK FOR NOT WANTING TO START UP WHEN TURNING IGNITION-SEEMS TO DRAG-INTER PROBLEM		
		CND Recall 04011		
	252 (2)	MA96-V1119-Air bag Warning label 04011		
			MISC. CHARGES	AMOUNT
			SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

FOREMAN'S SIGNATURE **X**

240430

255785

ACCOUNTING

MICHAEL CHEVROLET
P.O. BOX 2770 SUMMERVILLE, SC 29484
SERVICE: (843) 875-8034
SWITCHBOARD: (843) 873-1810

BRANCHVILLE, SC
HOME: BUS:

PAGE 1

SERVICE ADVISOR: 128 TAMMY HOLIFIELD

SERVICE ADVISOR: 128 TAMM1 HOV1128									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG	
GALAXY SIL	04	CHEVROLET MALIBU		1G1ZT52824F		6705/6705		T2225	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE		
31DEC2003			WAIT 03JUN04		VAR.	CASH	03JUN2004		

R.O. OPENED	READY	OPTIONS:
11:38 03JUN04	13:26 03JUN04	STK:240430 DLR:16014 ENG:3.5 Liter_SFI
		TRN:MX0

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A LUBE, OIL, & FILTER											
LOF LUBE, OIL, & FILTER											
				252	CPCM	0.30	0.30		195	797	7.97
				1	25010792	OIL FLTR			323	498	4.98
				5	12345616	OIL10W30Q			525	800	8.00
B TIRE ROTATION & BALANCE (INCL. BRAKE INSPECTION)											
R&B TIRE ROTATION & BALANCE (INCL. BRAKE INSPECTION)											
				252	CPCM	0.80	0.80		520	2995	29.95
C CK RT REAR WINDOW FOR DRAGGING WHEN GOING UP											
33 LUBE CHANNELS											
				252	ISPL	0.00	0.00		0	0	0.00
D CK FOR VIBRATION IN STEERING WHEEL WHEN DRIVING APPROX 55 MPH											
CND COULD NOT DUPLICATE CONDITION AT THIS TIME											
				252	ISPL	0.00	0.00		0	0	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	0.00		0	0	0.00
F CK FOR NOT WANTING TO START UP WHEN TURNING IGNITION-SEEMS TO DRAG-INTER PROBLEM											
CND COULD NOT DUPLICATE CONDITION AT THIS TIME											
				252	ISPL	0.00	0.00		0	0	0.00
G** RECALL 04011											
CAUSE: RECALL											
V1119 INSTALL LABEL ON BOTH SUN VISORS											
				252	WPC94	0.20	0.20		130	1284	12.84
FC: 96 PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
MA											

0 0 TPARTS
130 1284 TLABOR

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

FILE COPY

240430

255785

ACCOUNTING

MICHAEL CHEVROLET
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SERVICE ADVISOR: 128 TAMMY HOLIFIELD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GALAXY SIL	04	CHEVROLET MALIBU	1G1ZT52824F		6705/6705	T2225	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC2003			WAIT 03JUN04		VAR.	CASH	03JUN2004
R.O. OPENED		READY	OPTIONS: STK:240430 DLR:16014 ENG:3.5_Liter_SFI				
			TRN:MX0				

11:38	03JUN04	13:26	03JUN04								
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						WERE YOU GREETED PROMPTLY ON ARRIVAL?					
						YES	NO				
						WERE YOU KEPT INFORMED ON VEHICLE STATUS?					
						YES	NO				
						OVERALL, HOW WAS YOUR SERVICE EXPERIENCE?					
						COMPLETELY SATISFIED				SATISFIED	
						DISSATISFIED				WHY	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
440188	3792	715		470188	1298	848	
442188	0	0		441188	1284	130	
322088	65	0		118088	5155	*****	
740488	0	*****		123088	1284	*****	

COST, SALE, & COMP TOTALS 1693 6374 0

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	37.92
PARTS AMOUNT	12.98
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	50.90
LESS INSURANCE	0.00
SALES TAX	0.65
PLEASE PAY THIS AMOUNT	51.55

FILE COPY

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 07/02/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 15:11:01
 INCENTIVE CODE/LVL: C4C PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	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		N		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 SCRIN

PF07=PGUP 08=PGDN

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 07/02/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 15:10:39
 INCENTIVE CODE/LVL: CSE _____ PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
—	CSE 173 REG 05 SER CONSUMER CASH PGM	06/02/04	11/02/04	P	07/02/04	8
—	CSE 170 REG 04 SER CONSUMER CASH PGM	07/08/03	11/02/04	P	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	P	06/08/04	1
—	CSF 001 \$500 CONSUMER/LMG/ST LOUIS MO	07/25/04		N		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	P		0
—	CSG 001 \$500 CONSUMER/HOUSTON TX LMG	06/25/04		N		0
—	CSR 172 REG 05 SCR CONSUMER CASH PGM	06/02/04	11/02/04	P	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	P	06/02/04	10

COMMAND ===> _____

MORE RECORDS

PF01=HELP 03=PRV SCRIN

PF07=PGUP 08=PGDN

P/W:

RCMPR029 FORMATTED INVOICE DATA INQUIRY 07/02/04
15:10:08 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 [REDACTED]
PO BOX 1425		\$ 19335.55 INV 1AD27054914
WALTERBORO	SC 29488-0014	DUE 11/05/03 DEALER 16-633

COMMAND ==> _____ NO MORE RECORDS

PF01=HELP	02=INV SEL	03=PRV SCR N	04=VEHEVENT	06=AR EVENT
PF07=PGUP	08=PGDN	09=INV ERR	10=PRINT	P/W:

RCMPR029

FORMATTED INVOICE DATA INQUIRY

07/02/04

15:09:54

PROCESSING SOURCE: BARS

PAGE NO: 03

TOTAL MODEL & OPTIONS	20450.00	18710.55	ACT 231	18722.05
DESTINATION CHARGE	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	18416.50
---------------------------------	----------

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

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

15:09:25 PROCESSING SOURCE: BARS PAGE NO: 01

2004 MALIBU LS SEDAN CHEVROLET MOTOR DIVISION
12U GALAXY SILVER METALLIC /V6G GENERAL MOTORS CORPORATION
14C GRAY 100 RENAISSANCE CENTER
ORDER NO. GQZH2D/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1G1 ZT52 82 4F VEHICLE INVOICE 1AD27054914

*****S

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
			WFP-F QTR OPT-1
			BANK: GMAC - 023
			CHG-TO 16-633

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 [REDACTED] 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

SRVC IN: BRANCHVILLE SC 29432

SRVC OUT: CANC SRVC IN:

 --INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	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

[REDACTED]
[REDACTED]
Branchville, SC [REDACTED]

Service Request: 1-216704329
Customer Relationship Manager: Regina Nelson

Dear Ms. [REDACTED]

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 # 1-216704329 BBB # CHV0445464

Straight Trade Mandated Mediated

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

You must determine the TRUE purchase price of a vehicle and identify any 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 Price)	\$ 21,075.00
MSRP (from BARS Invoice)	\$ 21,075.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$ 0.00

Trade Allowance (from dealer Bill of Sale)	\$ 2,158.00
Actual Cash Value Statement	\$ 1,000.00
(A) Over Allowance (If positive)	\$ 1,158.00

Payoff	\$ N/A
Actual Cash Value Statement	\$
(B) Negative Equity (If positive)	\$

<u>If Over Allowance and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u>	
Purchase Price (from dealer Bill of Sale) – (before tax, tag, etc.)	\$ 21,075.00
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit, dealer incentives)	\$ 1,000.00
(A Over Allowance) + (B Negative Equity) minus	\$ 1,158.00
Actual price of Vehicle that should be presented to BBB for ATA	\$ 18,917.00

**HUMMER**

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:

- ☒ All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- ☒ The incentives acknowledgement form
- ☒ 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 _____
CITY _____ ZIP _____
HOME PHONE _____ OFFICE _____
INTERESTED IN _____
SALESMAN _____ DATE 12-27
MAKE Chevy YEAR 96 SERIES Prizm
VIN _____ LICENSE _____
BODY _____ COLOR Black MILEAGE 145
STYLE _____
REMARKS:

1000


APPRAISED BY _____ DATE _____

ALLOWANCE GOOD FOR FIVE DAYS ONLY

DS-571 ORDER FROM DEALERS SUPPLY CO., BOX 100, TROY, MI 48099

NAODLRACU/FRE 10/23

2004 MALIBU LS SEDAN

12U GALAXY SILVER METALLIC

/V6G

14C GRAY

ORDER NO: GQZH2D/TRE

STOCK NO.

VIN 1G1 ZT52 82 4F

CHEVROLET MOTOR DIVISION

GENERAL MOTORS CORPORATION

100 RENAISSANCE CENTER

DETROIT MI 48243-1114

VEHICLE INVOICE 1AD27054914

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 G1335 G1335

WFP-F QTR OPT-1

BANK: GMAC - 023

CHG-TO 16-633

SHIP WT: 3168

HP: 32.9

GMS: 18747.05

SUPPLR: 19590.67

MRM: 21075.00

DAN: LSMAL

MEMO 997.50

STK#

MAMIE L. EVANS

Sales

TOTAL MODEL & OPTIONS
DESTINATION CHARGE20450.00 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

18416.50

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.

RIZER CHEVROLET-OLDSMOBILE CO., INC.

REMIT TO GMAC NO. 023

VIN 1G1ZT52824F

\$ 19335.55 INV 1AD27054914

DUE 11/05/03 DEALER 16-633

CUSTOMER NAME: [REDACTED]

VIN: 1 6 1 7 1 5 2 8 2 4 F [REDACTED] (or see attached list*)

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) 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:

Incentive Program Reference	Amount	GM Incentive Code
01-33A-5 mfg	\$ 1000.00	CSE
	\$	
	\$	
	\$	
	\$	
Total Incentive Amount Received	\$ 1000.00	

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)

- a. I elect to receive in lieu of and/or
- b. I elect to receive

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 12/31/03. I acknowledge receipt of incentive(s) as described in Item 1A and release the GM from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]

Date: 12/31/2003

I, undersigned person, as Dealer representative, certifies that the information on this application is true and correct and incentive(s) described in Item 1A have been provided to the said purchaser/lessee who has taken delivery of referenced vehicle through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [Signature]Dealership Name: MICHAEL CHEVROLET INC.Date: 12/31/03Dealer Code: 10014

must include VIN, Delivery Date and Program Reference

This document is required as supporting documentation for the payment of the incentive.
 Dealer Copy #2 - Customer

and must be available in the Deal File
 CHEVY, PONTIAC-GMC, BUICK and CADILLAC

Reynolds

GM3700

Merriam, Kansas



FROM
Far Far Away

LOVE 37 USA

MAY 20 2004

Mr. Charles F. Ugolino
Director of Operations
Chevrolet Motor Division
P. O. Box 10054
Toledo, Ohio 43699-0054

43699+0054



May 13, 2004

Mr. Charles F. Ugolino
Director of Operations
Chevrolet Motor Division
P. O. Box 10054
Toledo, Ohio 43699-0054

Re: Chevrolet Malibu
Vin: 1G1ZU54834F [REDACTED]

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. They 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 again. 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.

[REDACTED]

**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



07/06/2004 at 04:49 PM
51012

Job Number: 1466

BRUCKNER BY COLLISION EXPERTS, INC.
License [REDACTED]
COMMITMENT TO EXCELLENCE
517 Bruckner Boulevard
Bronx, NY 10455
(718)292-8553 Fax: (718)665-4274

SUPPLEMENT OF RECORD 2 WITH SUMMARY

Written By: JOSEPH DESALVO #IA-948674 07/03/2004 02:07 PM
Adjuster:

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]

Claim # [REDACTED]
Policy [REDACTED]
Deductible:

Day: [REDACTED]
Evening: [REDACTED]

Date of Loss:
Type of Loss: Collision
Point of Impact: 11. Left Front

Inspect
Location:

Insurance Nationwide Mutual
Company:

Days to Repair

2004 CHEV MALIBU LS 6-3.5L-FI 4D SED US19F Int:
VIN: 1G1ET52894F [REDACTED] L40: ATE6746 NY Prod Date: 08/2003 Odometer: 4479
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 Power Trunk/Tailgate AM Radio
FM Radio Stereo CD Player
Anti-Lock Brakes (4) Driver Air Bag Passenger Air Bag
4 Wheel Disc Brakes Cloth Seats Bucket Seats
Automatic Transmission Overdrive Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT BUMPER					
2		O/H front bumper	0	0.00	2.0	0.0	
3	Repl	Bumper cover	1	275.00	Incl.	2.6	
4		Add for Clear Coat	0	0.00	0.0	1.0	
5		GRILLE					
6	Repl	Molding	1	108.00	0.4	0.0	
7*	R&I	Emblem	0	0.00	0.2	0.0	
8		HOOD					
9*	Rpr	Hood	0	0.00	0.5	1.5	
10*		Add for Clear Coat	0	0.00	0.0	1.2	
11		FENDER					
12	Repl	LT Fender	1	181.63	2.0	1.8	

07/06/2004 at 04:49 PM
51012

Job Number: 1466

SUPPLEMENT OF SECOND 2 WITH SUMMARY
2004 CHEV MALIBU LS 6-3.5L-FI 4D SED U519F Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
13		Overlap Major Adj. Panel	0	0.00		0.0	-0.4
14		Add for Clear Coat	0	0.00		0.0	0.3
15		Add for Edging	0	0.00		0.0	0.5
16		Deduct for Overlap	0	0.00		-0.3	0.0
17*	S02	Rpr LT Apron assy	0	0.00		6.0	1.0
18*	S02	Repl LT Fender liner	1	20.50		Incl.	0.0
19		WHEELS					
N 20	S02	Repl LT/Front Wheel, alloy 15"	1	252.50	m	0.3	0.0
21*	S02	Repl LT/Front Center cap QD1	1	23.22		0.0	0.0
22*		Repl Tire Bridgestone 205/65R15	1	93.75		0.0	0.0
		+250					
23*		TIRE MOUNT & BALANCE / TIRE	1	15.00	T	0.0	0.0
24		FRONT SUSPENSION					
25		O/H frt susp lt	0	0.00	m	3.0	0.0
26		Repl LT Knuckle	1	133.11	m	Incl.	0.0
27*		Align front wheels	0	0.00	m	0.0	0.0
28*		Adjust toe-in	0	0.00	m	0.0	0.0
29*		Align four wheels	0	0.00	m	0.0	0.0
30		Repl LT Lower cntrl arm	1	85.75	m	Incl.	0.0
31		Deduct for Overlap	0	0.00		Incl.	0.0
32		Repl LT Strut 3.5 liter	1	125.00	m	Incl.	0.0
33		Deduct for Overlap	0	0.00		Incl.	0.0
34		Repl LT Stabilizer link	1	32.75	m	Incl.	0.0
35		Deduct for Overlap	0	0.00		Incl.	0.0
36*	S02	Repl LT Axle assy	1	645.36	m	1.0	0.0
37		Deduct for Overlap	0	0.00		-0.5	0.0
38*		Repl LT Hub & bearing	1	167.28	m	Incl.	0.0
39	S02	Repl LT Seat	1	5.75		Incl.	0.0
40	S02	Repl LT Rotor w/o 4 wheel disc	1	135.88	m	Incl.	0.0
41	S02	Repl LT Bearing	1	4.75		Incl.	0.0
42	S02	Repl LT Strut mount	1	49.95		Incl.	0.0
43		FRONT DOOR					
44*		Rpr LT Outer panel	0	0.00		1.5	1.5
45		Overlap Major Adj. Panel	0	0.00		0.0	-0.4
46*	S01	Add for Clear Coat	0	0.00		0.0	0.3
47		R&I LT Belt molding	0	0.00		0.2	0.0
48*		R&I LT Body side mldg LS & LT	0	0.00		0.3	0.0
49		R&I LT Handle, outside	0	0.00		0.4	0.0
50		R&I LT Mirror assy w/heated	0	0.00		0.3	0.0
51		R&I LT R&I trim panel	0	0.00		0.4	0.0
52		REAR DOOR					
53*		Rpr LT Outer panel / Polish	0	0.00		1.0	0.0
54		QUARTER PANEL					
55*		Rpr LT Quarter panel	0	0.00		1.0	2.0
56		REAR LAMPS					
57		R&I LT Tail lamp assy	0	0.00		0.3	0.0
58		PILLARS, ROCKERS & FLOOR					
59		R&I RT Rocker molding base & LS	0	0.00		0.5	0.0

07/06/2004 At 04:49 PM
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Job Number: 1466

SUPPLEMENT OF RECORD 2 WITH SUMMARY
2004 CHEV MALIBU LS 6-3.5L-FI 4D SED US19F Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
60	R&I	LT Rocker molding base & LS	0	0.00		0.5	0.0
61*	S02	Rpr LT Uniside assy outer	0	0.00	s	2.0	1.0
62	S01	Overlap Major Non-Adj. Panel	0	0.00		0.0	-0.2
63	S01	FRONT LAMPS					
64	S01	Repl LT Headlamp assy	1	210.00		0.3	0.0
65	S01	Aim headlamps	0	0.00		0.4	0.0
66	S01	R&I RT Headlamp assy	0	0.00		0.3	0.0
67		REAR BUMPER					
68	R&I	R&I bumper cover	0	0.00		1.0	0.0
69*	Rpr	Bumper cover	0	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	T	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
74*		TINT COLOR	1	0.00		0.5	0.0
75*		FLEX AGENT	1	15.00	T	0.0	0.0
76*		SET-UP MOUNT & MEASURE	1	0.00		2.0	0.0
77*		PULL & ALIGN	1	0.00		2.0	0.0
78*		UNDER COAT	1	8.00		0.0	0.0
79*		COLOR SAND & BUFF	1	0.00		1.5	0.0
80*		CLEAN & RETAPE MOLDINGS	1	0.00		0.5	0.0
81	S01	WINDSHIELD					
82	S01	R&I Washer reservoir	0	0.00		0.3	0.0
83	S01	ELECTRICAL					
84	S01	R&I Battery	0	0.00	m	0.3	0.0
85	S01	R&I Horn low note	0	0.00		0.2	0.0
86	S01	R&I Horn high note	0	0.00		0.2	0.0
87*	S02	Repl Battery tray	1	34.21		0.2	0.0
88*	S02	Repl Battery cover	1	27.23		0.0	0.0
89	S01	COOLING					
90*	S02	Rpr Upper tie bar	0	0.00	s	2.5	1.0
91	S01	Overlap Major Non-Adj. Panel	0	0.00		0.0	-0.2
92		OTHER CHARGES					
93*		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 @ \$ 38.00/hr	847.40
Paint Labor	17.2 hrs @ \$ 38.00/hr	653.60
Mechanical Labor	4.1 hrs @ \$ 38.00/hr	155.80
Structural Labor	10.5 hrs @ \$ 38.00/hr	399.00
Paint Supplies	17.2 hrs @ \$ 18.00/hr	309.60
Sublet/Misc.		38.00
Other Charges		150.00

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S1012

Job Number: 1466

SUPPLEMENT OF RECORD 2 WITH SUMMARY
2004 CHEV MALIBU LS 6-3.5L-FI 4D SED US19F Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
----- CHANGED ITEMS -----							
20	S01	Repl LT/Front Center cap QD1	1		-25.75	-0.0	0.0
21*	S02	Repl LT/Front Center cap QD1	1		23.22	0.0	0.0
35*	S01	Repl LT Axle assy	1		-538.88	m -1.0 M	0.0
36*	S02	Repl LT Axle assy	1		<u>645.36</u>	m 1.0 M	0.0
----- DELETED ITEMS -----							
18	S01	Add for Clear Coat	0		-0.00	-0.0	-0.2
20**	S01	Repl RECOND LT/Front Wheel, alloy 15"	1		-178.00	m -0.3	0.0
44	R&I	LT Applique	0		-0.00	-0.1	0.0
60	S01	Add for Clear Coat	0		-0.00	-0.0	-0.2
88	S01	Add for Clear Coat	0		-0.00	-0.0	-0.2
----- ADDED ITEMS -----							
19*	S02	Repl LT Fender liner	1		20.50	Incl.	0.0
N 20	S02	Repl LT/Front Wheel, alloy 15"	1		252.50	m 0.3 M	0.0
39	S02	Repl LT Seat	1		5.75	Incl.	0.0
40	S02	Repl LT Rotor w/o 4 wheel disc	1		135.88	m Incl. M	0.0
41	S02	Repl LT Bearing	1		4.75	Incl.	0.0
42	S02	Repl LT Strut mount	1		49.95	Incl.	0.0
87*	S02	Repl Battery tray	1		34.21	0.2	0.0
88*	S02	Repl Battery cover	1		<u>27.23</u>	0.0	0.0
Subtotals ==>					456.72	0.1	-0.6

Line 20 : NO RECON AVAILABLE , LKQ HUNTS PT - ELVIS..... SAWMILL AUTO - TONY
..... CAPS AND WHEELS - STEVE

Line 20 : NO RECON AVAILABLE , LKQ HUNTS PT - ELVIS..... SAWMILL AUTO - TONY
..... CAPS AND WHEELS - STEVE

Parts	456.72
Body Labor	7.60
Mechanical Labor	11.40
Additional Supplement Labor	-38.00
Additional Supplement Materials/Supplies	-10.80
SUBTOTAL	\$ 426.92
Sales Tax	\$ 426.92 @ 8.6250%
Additional Supplement Taxes	-0.02
TOTAL SUPPLEMENT AMOUNT	\$ 463.74
NET COST OF SUPPLEMENT	\$ 463.74

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51012

Job Number: 1466

SUPPLEMENT OF RECORD 2 WITH SUMMARY
2004 CHEV MALIBU LS 6-3.5L-FI 4D SED U519F Int:

SUBTOTAL	\$ 5203.02
Sales Tax	\$ 5203.02 @ 8.6250% 448.76

GRAND TOTAL	\$ 5651.78
ADJUSTMENTS:	
Deductible	0.00

CUSTOMER PAY	\$ 0.00
INSURANCE PAY	\$ 5651.78

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, INFORMATION CONCERNING ANY FACT MATERIAL THERETO, AND ANY PERSON WHO, 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 VIOLATION.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CP04 Database Date 06/2004, CCC Data Date 06/2004, and the parts selected are OEM-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. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-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 LKQ, Qual 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 National 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
51012

Job Number: 1466

SUPPLEMENT OF RECORD 2 WITH SUMMARY
2004 CHEV MALIBU LS 6-3.5L-FI 4D SED US19F Int:

Estimate 4243.22 JOSEPH DESALVO
Supplement S1 944.82 JOSEPH DESALVO
Supplement S2 463.74 JOSEPH DESALVO

Job Total \$ 5651.78

INSURANCE PAY \$ 5651.78

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.

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Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DRICP04 Database Date 06/2004, CCC Data Date 06/2004, and the parts selected are OEM-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. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-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 LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NASS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries.

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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 [REDACTED]
Year/Make: 200 Chevrolet
Model: Malibu
Contact's Name: [REDACTED]
Contact's Number: [REDACTED]
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: [REDACTED]
[REDACTED]
[REDACTED]
Claimant Cell #: ?????
Address: [REDACTED]
Bronx, NJ [REDACTED]

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: [REDACTED]

Product Purchased?: ☒ New ☐ Used

Vehicle Identification Number: 1G1ZT52894F [REDACTED]

Model: Malibu

Make: Chevrolet

Year: 2004

Mileage: 4400

Service Request Detail Screen ☒ Reviewed and Updated

Pre-PAR Form ☒ Reviewed and Updated

PAR Detail Form ☒ 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.

☐ **Minor** (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

☒ Collision (Includes curbs and / or sidewalks):

☐ **Air Bag/s (Vetronix)** –

☐ **Non-Deployment**

☐ Forward file to EAA

☐ Advised customer on basic air bag function

☐ **Inadvertent Deployment without 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.
 - ☐ **Minor** (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 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

- ☒ **Inspection requested**
- ☒ EAA
 - ☐ Dealer
 - ☐ Field Personnel
- ☐ **Inspection not 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

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE & WHEEL SYSTEMS**

Division:	Ref#1-220756716	VIN: 1G1ZT52894F	
Claimant's Name (LAST, First)			
Inspected By: <u>Raymond R. Polakoski</u>		Organization: <u>EAA</u>	
Phone: <u>(973) 495-4501</u> x _____	Inspection Date: <u>07/06/2004</u>	Mileage at Inspection: <u>5576</u>	

I INSPECTION SUMMARY

Following the inspection, summarize the tests and observations:

- Checked steering for binding by driving vehicle for 45 minutes executing a wide variety of turns at slow speeds. With the steering wheel in a straight ahead position, slight movements to the left and right will produce a slight loss of power steering assist along with a slight vibration in the wheel.. With the wheel $\frac{3}{4}$ of a turn to the right, there is a pronounced banging noise from the steering column with vibration felt in the steering wheel. At this point there is a momentary loss of power steering assist. Beyond this point power assist returns. There was no problem evident on left turns.
- Checked for looseness and play in front suspension components with the vehicle suspended on a lift. Ball joints, tie rod ends, and steering gear showed no play or looseness at all.

II INTERVIEW - VEHICLE HISTORY

Note to the inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

1. **Name, address & phone number** of person being interviewed:

Bronx, NY

2. **Prior collision** damage (date, description, etc.) None

Repaired
by: _____

3. Describe **existing vehicle conditions** at the time of the incident(e.g. warning lights "On", tires worn, etc.):
No unusual conditions.

4. **Repairs** outside of warranty (what, when, by whom?): None

5. Other **vehicle history** information (from person being interviewed or GM Warranty History)? None

6. **Last maintenance** (date, description, by whom?): Unknown

III INTERVIEW - INCIDENT DETAILS

A. Exterior:

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's door from lot damage at Crane Chevrolet.**

B. Corner assemblies, if applicable:

Struts/shocks
Springs
Control arms
Ball joints
Steering knuckles
Axle assemblies

Comments: None

C. Interior:

Instrument panel & odometer

Comments:

None

D. Underhood:

Engine compartment
Steering linkage
Steering
Power steering lines/hoses, connections/clamps

Comments:

None

E. Underbody:

Steering linkage
Scrapes or impact damage on the following:
Fuel tank
Tires/Wheels
Etc.

Comments:

None

F. General Observations (Take photographs if applicable):

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	<u>Drove vehicle for 45 minutes- see above Inspection Summary</u>
Steering linkage	<u>Tested for play-none found</u>
Gear/rack and pinion	<u>Tested for play-none found</u>
Steering column, ignition switch, intermediate shaft	<u>Steering column is tight and could not be moved back and forth or side to side.</u>
Steering pump, drive, hoses, connections, flow, pressure	<u>This power steering system does not use a hydraulic pump.</u>
PS fluid level and condition	<u>PS fluid is not used in this system</u>
Steering knuckle	<u>No play at the knuckle.</u>
Suspension components - LF	<u>Strut tight with no leaks.</u>
RF	<u>Strut tight with no leaks</u>
LR	<u>No leaks from rear shock and spring is seated properly.</u>
RR	<u>No leaks from rear shock and spring is seated properly.</u>
Rear axle assembly	<u>Nothing unususl observed</u>
Deformation to the frame	<u>No frame damage observed</u>

	OBSERVATIONS/TEST RESULTS
Describe evidence of axle/suspension/ tire contact with frame, body or components	<u>No evidence of this condition observed.</u>
Describe contact of the under-carriage with the road surface (road, shoulder, curb, or grass)	<u>No evidence of this condition observed</u>
Electronic level control system/components	<u>NA</u>
Engine (normal, other)	<u>Normal</u>
Electrical (normal, other)	<u>Normal</u>
Warning lights/messages	<u>All work properly.</u>
Wheels (damage/impact marks)	<u>No wheel damage observed</u>
Codes/numbers for failed components. Describe	<u>One code present-CO545 Steering Wheel Torque Input Sensor/Symptom 00</u>
Other	<u>NA</u>

B. ECM/PCM

Stored codes? (Y/N) **No** If yes, list code number and description.

<u>CODE</u>	<u>COUNTS</u>	<u>DESCRIPTION</u>
		-
		-
		-
		-
		-

Other comments:

C. ROAD-SENSING SUSPENSION/SPEED-SENSITIVE SUSPENSION (Fill out this section for suspension allegations on vehicles equipped with road-sensing suspensions/speed-sensitive suspensions)

1. Enter Diagnostics per the service manual and record any current or history codes. (Enter "none" if no codes are present)

[illegible]

<u>HISTORY</u> <u>CODE</u>	<u>DESCRIPTION</u>
-------------------------------	--------------------

Follow the procedures in the service manual to determine the cause of the stored codes which relate to the allegation. State which procedures were followed, record the results of each test, and state the root cause of the code. Do not conduct tests which require disassembly of components. Follow the procedure in the General Guidelines for parts which need to be disassembled for evaluation.

2. Inspect the system wiring, connections, and components for damage. Indicate whether the damage was the result of the incident. Comments:

3. Other comments:

D. TIRE INSPECTION

1. IDENTIFICATION:

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH
	<u>(Goodyear)</u>	<u>(Eagle GA)</u>	<u>(P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>
LF	<u>Bridgestone</u>	<u>B450</u>	<u>P205/65R15</u>	<u>33</u>	<u>9</u>
RF	<u>Bridgestone</u>	<u>B450</u>	<u>P205/65R15</u>	<u>33</u>	<u>9</u>
LR	<u>Bridgestone</u>	<u>B450</u>	<u>P205/65R15</u>	<u>33</u>	<u>10</u>
RR	<u>Bridgestone</u>	<u>B450</u>	<u>P205/65R15</u>	<u>32</u>	<u>10</u>

Describe any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

LF **No damage to**
tires

RF _____

LR _____

RR _____

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	<u>Could not locate this</u>	_____	_____
	<u>label</u>		
SPARE TIRE	_____	_____	_____

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: [REDACTED]

Product Purchased?: ☒ New ☐ Used

Vehicle Identification Number: 1G1ZT52894F [REDACTED]

Model: Malibu

Make: Chevrolet

Year: 2004

Mileage: 4400

Service Request Detail Screen ☒ Reviewed and Updated

Pre-PAR Form ☒ Reviewed and Updated

PAR Detail Form ☒ 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.

☐ **Minor** (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

☒ Collision (Includes curbs and / or sidewalks):

☐ **Air Bag/s (Vetronix)** –

☐ **Non-Deployment**

☐ Forward file to EAA

☐ Advised customer on basic air bag function

☐ **Inadvertent Deployment without 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.
 - ☐ **Minor** (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 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

- ☐ **Inspection requested**
- ☐ EAA
 - ☐ Dealer
 - ☐ Field Personnel
- ☒ **Inspection not requested**
- ☒ Customer did not authorize inspection- veh almost repaired
 - ☐ 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- customer is letting insurance co pursue through subrogation
-



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

July 22, 2004

[REDACTED]

Balch Springs, TX [REDACTED]

RE: Repurchase for Vin #1G1ZT54854F [REDACTED], 2004, Chevrolet Malibu

Dear Mr. & Mrs. [REDACTED]:

The following parties, [REDACTED] and [REDACTED], 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

Business Resource Center

GM

Repurchase Department

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
[REDACTED]

Worksheet filled out by:
DANIELLE TRUSSELL

Old Vehicle VIN:
1G1ZT54854F [REDACTED]

New Vehicle VIN:
2CNDL63F656 [REDACTED]

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)	24,063.07
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax 6.25%	250.31
Tax	0.00	R		
Inventory Tax	52.43	E	Inventory Tax .002179	52.43
Reg./Lic./Title Fees (opt)	148.30	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	148.30
Other	0.00	O		
State Fees	0.00	N	Additional Aftermarket Items	0.00
		S		
Cost to transfer Aftermarket Items	0.00	I	State Fees	0.00
Service Contracts/GMPP	0.00	B		
Miscellaneous	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	24,263.80			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	250.31	E		
Luxury Tax	0.00	S	Subtotal	24,514.11
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	O	Trade In	20,058.07
		N		
Usage/Depreciation	0.00	S	Payoff	0.00
Damage	0.00	I		
Upgrade	4,005.00	B	Net Allowance	20,058.07
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	200.73
Other	0.00	Y		
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
Trade Repurchase Amount	20,258.80			
Total Payoff Amount	0.00		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy				
Dealer Due to GM	NA			
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: [REDACTED]
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:	2CNDL63F656 [REDACTED]
New Vehicle Sales Price:	\$24,063.07
Used Vehicle Trade Value:	\$20,058.07
Trade Difference:	\$4,005.00
Taxes:	\$250.31
Inventory Tax:	\$52.43
Rebates:	[Not Applicable]
Miscellaneous State Fees:	\$148.30
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 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:

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 fax #866-202-4306. Please return no later than Friday, July 16, 2004.

Jupiter Chevrolet, L P BAC 112263 Management Agent's Signature and Title.

Jupiter Chevrolet, L 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!

Business Resource Center

GM

Repurchase Department

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

G.M. Buy BACK

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)	24,063.07
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax 6.25%	250.31
Tax	0.00	R		
Inventory Tax	52.43	E	Inventory Tax .002179	52.43
Reg./Lic./Title Fees (opt)	148.30	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	148.30
Other	0.00	O		
State Fees	0.00	N	Additional Aftermarket Items	0.00
		S		
Cost to transfer Aftermarket Items	0.00	I	State Fees	0.00
Service Contracts/GMPP	0.00	B		
Miscellaneous	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	24,263.80			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	250.31	E		
Luxury Tax	0.00	S	Subtotal	24,514.11
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	O	Trade In	20,058.07
		N		
Usage/Depreciation	0.00	S	Payoff	0.00
Damage	0.00	I		
Upgrade	4,005.00	B	Net Allowance	20,058.07
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	200.73
Other	0.00	Y		
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
Trade Repurchase Amount	20,258.80			
Total Payoff Amount	0.00		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy)				
Dealer Due to GM	NA			
GM Due to Dealer	20,258.80			

Estimated Auction Price	16,000.00			**This is a "work in process" until signed by a GM Authorized Representative**	
Projected (Loss)	(4,258.80)				
					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: [REDACTED]

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:

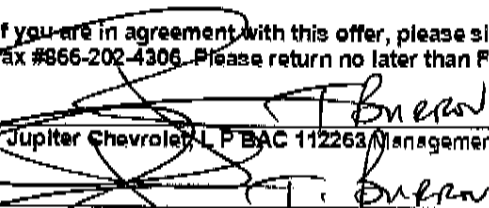
Replacement VIN:	2CNDL63F656 [REDACTED]
New Vehicle Sales Price:	\$24,063.07
Used Vehicle Trade Value:	\$20,058.07
Trade Difference:	\$4,005.00
Taxes:	\$250.31
Inventory Tax:	\$52.43
Rebates:	[Not Applicable]
Miscellaneous State Fees:	\$148.30
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, the customer is obligated to make 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:

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 fax #866-202-4306. Please return no later than Friday, July 16, 2004.


Jupiter Chevrolet, L P BAC 112263 Management Agent's Signature and Title.

Jupiter Chevrolet, L 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!

ACCESS PRESS • 972-271-8973

**JUPITER CHEVROLET L.P.**11611 LBJ FWY. P.O. BOX 473109
GARLAND, TEXAS 75047-3109
PHONE (972) 271-9900

CONTROL NO.

47481

DEAL NO.

DELIVERY DATE 07/21/2004

YEAR 2005

MAKE CHEVROLET TRUCK

MODEL EQUINOX

NEW ☒ USED ☐ DEMO ☐

SERIAL NO. 2CNDL63F656

STOCK NO. 41677

LICENSE NO.

COLOR LASER BLUE MET LIGHT GRAY

NAME [REDACTED]
 TITLE NAME [REDACTED]
 ADDRESS [REDACTED]
 CITY BALCH SPRINGS TX [REDACTED]
 HOME PHONE [REDACTED] BUSINESS PHONE [REDACTED]
 SSN [REDACTED] DRIVER'S LIC. [REDACTED] COLOR [REDACTED] MILEAGE [REDACTED]

OPTIONS		PRICE OF VEHICLE	
		LOJACK	\$ 24063.07
		VIN ETCH	\$ N/A
		DENT ZONE	\$ N/A
		TIRE EXAM	\$ N/A
		NON-TAX REBATE	\$ N/A
		SALES PRICE	\$ 24063.07
		TRADE-IN ALLOWANCE	\$ 20058.07
		NET DIFFERENCE	\$ 4005.00
		SALES TAX	\$ 250.31
		DEALER'S INVENTORY TAX	\$ 52.43
		DOCUMENTARY FEE	\$ N/A
		LIC., TITLE, DEPUTY, INSP.	\$ 148.30
			\$ N/A
		TRADE-IN PAYOFF	\$ N/A
		TOTAL CASH PRICE	\$ 4456.04
		DEPOSIT/DOWN RECEIPT #	(200.73)
		REBATE	(N/A)
		UNPAID BALANCE DUE AT DELIVERY	\$ 4255.31
		CREDIT INSURANCE LIFE <input type="checkbox"/> A&H <input type="checkbox"/>	\$ N/A
		AMOUNT FINANCE	\$ 4255.31

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 closing of a sale. Buyers may avoid payment of the fee to the seller by handling the documents and performing the services relating to the closing of the sale. A documentary fee may not exceed \$50.00. This notice is required by law.

This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the _____ Division
 Purchaser's Signature _____

TRADE-IN NO. ONE	YEAR	MAKE & BODY STYLE	MILEAGE	STOCK #
			N/A	
TRADE-IN NO. TWO	YEAR	MAKE & BODY STYLE	MILEAGE	STOCK #
			N/A	

PAY OFF	BALANCE OWED TO		ACCOUNT NO.	
	ADDRESS			
	AMOUNT QUOTED N/A	GOOD UNTIL		<input type="checkbox"/> DATE
	QUOTED BY	TO	PHONE	<input checked="" type="checkbox"/> Check CK. NO.
	INST. GIVEN TO	BY	<input type="checkbox"/> DATE	<input type="checkbox"/> Draft

LIENHOLDER AND DRAFTING	LIEN TO		LIEN DATE
			07/21/2004
	ADDRESS		
	ATTN:	AMOUNT	PHONE
		4255.31	
THRU			
ADDRESS			

DEMONSTRATORS AND USED CARS

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 the contract of sale.

Purchaser's Signature _____

STATEMENT REGARDING CASH PROCEEDS

A Federal Trade Commission rule prohibits sellers and lessors of consumer goods and services from accepting from the consumer the proceeds of a purchase money loan unless certain required disclosures were included in the loan contract entered into between the consumer and the lender.

To assist us in complying with the Federal rules, the following information is 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.

XX () Funds for full or partial payment for this vehicle were secured from

(Creditor)

Signature _____ Date 07/21/04

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. 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's Signature

07/21/2004

Salesman

Accepted by Jupiter Chevrolet L.P. Authorized Representative

Business Resource Center
GM
Repurchase Department

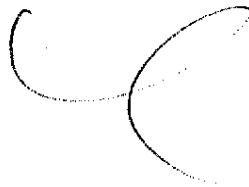
From: X [REDACTED]	To: From: Danielle Trussell
Fax: [REDACTED]	Fax: 866-202-4306
Pages: 2	Phone: 800-231-1841 Ext. 58663

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

Balch Springs, TX

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	
Plus Upgrade	\$4,005.00
Plus Tax	\$250.31
TOTAL RESPONSIBILITY 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 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

Sig

07-15-04

ACCESS PRESS - 972-271-8373

**JUPITER CHEVROLET L.P.**11611 LBJ FWY. P.O. BOX 473109
GARLAND, TEXAS 75047-3109
PHONE (972) 271-9900

CONTROL NO. _____

DEAL NO. 47481DELIVERY DATE 07/21/2004

NAME _____

YEAR 2005 MAKE CHEVROLET TRUCK

TITLE NAME _____

MODEL TRACKER NEW ☒ USED ☐ DEMO ☐

ADDRESS _____

SERIAL NO. 2CNDL63F656

CITY _____ STATE _____ ZIP CODE _____

STOCK NO. 41677 LICENSE NO. _____

HOME PHONE _____ BUSINESS PHONE _____

COLOR LASER BLUE MET LIGHT GRAY MILEAGE _____

SSN _____ DRIVER'S LIC. _____

OPTIONS	PRICE OF VEHICLE	
	LOJACK	\$ 24063 07
	VIN ETCH	\$ N/A
	DENT ZONE	\$ N/A
	TIRE EXAM	\$ N/A
	NON-TAX REBATE	\$ N/A
	SALES PRICE	\$ 24063 07
	TRADE-IN ALLOWANCE	\$ 20058 07
	NET DIFFERENCE	\$ 4005 00
	SALES TAX	\$ 250 31
	DEALER'S INVENTORY TAX	\$ 52 43
	DOCUMENTARY FEE	\$ N/A
	LIC., TITLE, DEPUTY, INSP	\$ 148 30
		\$ N/A
	TRADE-IN PAYOFF	\$ N/A
	TOTAL CASH PRICE	\$ 4456 04
	DEPOSIT/DOWN RECEIPT #	(200 73)
	REBATE	(N/A)
	UNPAID BALANCE DUE AT DELIVERY	\$ 4255 31
	CREDIT INSURANCE LIFE <input type="checkbox"/> A&H <input type="checkbox"/>	\$ N/A
	AMOUNT FINANCE	\$ 4255 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 closing of a sale. Buyers may avoid payment of the fee to the seller by handling the documents and performing the services relating to the closing of the sale. A documentary fee may not exceed \$50.00. This notice is required by law.

This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the _____ Division

Purchaser's Signature _____

TRADE-IN NO. ONE	YEAR	MAKE & BODY STYLE	MILEAGE	STOCK #
			N/A	
TRADE-IN NO. TWO	YEAR	MAKE & BODY STYLE	MILEAGE	STOCK #
			N/A	

PAY OFF	BALANCE OWED TO		ACCOUNT NO.	
	ADDRESS			
	AMOUNT QUOTED N/A	GOOD UNTIL		<input type="checkbox"/> DATE
		Check		
	QUOTED BY	TO	PHONE	CK. NO.
	INST. GIVEN TO	BY		<input type="checkbox"/> DATE
		Draft		

LIENHOLDER AND DRAFTING	LIEN TO		LIEN DATE
			07/21/2004
	ADDRESS		
	ATTN:	AMOUNT	PHONE
		4255.31	
THRU			
ADDRESS			

DEMONSTRATORS AND USED CARS

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 the contract of sale.

Purchaser's Signature _____

STATEMENT REGARDING CASH PROCEEDS

A Federal Trade Commission rule prohibits sellers and lessors of consumer goods and services from accepting from the consumer the proceeds of a purchase money loan unless certain required disclosures were included in the loan contract entered into between the consumer and the lender.

To assist us in complying with the Federal rules, the following information is 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.

XX) Funds for full or partial payment for this vehicle were secured from

(Creditor)

Signature _____ Date 07/21/04

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

Date 07/21/2004

Salesman

Accepted by Jupiter Chevrolet L.P. Authorized Representative

Business Resource Center

GM

Repurchase Department

To: [REDACTED]	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



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

July 14, 2004

Balch Springs, TX

TRADE SETTLEMENT OFFER

Subject: Repurchase of Vin #1G1ZT54854F100571, 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	
Plus Upgrade	\$4,005.00
Plus Tax	\$250.31
TOTAL RESPONSIBILITY 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 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
Business Resource Center

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

Signature and Date



GMC

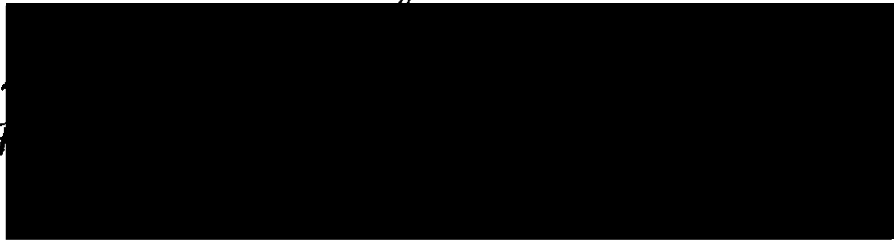
07-08-04

TO: Danielle Trussell

Phone: 1-800-231-1841

Fax: 1-866-202-4306

From:



Texas Department of Transportation

VEHICLE INQUIRY RECEIPT

COUNTY: DALLAS

STICKER NO: [REDACTED]

PLATE NO: [REDACTED]

DOCUMENT [REDACTED]

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: [REDACTED]

OWNER NAME AND ADDRESS

BALCH SPRINGS, TX [REDACTED]

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000

PLATE TYPE: PASSENGER PLT

STICKER TYPE: WS

VEHICLE IDENTIFICATION NO: 1G1ZT54854F [REDACTED]

VEHICLE CLASSIFICATION: PASS

YR/MAKE: 2004/CHEV MODEL: ML BODY STYLE: 4D UNIT NO: COUNTY NO: 57

EMPTY WT: 3400 CARRYING CAPACITY: 0 GROSS WT: 3400 TONNAGE: 0.00 TRAILER TYPE:

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 PREVIOUS 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

REGISTRATION FEES PAID

REGISTRATION \$ 70.80

SALES TAX INFORMATION

SALES PRICE \$18,360.51

TRADE IN ALLOWANCE \$ 0.00

SALES TAX PAID \$ 1,147.53

CUSTOMER NAME: [REDACTED]

FEES ASSESSED

INQUIRY \$ 2.00

TOTAL \$ 2.00

2ND LIEN

METHOD OF PAYMENT AND PAYMENT AMOUNT:

3RD LIEN

CASH \$ 2.00

TOTAL AMOUNT PAID \$ 2.00



CITY CREDIT UNION



BALCH SPRINGS TX

STATEMENT OF ACCOUNT

MEMBER NO.	DATE	BRANCH	PAGE	
	06-30-04	11	1	

SEND INQUIRIES TO: 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
TX

COMPANY PHONE NO. COMPANY
Central Insurance Company

POLICY NUMBER [REDACTED] EFFECTIVE DATE **12/11/2003** EXPIRATION DATE **10/28/2004**

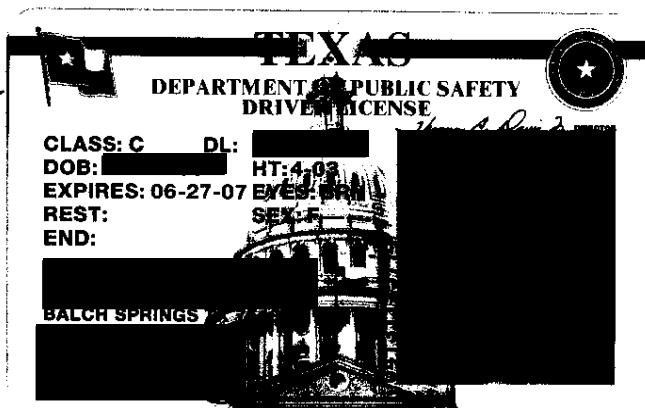
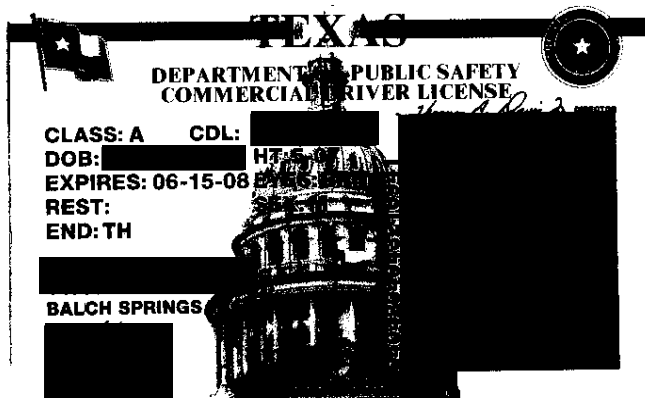
YEAR **2004** MAKE/MODEL **CHEVROLET MALIBU** VEHICLE IDENTIFICATION NUMBER **1G1ZT54854F** [REDACTED]

AGENCY **Steed & Associates Insurance Agency** AGENCY PHONE NO.
2608 Eastland Suite 101 (903)455-0722
PO Box 9040
Greenville, TX 75402

INSURED

[REDACTED]
BALCH SPRINGS, TX [REDACTED]

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 Number	1221754748	Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099? N
Customer Name		Dealer Admin Fee Applies? Y	Issue Release N	
Original VIN	1G1ZT54854F	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase		
BAC	112263	Retrieve Sales Tax? N	Title Brand?	
Dealership Name	JUPITER CHEVROLET, L.P.	Reason for not Retrieving Sales Tax: TRADE REPURCHASE		
Dealer Contact/Title	TERRY BURROW, SALES MANAGER	Original Sales Tax Paid in State: TX	Repurchased Under Laws of State: TX	
Dealer Phone	9722719900	Vehicle Meets Presumption of LEMON LAW? Y		
Dealer Fax	9722711297	Closing Schedule: 2004-07-29	Established on: 2004-07-21	
Delivery Date	2003-09-26	If no, where: BAC is 0		
Buyback Mileage	9900	Location Site Name:		
Transmission	A	Contact Name:		
UCC Code(s)	F1008	Address 1:		
MSRP	22995.00	Address 2:		
Est. Auction Value	16000.00	City:	State:	Zip:
Case Number	86425	Phone #:		
TAC Case Number		Fax #:		
Type of Transaction	CR	Comment: PLEASE ACCEPT REGISTRATION ONLY PER TEAM MGR TRACEY KIZZIAH - SUBSTITUTION OF COLLATERAL: CITY CREDIT UNION, 7474 FERGUSON RD, DALLAS, TX, 75228 PH#214-515- 0100, ACCT#0001717050		
Replacement VIN	2CNDL63F65	GM Legal Case Number:		
Repurchase Type	AVM Voluntary	GM Counsel Name: N/A		
Repurchase Source	PRA AVM DAN M SOTELO	GM Counsel Contact Name: N/A		
Reason for Repurchase: SUSPENSION NOISE WHEN GOING OVER SHARP BUMPS		Address1:		
		Address2:		
		City:	State:	Zip:
		Phone #:		
		Fax #:		
Lien Payoff				
Lien Payoff Amount: 20258.00		Lien Payoff Expires on: 2004-08-13		Per Diem: 0.00
Customer Due to GM: 0.00		Dealer Due GM: 0.00		
Check Information				
Customer		Lienholder		Plaintiff's Attorney
Check Amt:	0.00	Payee1:	JUPITER CHEVROLET, L P	Check Amt: 0.00
Payee1:		Payee2:		Payee1:
Payee2:	& JUPITER CHEVROLET, L P	Address1:	11611 LBJ FWY	Payee2:
Address1:		Address2:		Address1:
Address2:		City:	GARLAND	Address2:
City:	BALCH SPRINGS	State:	TX	City:
State:	TX	Zip:	75041	State:
Zip:		Phone #:	972-271-9900	Zip:
Phone #:		Fax #:	972-271-6995	Phone #:
Fax #:		Attention:	TERRY BURROW, SM	Fax #:
		Account #:		Attention:
				Fed Tax ID:
				Firm Name:

Case ID: 86425 Initiator: sernag

JUL 23 2004

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME: DANIELLE TRUSSELL
DEPARTMENT: BUSINESS RESOURCE CENTER
CUSTOMER: [REDACTED]
FILE NUMBER: 1-221754748
OLD VEHICLE VIN: 1G1ZT54854F [REDACTED]

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 07493
BRAND: CHEVROLET
NEW VEHICLE VIN: 2CNDL63F656 [REDACTED]
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)

☐ Substitution of Collateral

☒ New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	[REDACTED]
VIN#	1G1ZT54854F [REDACTED]
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:	[REDACTED]
Dealer Buyout/Payoff Amount:	\$17,018.26
Buyout/Payoff Expiration Date:	8/4
Per Diem:	\$2.32

Jul-08-04 12:09P

P.02

Texas Department of Transportation
VEHICLE INQUIRY RECEIPT

COUNTY: DALLAS

STICKER NO: [REDACTED]

PLATE NO: [REDACTED]

DOCUMENT NO: [REDACTED]

TAC NAME: DAVID CHILDS

DATE: 07/08/2004

TIME: 11:29AM

EMPLOYEE ID: [REDACTED]

EFFECTIVE DATE: 01/16/2004

EXPIRATION DATE: 12/2004

TRANSACTION ID: [REDACTED]

OWNER NAME AND ADDRESS

BALCH SPRINGS, TX [REDACTED]

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000
 PLATE TYPE: PASSENGER PLT
 STICKER TYPE: WS

VEHICLE IDENTIFICATION NO: 1G1ZT54854F [REDACTED] VEHICLE CLASSIFICATION: PASS
 YR/MAKE: 2004/CHEV MODEL: ML BODY STYLE: 4D UNIT NO: COUNTY NO: 57
 EMPTY WT: 3400 CARRYING CAPACITY: 0 GROSS WT: 3400 TONNAGE: 0.00 TRAILER TYPE:
 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
 RELEASE OF PERSONAL INFO RESTRICTED VEHICLE RECORD NOTATIONS
 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

REGISTRATION FEES PAID
 REGISTRATION \$ 70.80

SALES TAX INFORMATION
 SALES PRICE \$18,360.51
 TRADE IN ALLOWANCE \$ 0.00
 SALES TAX PAID \$ 1,147.53

CUSTOMER NAME: [REDACTED]
 FEES ASSESSED
 INQUIRY

\$ 2.00

TOTAL \$ 2.00

2ND LIEN

3RD LIEN

METHOD OF PAYMENT AND PAYMENT AMOUNT:

CASH \$ 2.00
 TOTAL AMOUNT PAID \$ 2.00

TK approve
7/22/04

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 M R E S P O N S I B I T Y
Adjustment to line 1	0.00	
Conversion Cost	0.00	
Tax	0.00	
Inventory Tax	52.43	
Reg./Lic./Title Fees (opt)	148.30	
Miscellaneous	0.00	
Other	0.00	
State Fees	0.00	
Total Replacement Price	24,263.80	

CUSTOMER'S		R E S P O N S I B I T Y
Tax	250.31	
Luxury Tax	0.00	
Reg./Lic./Title Fees (opt)	0.00	
Additional Aftermarket Items	0.00	
Usage/Depreciation	0.00	
Damage	0.00	
Upgrade	4,005.00	
Downgrade (deducted)	0.00	
Reimbursement of Aftermarkets	0.00	
Other	0.00	
Dealer Contribution (deducted)	0.00	

Total Customer Cost	4,255.31
Trade Repurchase Amount	20,258.80

Total Payoff Amount	0.00
PAYOFF GOOD THRU(mm/dd/y)	

Dealer Due to GM	NA
GM Due to Dealer	20,258.80

Estimated Auction Price	16,000.00
Projected (Loss)	(4,258.80)

Purchase Price (New Unit)	24,063.07
State Sales Tax 6.25%	250.31
Inventory Tax .002179	52.43
Reg./Lic./Title Fees (opt)	148.30
Additional Aftermarket Items	0.00
State Fees	0.00
Miscellaneous	0.00
Other	0.00
Less Dealer Contribution	0.00
Subtotal	24,514.11
Trade In	20,058.07
Payoff	0.00
Net Allowance	20,058.07
Cash on Delivery (Paid by GM)	200.73
Total Balance Due	4,255.31

Amount to Dealer for additional Fees	0.00
---	-------------

GM Authorized Signature

Date

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

Rev 5/5/04

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: [REDACTED]
 3.Customer Address: [REDACTED]
 4.Customer City, State, and Zip: Balch Springs Tx [REDACTED]
 5.Primary Customer Phone #: [REDACTED] Mobile
 6.Additional Customer Phone #: [REDACTED] (Mario) Mobile
 7.Customer fax #: [REDACTED]
 8.Cust Drivers Licenses #: [REDACTED]
 9.State tax % rate: 6.25

Customer Vehicle Information

10.Year/Make/Model: 2004 Chevrolet Malibu
 11.VIN (17 Digits): 1G1ZT54854F [REDACTED]
 12.Current Mileage: 9,900
 13.Purchased: NEW

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

Dealership that will handle entire transaction:

14.Dealership Name: Jupiter Chevrolet
 15.Dealership Phone #: 972.271.9900
 16.Dealership Contact Name and title: Terry Burrow-Sales Manager
 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?

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

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 REPURCHASE31.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: 2CNDL63F656 [REDACTED]

33.New Vehicle Year/Make/Model: 2005 Equinox

34.Upgrade ☒ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 4,005**35.Usage/Depreciation Amount:**

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

-Please show how you arrived at this usage amount: None charged due to time in service

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

Trussell
7/7/04
9:15

Box 972-271-6995

Read \$10
Bridge Deputy
\$5

-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

Inspection
39.50

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:

****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 collateral

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@GMEexpert.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
 33U LIGHT DRIFTWOOD METALLIC /V6G
 52C NEUTRAL
 ORDER NO. GJXW31/TSE STOCK NO.
 VIN 1G1 ZT54 85 4F

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD27166114

MODEL & FACTORY OPTIONS	MSRP	INV AMT	SPEC-EVENT USED C
1ZT69 MALIBU LS SEDAN	20370.00	17721.90	INVOICE 10/27/03
CF5 POWER SUNROOF	725.00	630.75	SHIPPED 08/13/03
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 08/17/03
LX9 3.5L V6 ENGINE	0.00	0.00	INT COM 10/30/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 06/10/03
T43 REAR DECKLID SPOILER	175.00	152.25	KEYS G0160 G0160
UC6 AM/FM 6 DISC CD PLAYER (REPLACES STD/OPT RADIO)	300.00	261.00	QTR
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	BANK: GMAC - 005
1SB MALIBU PREFERRED EQUIP GRP 1SB	800.00	696.00	CHG-TO 07-493
* FLOOR MATS, FRONT & REAR			SHIP WT: 3201
* DRIVER SEAT 6-WAY POWER			HP: 32.9
* HEAD CURTAIN SIDE AIR BAGS			MRM: 22995.00
* REMOTE VEHICLE START SYSTEM			DAN: TEXNA
COMPANY USED VEHICLE DISCOUNT		611.10-	MEMO 1118.50

TOTAL MODEL & OPTIONS	22370.00	18850.80	ACT 231 19475.80
DESTINATION CHARGE	625.00	625.00	

TOTAL	22995.00	19475.80	PAY 310 19475.80
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 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
 \$ 19475.80 INV 1AD27166114
 DUE 10/30/03 DEALER 07-493

Jul 06 04 11:10a

GENERAL MOTORS

8174240326

p. 4



JUPITER CHEVROLET L.P.

11811 LBJ FWY. P.O. BOX 473108
GARLAND, TEXAS 75047-3108
PHONE (972) 271-9900

NAME: [REDACTED]
TITLE: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP CODE: [REDACTED]
HOME PHONE: [REDACTED] BUSINESS PHONE: [REDACTED]
SSN: [REDACTED] DRIVER'S LIC: [REDACTED]

CONTROL NO. [REDACTED]
DEAL NO. 141288
DELIVERY DATE 37717
YEAR 2004 MAKE CHEVROLET
MODEL MALIBU NEW ☐ USED ☐ DEMO ☐
SERIAL NO. 1G1ZT54854F [REDACTED]
STOCK NO. 1100571 LICENSE NO. [REDACTED]
COLOR LIGHT DRIFTWOOD NEUTRAL MILEAGE 325

OPTIONS	PRICE OF VEHICLE	
	LOJACK	\$ 19360.51
	VIN ETCH	N/A
	DENT ZONE	N/A
	TIRE EXAM	N/A
	NON-TAX REBATE	N/A
	SALES PRICE	\$ 19360.51
	TRADE-IN ALLOWANCE	\$ N/A
	NET DIFFERENCE	\$ 19360.51
	SALES TAX	\$ 1147.53
	DEALER'S INVENTORY TAX	\$ 40.01
	DOCUMENTARY FEE	\$ 50.00
	LIC., TITLE, DEPUTY, INSP.	\$ 147.30
	GAP INSURANCE	\$ 240.82
	TRADE-IN PAYOFF	\$ N/A
	TOTAL CASH PRICE	\$ 20986.17
	DEPOSIT/DOWN RECEIPT #	() N/A
	REBATE	() N/A
	UNPAID BALANCE DUE AT DELIVERY	\$ 1000.00
	CREDIT INSURANCE LIFE D A&H D	\$ 19986.17
	AMOUNT FINANCE	\$ N/A
		\$ 19986.17

"Dealer's Inventory Tax"
The Dealer's Inventory Tax charge is intended to reimburse the dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the dealer to the county tax assessor-collector, is not a tax imposed on a consumer by the government, and is not required to be charged by the dealer to the consumer.

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 closing of a sale. Buyers may avoid payment of the fee to the seller by handling the documents and performing the services relating to the closing of the sale. A documentary fee may not exceed \$50.00. This notice is required by law.

This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the _____ Division
Purchaser's Signature _____

TRADE-IN	YEAR	MAKE & BODY STYLE	MILEAGE	STOCK #
NO				
VEHICLE IDENTIFICATION NO.	N/A			
LICENSE #	N/A			

TRADE-IN	YEAR	MAKE & BODY STYLE	MILEAGE	STOCK #
NO				
VEHICLE IDENTIFICATION NO.	N/A			
LICENSE #	N/A			

PAY OFF	BALANCE OWED TO		ACCOUNT NO.	
	ADDRESS			
	AMOUNT QUOTED	GOOD UNTIL	<input type="checkbox"/> DATE	
	QUOTED BY	TO	PHONE	CK. NO.
LIEN HOLDER AND DRAFTING	INST. GIVEN TO	BY	<input type="checkbox"/> DATE	
	LIEN TO		LIEN DATE	
	ADDRESS		12/18/2003	
	ATTN:	AMOUNT	PHONE	
	THRU	19986.17		
ADDRESS				

DEMONSTRATORS AND USED CARS
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 the contract of sale.

Purchaser's Signature _____

STATEMENT REGARDING CASH PROCEEDS
A Federal Trade Commission rule prohibits sellers and lessors of consumer goods and services from accepting from the consumer the proceeds of a purchase money loan unless certain required disclosures are included in the loan contract entered into between the consumer and the lender.
To assist us in complying with the Federal rules, the following information is 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.
XX) Funds for full or partial payment for this vehicle were secured from _____
(Creditor Name)
Signature: _____ Date: 12/18/03

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 PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTNERS HERETO BASED ON SUCH TERMS.

Purchaser acknowledges that he or she has read its terms and conditions.
Date 12/18/2003 Salesman DONATILLO GUTIERREZ
Representative: [REDACTED]

2005 EQUINOX FWD LT
21U LASER BLUE METALLIC
142 LIGHT GRAY

/V6G

ORDER NO. HFN8G/TRE

STOCK NO.

VIN 2CN DL63 F6 5

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD42795947
*****13*07493S

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 SEATING SURFACES

545.00

490.50

SHIPPED 06/08/04

CF5 SUNROOF, TILT & SLIDING

595.00

535.50

EXP I/T 06/22/04

C4Q GVW RATING - 5070 LBS

N/C

N/C

INT COM 06/22/04

FE9 50-STATE EMISSIONS

N/C

N/C

PRC EFF 06/08/04

F67 2.70 AXLE RATIO

N/C

N/C

KEYS H1696 H1696

LNJ 3.4L SFI V6

0.00

0.00

WFP-S QTR OPT-1

MX0 5-SPEED AUTO TRANS

0.00

0.00

BANK: GMAC - 005

N75 WHEELS, 17" ALUMINUM

295.00

265.50

CHG-TO 07-493

R6P PREMIUM PAINT

165.00

148.50

SHIP WT: 3637

UE1 ONSTAR SYSTEM

820.00

738.00

HP: 31.6

INCLUDES 1 YR SAFE & SOUND

GVW: 5070

US8 AM/FM STEREO W/CD/MP3 PLAYER

135.00

121.50

GVWF: 2535

U2K XM SATELLITE RADIO-120 CHANNELS

325.00

292.50

GVWR: 2535

OF GO ANYWHERE ENTERTAINMENT

GMS: 24138.07

SERVICE FEE EXTRA. 1ST 3 MOS.

SUPPLR: 25224.28

INCL.

MRM: 27000.00

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

DRIVER, 6 WAY POWER SEAT

TOTAL MODEL & OPTIONS

26435.00

24291.12

ACT 237 24063.07

DESTINATION CHARGE

565.00

565.00

H/B 261 793.05

LAM DEALER CONTRIBUTION

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

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

New



GENERAL MOTORS BUSINESS RESOURCE CENTER

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 #2CNDL63F656 2003, 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 RESPONSIBILITY 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 #1G1ZT54854F100571 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,

Th

Sig

07-15-04

07/20/2004 00:18

9722716995

JUPITER CHEVROLET

PAGE 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: [REDACTED]

Case Number: 1-221784748

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:	2CNDL63F656 [REDACTED]
New Vehicle Sales Price:	\$24,083.07
Used Vehicle Trade Value:	\$20,088.07
Trade Difference:	\$4,005.00
Taxes:	\$250.31
Inventory Tax:	\$82.43
Rebates:	[Not Applicable]
Miscellaneous State Fees:	\$148.30
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 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:

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 fax #866-202-4206. Please return no later than Friday, July 16, 2004.


Jupiter Chevrolet, L.P. BAC 112262 Management Agent's Signature and Title.

Jupiter Chevrolet, L.P. BAC 112262 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 PR266 • 872-271-8278

**JUPITER CHEVROLET L.P.**11511 LBJ Fwy. P.O. BOX 473100
GARLAND, TEXAS 75047-3100
PHONE (972) 271-9900

CONTROL NO.

47481

DEAL NO.

DELIVERY DATE 07/21/2004

2005

CHEVROLET TRUCK

NAME

TITLE NAME

ADDRESS

BALCH SPRINGS

TX

CITY

HOME

PHONE

BUSINESS
PHONE

SSN

DRIVER'S LIC.

YEAR

MAKE

MODEL

EQUINOX

NEW ☒USED ☐DEMO ☐

SERIAL NO.

2CNDL63F656

STOCK NO.

41677

LICENSE NO.

COLOR

LASER BLUE MET LIGHT GRAY

MILEAGE

OPTIONSPRICE OF VEHICLE
LOJACK

\$ 24063.07

VIN ETCH

\$ N/A

DENT ZONE

\$ N/A

TIRE EXAM

\$ N/A

NON-TAX REBATE

\$ N/A

SALES PRICE

\$ 24063.07

TRADE-IN ALLOWANCE

\$ 20058.07

NET DIFFERENCE

\$ 4005.00

SALES TAX

\$ 250.31

DEALER'S INVENTORY TAX

\$ 52.43

DOCUMENTARY FEE

\$ N/A

LIC., TITLE, DEPUTY, INSP.

\$ 148.30

\$ N/A

TRADE-IN PAYOFF

\$ N/A

TOTAL CASH PRICE

\$ 4456.04

DEPOSIT/DOWN RECEIPT #

(200.73)

REBATE

(N/A)

UNPAID BALANCE DUE AT DELIVERY

\$ 4255.31

CREDIT INSURANCE LIFE ☐ A&H ☐

\$ N/A

AMOUNT FINANCE

\$ 4255.31

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 closing of a sale. Buyers may avoid payment of the fee to the seller by handling the documents and performing the services relating to the closing of the sale. A documentary fee may not exceed \$50.00. This notice is required by law.

This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the _____ Division.

Purchaser's Signature _____

TRADE-IN NO. ONE	YEAR	MAKE & BODY STYLE	MILEAGE	N/A	STOCK #
	VEHICLE IDENTIFICATION NO.				
TRADE-IN NO. TWO	YEAR	MAKE & BODY STYLE	MILEAGE	N/A	STOCK #
	VEHICLE IDENTIFICATION NO.				

PAY OFF	BALANCE OWED TO		ACCOUNT NO.	
	ADDRESS			
	AMOUNT QUOTED	GOOD UNTIL	<input type="checkbox"/>	DATE
	QUOTED BY	TO	PHONE	CK. NO.
	INST. GIVEN TO	BY	<input type="checkbox"/>	DATE

LIENHOLDER AND DRAFTING	LIEN TO		DATE
	ADDRESS		07/21/2004
	ATTN:	AMOUNT	PHONE
	THRU	4255.31	
ADDRESS			

DEMONSTRATORS AND USED CARS
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 the contract of sale.

Purchaser's Signature _____

STATEMENT REGARDING CASH PROCEEDS

A Federal Trade Commission rule prohibits sellers and lessors of consumer goods and services from accepting from the consumer the proceeds of a purchase money loan unless certain required disclosures were included in the loan contract entered into between the consumer and the lender.

To assist us in complying with the Federal rules, the following information is 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.

XX Funds for full or partial payment for this vehicle were secured from

(Creditor) _____

Signature _____

Date 07/21/04

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. 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's Signature _____

Date 07/21/2004

Salesman _____

Accepted by Jupiter Chevrolet L.P. Authorized Representative _____

September 10, 2004

[REDACTED]
[REDACTED]
West Seneca, NY [REDACTED]

Service Request: 1-221774204

Customer Relationship Manager: Cornelia Bright-Smith

Dear Mr. [REDACTED]

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

[REDACTED]
[REDACTED]
Old Bridge, NJ [REDACTED]

Service Request: 1-222538043
Customer Relationship Manager: Vince Dickinson

Dear Mrs. [REDACTED]

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: [REDACTED]

Year of Vehicle 2004 Make: Chevrolet

Model: Malibu Current Mileage 11362

Vehicle ID No.: 1G1ZT52864F [REDACTED]

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 Out	Description 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

Date	Mileage	Days Out	Description 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:

Customer Number: 8901501

Handwritten: Linda Carr

189434

ACCOUNTING

ERIKSEN
CHEVROLET-BUICK
325 EAST FIRST AVE.
MILAN, ILLINOIS 61264
PHONE 787-1765

SHOP HOURS:
MONDAY - FRIDAY 7:00 A.M. - 6:00 P.M.
SATURDAY 7:00 A.M. - 3:00 P.M.

SERVICE ADVISOR: 152 WILLIAM R WALSH

COLOR	YEAR	MAKE/MODEL	VIN		MILEAGE IN/OUT	TAG
SILVER	04	CHEVROLET MALIBU	1G1ZT52864H		10925	1127
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	LICENSE	RATE	PAYMENT
01JAN2004			11:00	01JUN04	0.00	CASH
R.O. OPENED		READY		OPTIONS:		
08:49		01JUN04 10:40		DLR:47202 ENG:3.5 Liter SFI		

A CHECK CUST STATES "POWER STEERING" COMES ON RADIO DISPLAY AND THEN PICTURE OF A WRENCH COMES ON AT DASH. STEERING GETS VERY STIFF CAUSE: F

J9991 CUSTOMER CONCERN NOT DUPLICATED

316 WAS 0.05 0.30
FC: 92 PART#: COUNT: 0

CLAIM TYPE:
AUTH CODE:

0 PARTS
525 2204 TLABOR
0 TLABOR
VERSION 1 (EMP# 316, 01JUN04 09:29): 10925 USED SCAN TOOL TO CHECK
FOR CODES. HAD CODE C0460 AND C0545. PERFORMED TEST PER SERVICE MANUAL.
PROBLEM IS INTERMITTENT. CHECKED FOR LOSS CONNECTION. NONE FOUND.
CLEARED CODES AND TEST DROVE. CODE DID NOT RESET.

DATE START FINISH DURATION TYPE TECH LINE(S) CHG
06-01-04 09:26 09:29 0.05 W 316 A

ACCOUNT SALE COST CONTROL
46200 2204 525
ACCOUNT SALE COST CONTROL
26300 2204 *****

COST, SALE, & COMP TOTALS

525 2204 0

Accounting Copy

18 P 61824297603 SSCTONAYRE LTRERAR

THANK YOU!

STATEMENT OF DISCLAIMER The factory warranty covers the vehicle for the duration of the warranty. The dealer is not responsible for any damage to the vehicle or its components. The dealer is not responsible for any damage to the vehicle or its components. The dealer is not responsible for any damage to the vehicle or its components.		CUSTOMER SIGNATURE	
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	

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

To: ~~F~~ LINDA CARR.

From:

Date: 5-2-04 Pages: 3
Pages Sent Includes cover sheet

Notes: _____



CVCS294931

SERVICE
DEPARTMENT
HOURSMonday thru Friday
7:00 a.m. to 6:00 p.m.
Phone (937) 898-8600

CVCS294931

FEDERAL TAX I.D. 31-0716801

PO Box 516 • Vandalia, Ohio 45377-0516 • (937) 898-5894

CUSTOMER NO. 58558	ADVISEE EARNIE HOLT	TAG NO. 9469	INVOICE DATE 04/15/04	INVOICE NO. CVCS294931
	LABOR RATE 69.95	LICENSE NO.	MILEAGE 7,302	COLOR GALAXY SILV
VANDALIA, OH	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/MALIBU LS SEDAN		DELIVERY DATE 11/22/03	STOCK NO. 8349
	VEHICLE I.D. NO. 1 G 1 Z T 5 2 8 6 4 F		DELIVERY MILES 86	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	SELLING DEALER NO. 09563	
	BUSINESS PHONE	COMMENTS	R.O. DATE 04/15/04	

[LEASE BANK] GMAC [LEASE TERM] 48
JOB# 1 CHARGES-----

LABOR-----
1 24CVZBAT BATTERY HOURS: 30 TECH(S): 9509 WARRANTY
CUSTOMER STATES BATTERY DEAD AFTER RECHARGING
BATTERY WENT DEAD AGAIN. IT TOOK A FEW DAYS BEFORE
ENGINE STOPPED CRANKING SLOW AND CRANKED NORMAL.
LOAD TESTED BATTERY--PASSED. TESTED FOR DRAW---4.9 LIMIT 25ma
PASSED
NO PROBLEM FOUND

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
LABOR-----
2 15CVZ BRAKES HOURS: 1 TECH(S): 9509 0:00
CUSTOMER STATES THE BRAKES ARE GRINDING PLEASE CHECK.
FRONT BRAKES AT 70% RAER BRAKES AT 80% LIFE LEFT
NO PROBLEM FOUND

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
LABOR-----
3 50CVZ LUBE OIL FILTER HOURS: 48 TECH(S): 9525 7:45
C/P CUSTOMER REQUEST: MR. GOODMRENCH QUICK LUBE PLUS

RECOMMENDED MAINTENANCE

COMPLETED SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	5	12345621	OIL-ENGI 8.800	1.10	5.50
	1	25010792	OIL FLTR 1.836 R	6.99	6.99
TOTAL - PARTS					12.49

JOB# 3 TOTALS-----
LABOR PARTS 7.46
12.49
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 19.95

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A 90 ENVIRONMENT OR SHOP SUPPLIES
TOTAL - MISC 0.75
0.75

COMMENTS-----
WAITER
THANK YOU

LIMITED WARRANTY.

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order must be presented.)

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank You

GM

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

CUSTOMER NAME: [REDACTED]

VIN: 1 / 6 / 1 / 7 / 1 / 5 / 2 / 6 / 6 / 4 / F / [REDACTED]

(or see attached list*)

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) XX to the down payment of this vehicle, (b) _____ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive and final price with incentive applied), or (c) _____ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
CAP COST REDUCTION	\$ 1000.00	CCR
GND MATCHING	\$ 400.00	GND/211625499
	\$ N/A	
	\$ N/A	
	\$ N/A	
Total Incentive Amount Received	\$ 1400.00	

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc..)

a. I elect to receive GTS
in lieu of _____
and/or _____

b. I elect to receive _____

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 11/22/03 acknowledge receipt of incentive(s) as described in Item _____ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]

Date: 11/22/03

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item _____ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [Signature]

Dealership Name: SHEDLEY'S CHEVROLET SALES, INC.Date: 11/22/03Dealer Code: 09503* List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File
Copy #1 - Dealer
Copy #2 - Customer

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC

GM3795 1/01

Reynolds and Reynolds
ORDER TOLL FREE: 1-800-344-0996
FAX: 1-800-251-0996

PURCHASED BY & TITLE TO		ORDER DATE 11/22/03		SALES BUS. MGR. JACKIE A DAWES			
(PRINT)		STREET ADDRESS VANDALIA OH		P.O. Box 516 • Vandalia, Ohio 45377-0516 850 W. National Road • Vandalia, Ohio 45377-0516 • (937) 898-5894			
CITY MONTGOMERY		STATE		CHEVROLET 64421			
COUNTY		BUS. PHONE		YEAR 2004 MAKE CHEVROLET MODEL LT169 MYE180			
COLOR GALAXY SILVER GRAY S		SERIAL NO. 1G1T52864F		STOCK NO. 8349			
SALESMAN RICK G BROWN		DELIVERY DATE 11/22/2003		NEW MILES 86			
USED MILES		DESCRIPTION OF TRADE IN		YEAR MAKE AND MODEL TYPE STOCK NO.			
ACV		SERIAL NO.		CREDIT SALE - DISCLOSURE STATEMENT			
1. TOTAL CASH PRICE (INCLUDING ANY ACCESSORIES, SERVICES, FEES, AND TAXES IMPOSED ON CASH SALE)		20834.14		2. DEPOSIT ON ORDER REG. NO. 572214 800.00			
CASH DOWN PAYMENT		OPTION 1/OPTION 2 N.A.		FACTORY REBATE 1085.36			
DEALER REBATE N.A.		TRADE IN N.A.		LESS LIEN PAYOFF N.A.			
BALANCE OWING TO		4. TOTAL DOWN PAYMENT (2 + 3)		1885.36			
5. UNPAID BALANCE OF CASH PRICE (1 - 4) REG. NO.		18948.78		PHYSICAL DAMAGE INSURANCE N.A.			
6. OTHER CHARGES		CREDIT LIFE INSURANCE N.A.		DISABILITY INSURANCE EB172214 N.A.			
SERVICE AGREEMENT 698.00		N.A.		7. UNPAID CASH BALANCE Due On Delivery (5 + 6)			
GMALC		19767.14		19646.78			
IF PURCHASE OF VEHICLE IS TO BE FINANCED, DISCLOSURE OF THE FINANCE AND RELATED CHARGES WILL BE CONTAINED IN THE RETAIL INSTALLMENT CONTRACT - SECURITY AGREEMENT BETWEEN THE CUSTOMER AND THE LENDING INSTITUTION.		MECHANICAL REPAIR PROTECTION RECISSION		THIS WILL ACKNOWLEDGE THAT THE MECHANICAL REPAIR PROTECTION HAS BEEN EXPLAINED TO ME AND THAT THE OFFER TO PURCHASE PROTECTION HAS BEEN MADE IN CONNECTION WITH THE NEW OR USED CAR PURCHASE BEING CONSIDERED.			
I ELECT NOT TO PURCHASE THIS MECHANICAL REPAIR PROTECTION COVERAGE AT THIS TIME		DATE 11/22/2003		CUSTOMER			
I UNDERSTAND THE "CASH PRICE" OF VEHICLE WAS RAISED		\$		TO COVER NEGATIVE EQUITY IN THE TRADE VEHICLE.			
(Buyer)		(Date)		(Co-Buyer)			
(Date)		LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED.		LENDING INSTITUTION			
DATE		Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof completes the complete and exclusive statement of the terms of the agreement relating to the subject matter 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 PARTIES HERETO BASED ON SUCH TERMS. Purchaser by his execution of this Order certifies that I am 18 years of age and able to execute binding contracts in this state and acknowledges that he has read its terms and conditions and has received a true copy of this Order.		ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALER'S, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY MADE BY DEALER ON ITS OWN BEHALF. DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ON ALL GOODS AND SERVICES SOLD BY DEALER IN THE EVENT THAT ANY SERVICE CONTRACT, STABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED IN DURATION.		ACCEPTED BY:	
DATE		DEALER OR AUTHORIZED REPRESENTATIVE					

2004 MALIBU LS SEDAN
12U GALAXY SILVER METALLIC /V6G
14C GRAY

ORDER NO. GKXR58/TRE STOCK NO.

VIN 1G1 ZT52 86 4F

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD24846973
*****13*09221S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00	18638.55	INVOICE 09/24/03
AP3 REMOTE VEHICLE START SYSTEM	150.00	135.00	SHIPPED 09/24/03
B37 FLOOR MATS, FRONT & REAR	80.00	72.00	EXP I/T 10/14/03
FE9 50-STATE EMISSIONS	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	292.50	WFP-S QTR OPT-1
COAST TO COAST DIGITAL SOUND			BANK: GMAC - 010
(SUBSCRIPTION CHARGES EXTRA)			CHG-TO 09-221
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	

SHIP WT: 3171
HP: 32.9
GMS: 19160.30
SUPPLR: 19926.71
MRM: 21550.00
MEMO 1021.25

TOTAL MODEL & OPTIONS	20925.00	19138.05	ACT 231	19135.30
DESTINATION CHARGE	625.00	625.00	H/B 261	627.75
DEALER CO-OP ADVERTISING		209.25	ADV 261	209.25

TOTAL	21550.00	19972.30	PAY 310	19972.30
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.

COUGHLIN AUTOMOTIVE GROUP

REMIT TO GMAC NO. 010
VIN 1G1ZT52864F
\$ 19972.30 INV 1AD24846973
DUE 10/14/03 DEALER 09-221

GMPP Request for Processing

SR# **1-222915928** **6/28/04**

New/Used: **Used** Division: **Chevrolet** Vehicle Style: **Car**

Complete VIN: **1G1ZT52864F** Vehicle Year: **2004**

Division - Dealer Code: **Chevrolet 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 code**

(Selling dealer to keep profit. Division is debited the dealer's profit)

Delivery Date: **11/22/03** Odometer Reading: **13074**

Plan Purchase Date: **06/28/04** Customer Ownership: **Lessee**

Business Name:

Customer Name - Title: **Mrs.** (First - M.I. - Last):

Address Line 1:

Address Line 2:

City: **Vandalia** State: **OH** Zip:

Plan Type: **SmartCare** # of Months: **36 Months** Mileage: **36000**

Plan Type: # of Months: Mileage:

Deductible: **\$0**

Plan Lien Holder (Select Division below):

Division Address: **Chevrolet - PO Box 33170 Detroit, MI 48232-5170**

CRM (Decision Maker): **Linda Carr**

Team Manager /Liaison: **Diane Limoli**

Team CARS Site: **Tampa** Date: **06/28/04**

☐ **AVM Requested**

Privileged and Confidential Information

CASE ASSESSMENT BY: Linda Carr CARS Request No:1-222915928

Customer Name: [REDACTED]

Year of Vehicle 2004 Make: Chevrolet

Model: Malibu Current Mileage 13074

Vehicle ID No.: 1G1ZT52864F [REDACTED]

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 Out	Description 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	Mileage	Days Out	Description 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:

GMPP Request for Processing

SR# **1-222915928****6/28/04**New/Used: **Used**Division: **Chevrolet**Vehicle Style: **Car**Complete VIN: **1G1ZT52864F**Vehicle Year: **2004**Division - Dealer Code: **Chevrolet 13-32888**

General Motors has agreed to :

Approve and pay for a new plan - no GMPP Coverage currently**Special Instructions: Check If applicable**☒ **Selling dealer to keep profit. Division is debited the dealer's profit**☐ **Finance dealer to keep profit. Division is debited the dealer's profit**

(Selling dealer to keep profit. Division is debited the dealer's profit)

Delivery Date: **11/22/03**Odometer Reading: **13074**Plan Purchase Date: **06/28/04**Customer Ownership: **Lessee**

Business Name:

Customer Name -

Title:

Mrs.

(First - M.I. - Last):

Address Line 1:

Address Line 2:

City:

Vandalia

State:

OH

Zip:

Plan Type:

SmartCare

of Months:

36 Months

Mileage:

36000

Plan Type:

of Months:

Mileage:

Deductible:

\$0

Plan Lien Holder (Select Division below):

Division Address:

Chevrolet - PO Box 33170 Detroit, MI 48232-5170

CRM (Decision Maker):

Linda Carr

Team Manager / Liaison:

Diane Limoli

Team CARS Site:

Tampa

Date:

06/28/04**1097 Ar 6/28 16:52****#575**

September 10, 2004

[REDACTED]
[REDACTED]
Vandalia, OH [REDACTED]

Service Request: 1-222915928
Customer Relationship Manager: Linda Carr

Dear Ms. [REDACTED]:

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Malibu, Vehicle Identification Number 1G1ZT52864F [REDACTED] is for the following:

- 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.mygmink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



Document ID# 1521111
2004 Chevrolet Malibu
1G1ZT52864F



Noisy Steering Column, Lack of Power Steering Assist, DTCs C0460 and C0545, Steering Wheel 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

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

Customer [REDACTED] Request # 1-222915928 BBB # CHV0442893

Straight _____ Trade _____ Mandated _____ Mediated _____

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

You must determine the TRUE purchase price of a vehicle and identify any 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 Price)	\$19160
MSRP (from BARS Invoice)	\$21550
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$(2390)

Trade Allowance (from dealer Bill of Sale)	\$0 NO TRADE
Actual Cash Value Statement	\$0
(A) Over Allowance (If positive)	\$0

Payoff	\$0
Actual Cash Value Statement	\$0
(B) Negative Equity (If positive)	\$0

If Over Allowance 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.)	\$19160
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit, dealer incentives)	\$1400
(A Over Allowance) + (B Negative Equity) minus	\$0
Actual price of Vehicle that should be presented to BBB for ATA	\$17760

September 10, 2004

[REDACTED]
[REDACTED]
Baton Rouge, LA [REDACTED]

Service Request: 1-226567048
Customer Relationship Manager: Jonathon Trent

Dear Ms. [REDACTED]

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 15122Phone: 412-466-9210
Fax: 412-466-7988*Fax Transmittal Form***To****From****Name:****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:*Maure,**We don't do ALV forms. I sent
a recap of Sale that show \$4,000 for
the trade**Jason*

CUSTOMER #:236351

102113

WORKORDER

PAGE 2

CENTURY III
CHEVROLET, INC.2430 LEBANON CHURCH ROAD
WEST MIFFLIN, PA 15122-2597
TELEPHONE: (412) 466-9210 FAX 466-6007

PITTSBURGH, PA

HOME

SERVICE ADVISOR: 2716 FISHER JR, DONALD E

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER GRE	04	CHEVROLET MALIBU	1G1ZS52F54E		2277/2307	T042	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
18MAR2004			17:00 22JUL04		0.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:40736 DLR:513143 ENG:2.2_Liter_MFI_DOHC TRN:MX0					
22JUL2004 13:51							

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A 11 WS C/S STEERING WHEEL SHAKES AND FEELS LOOSE AT TIMES, LIKE BOUNCING BACK AND FORTH, SAME AS PREVIOUS CONCERNS

Called TAC, said ✓ connections at module. All O.K. Called Engineer on 7/30/04, He suggested to install new motor/module Assy. Install new Assy. Perform Set-up Procedure. OK. after test drive. Pnk

15138693

7466164

Case

2492

157 AT Pnt

Cont#

2113

59123

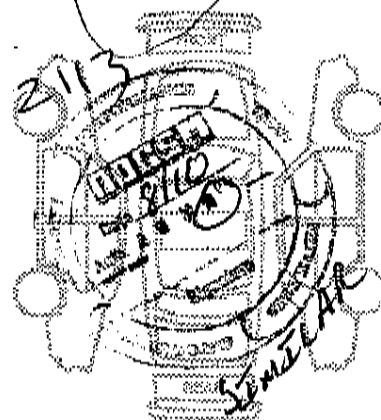
15138693

22687710 → 15138693

John

Carmen Gemus

9X1 59123



EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out 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 merchantable 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, 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 above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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:

SHOP COPY

CUSTOMER SIGNATURE

236351

1 0 2 1 1 3

WARRANTY

**CENTURY III
CHEVROLET, INC.**2430 LEBANON CHURCH ROAD
WEST MIFFLIN, PA 15122-2597

TELEPHONE: (412) 466-9210 FAX 466-6007

PITTSBURGH, PA

HOME:

DUPLICATE 1

PAGE 1

SERVICE ADVISOR: 2716 DONALD E FISHER JR

COLOR			YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG	
SILVER GRE			04		CHEVROLET MALIBU		1G1ZS52F54F				2277/2309		T042	
DEL DATE			PROD DATE		WARR EXP		PROMISED		PO NO		RATE		PAYMENT	
18MAR2004							17:00 22JUL04				0.00		CASH	
R.O OPENED			READY		OPTIONS:		STK-40336-BID-7134				10AUG2004			

R.O. OPENED: 13:51 22JUL04
READY: 14:30 10AUG04
OPTIONS: STK:40736 DLR:513143
ENG:2.2 Liter MFI DOHC TRN:MX0

LINE OPCODE TECH TYPE HOURS
A C/S STEERING WHEEL SHAKES AND FEELS LOOSE AT TIMES, LIKE BOUNCING BACK
AND FORTH, SAME AS PREVIOUS CONCERNS

CAUSE: STEERING MOTOR IS FAULTY

E7631 MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC

POWER STEERING REPLACE

2492 WS 3.80

1 15138693 MOTOR/PS

FC: 6D

PART#: 15138693

COUNT: 1

CLAIM TYPE:

AUTH CODE: BE

OR

Z7906 CUSTOME IN RENTAL 14 DAYS DUE EXCESSIVE DIO

WITH TAN ASSIST FOR ONGOING PROBLEM

2630 WS 0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

16815 23541 TPARTS

8740 24358 TLABOR

SUBL ENTERPRISE RENTAL PO 851014 INV. 223400
PO#223400

WS

FC:

588.00 588.00

REPLACED POWER STEERING MOTOR, RECHECKED=OK

COST, SALE, & COMP TOTALS 84355 106699 0

SERVICE HOURS:

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.

DAMAGE DESIGNATION

- * 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

You may receive a survey from the factory soon, and we ask you to reply to it
* Completely Satisfied * Completely Satisfied * We aim for you to be * Completely Satisfied * If you are not please let us know.

(412) 466-9210

EXCLUSION OF WARRANTY

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranty of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with 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 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 merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	243.58
PARTS AMOUNT	235.41
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	588.00
SOLV. & LUBRICANTS	0.00
TOTAL CHARGES	1066.99
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1066.99

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

CUSTOMER NAME: [REDACTED]VIN: 1G1ZS52F54F [REDACTED]

(or see attached list*)

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) _____ to the down payment of this vehicle, b) _____ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive and final price with incentive applied), or c) _____ a check be issued in my name by Dealer named below.

Incentive Program Reference	Amount	GM Incentive Code
<u>REBATE</u>	<u>\$ 1000</u>	
<u>BONUS</u>	<u>\$ 750</u>	
<u>INST. VALUE</u>	<u>\$ 500</u>	
	<u>\$ _____</u>	
	<u>\$ _____</u>	
Total Incentive Amount Received	<u>\$ _____</u>	

Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)

- a. I elect to receive _____
in lieu of _____
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 3/18/04. I acknowledge receipt of incentive(s) as described in item # _____ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]Date: 3/18/04

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 deliver data has been forwarded to General Motors.

Authorized Dealer Signature: [Signature]Date: 3/18/04Dealership Name: CENTURY III CHEVROLET, INCDealer Code: 13143

* List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File

Copy #1 - Dealer Copy

Copy #2 - Customer

DEAL # 236351
RECAP OF SALE

Customer [REDACTED] Date 03/18/2004
 Stock # 40735 Description 04 CHEV MALI Serial # 1B17552F54F
 Lienholder SIVEREIGN BANK
 Payments of 329.27 Yr/Make 00 CHEV
 Date of First Payment 04/17/2004 Model 4000.00
 Credit Life Premium N/A Lienholder TL BANK OF PA
 Acc./Health Premium N/A
 Physical Damage 24.00
 Extended Warranty 1538.00
 Total Other Charges 1554.00
 Price 20193.27
 Trade 5799.08
 Difference 14394.19
 Sales Tax 962.19
 Lic. & Reg. 33.50
 Total 15389.88
 Dep. 2250.00 COD 412.00 2662.00
 Balance 12727.00
 Lien Payoff 5729.69
 Total Other 1554.00
 Draft Amt. 20010.69

PRICE	H/B -COST	=GROSS	+OVER/UNDER	=ACT. GROSS	+F&I RESERVE	=TOTALGROSS
20217.27	17584.95	2632.32	1799.00	833.24	1137.02	1970.26

F & I RECAP

Customer [REDACTED] Stock # 40735
 Amount Financed 20010.69 @ 5.75 Add-On= 3.00
 Descriptions 04 CHEV MALI
 Fin. Chg. Rate= 3.95.75
 Finance Reserve 32.02
 Credit Life Premium N/A
 Acc/Health Premium N/A
 P D I Reserve
 Warranty Reserve
 TOTAL F & I RESERVE 1137.02

COMMISSION VOUCHER

Salesman HOUSE

Stock # 40736

Serial # 1B17552F54F Description 04 CHEV MALI

PRICE -COST

+ADDITIONS/DEL.

+OVERALLOWANCE +PACK =GROSS

20193.27 - 18114.45

N.A.

- 1799.00

- 450.00 = -170.26

GROSS

X

% =COMMISSION

+BONUS

=TOTAL DUE

-170.26

X

%

100.00

+

= SALESMAN

X

%

+

= SALES

X

%

+

= SALES

Confidential Information

CASE ASSESSMENT BY: Maxine Durant

CARS Request No: 1-227365542

Customer Name: [REDACTED]

Year of Vehicle: 2004

Make: Chev

Model: Malibu

Current Mileage: 2,400

Vehicle ID No.: 1G1ZS52F54F [REDACTED]

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

Date	Mileage	Days Out	Description of Repair	Steering
04-29-04	1,030	2	Steering: Shakes like possible flat tire, hwy or city – Can not reproduce customer's concerns – reprogram steering sensor	
06-03-04	1,834	7	Steering: Shakes – intermittently like flat tire – Column 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

Date	Mileage	Days Out	Description of Repair	04011
04-29-04	1,030	2	Recall: 04011 – V1119 Air bag warning label	

Date	Mileage	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: ☒

NO: ☐

Arbitrate case: ☐

Settle case: ☒

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.

Team Manager Approval:

Date:

Confidential Information

CASE ASSESSMENT BY: Maxine Durant

CARS Request No: 1-227365542

Customer Name: [REDACTED]

Year of Vehicle: 2004

Make: Chev

Model: Malibu

Current Mileage: 2,400

Vehicle ID No.: 1G1ZS52F54F [REDACTED]

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

Date	Mileage	Days Out	Description of Repair
04-29-04	1,030	2	Steering: Shakes like possible flat tire, hwy or city – Can not reproduce customer's concerns – reprogram steering sensor
06-03-04	1,834	7	Steering: Shakes – intermittently like flat tire – Column 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

Date	Mileage	Days Out	Description of Repair
04-29-04	1,030	2	Recall: 04011 – V1119 Air bag warning label

Date	Mileage	Days Out	Description of Repair
06-28-04	2,167	26	Recall: 04027 - V1152 Seat Belt Anchorage

Total Days Reported Out of Service: 49

VEHICLE MEETS PRESUMPTION: YES: ☒

NO: ☐

Arbitrate case: ☐

Settle case: ☒

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.

Team Manager Approval:

Date:

Overallowance/Incentives/Negative Equity Form (non-Florida)**Customer:** [REDACTED]**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.

*** 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)	\$ 17,793.27
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$ 19,075.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$ - 1,281.73

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 <i>(If dealer added negative equity into contract, do not subtract)</i>	\$
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

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$ 17,793.27
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$ 2,250.00
Overallowance and/or Negative Equity minus	\$ 601.00
Actual price of Vehicle that should be presented to BBB for ATA	\$ 14,942.27

**Century III Chevrolet**2430 Lebanon Church Rd
West Mifflin, Pa 15122Phone: 412-466-9210
Fax: 412-466-7988*Fax Transmittal Form*

To
Name: *MARINE Durant*
Organization Name/Dept:
CC:
Phone number:
Fax number:

From

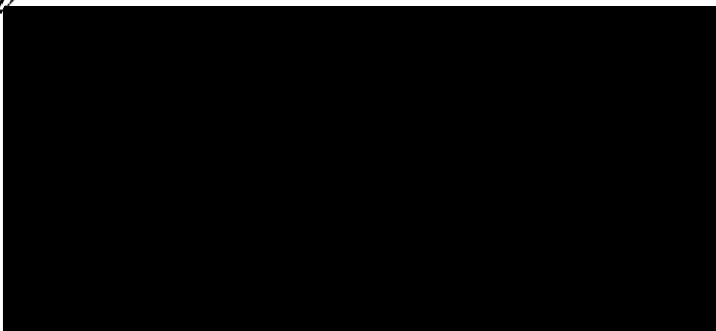
Jason Cutri

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*

88818

CUSTOMER #:

WORKORDER

**CENTURY III
CHEVROLET, INC.**2430 LEBANON CHURCH ROAD
WEST MIFFLIN, PA 15122-2597

TELEPHONE: (412) 466-9210 FAX 466-6007

PAGE 2

HOME:

BUS:

SERVICE ADVISOR: 2834 THOMAS, JAMES H

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	04	CHEVROLET MALIBU	1G1ZS52F54F		1/2	T736	
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
			16:00 01DEC03		0.00	CASH	
R.O. OPENED	READY	OPTIONS: DLR:513143 ENG:2.2 Liter MPI DOHC					
01DEC2003 14:47							

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	39	2353	IP	NEW CAR SERVICE EDI

# B	SI	2353	INC	STATE INSPECTION
-----	----	------	-----	------------------

# C	EI	2353	INC	EMISSION INSPECTION
-----	----	------	-----	---------------------

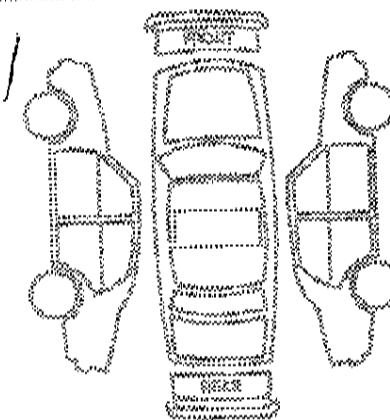
8121
4/32

41258927

Im 10709876

Brakes
HC 10B
RE 10B

Tires 11/82

**EXCLUSION OF WARRANTIES**

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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, 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 above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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:

SHOP COPY

CUSTOMER SIGNATURE

88818

ACCOUNTING

**CENTURY III
CHEVROLET, INC.**2430 LEBANON CHURCH ROAD
WEST MIFFLIN, PA 15122-2597

TELEPHONE: (412) 466-9210 FAX 466-6007

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 2834 JAMES H THOMAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	04	CHEVROLET MALIBU	1G1ZS52F54F		1/3	T736	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			16:00 01DEC03		0.00	CASH	02DEC2003

R.O. OPENED	READY	OPTIONS:
14:47 01DEC03	10:54 02DEC03	STK:40736 DLR:513143 ENG:2.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A NEW CAR SERVICE PDI

Z7000 PRE DELIVERY INSPECTION BASE TIME

2353 IP 0.00 1.20 1890 8121 81.21 81.21

B STATE INSPECTION

SI STATE INSPECTION

2353 INC 0.00 0.60 945 1795 17.95 17.95

C EMISSION INSPECTION

EI EMISSION INSPECTION

2353 INC 0.00 0.30 473 2000 20.00 20.00

MISC STICKER FEE

INC 0 200 2.00 2.00

MISC TRANSFER FEE

INC 0 325 3.25 3.25

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46400	8121	1890		46300	3795	1418	
6104	525	0		26102	8121	*****	A32733
23100	4320	*****					

COST, SALE, & COMP TOTALS 3308 12441 0

SERVICE HOURS:	EXCLUSION OF WARRANTY	DESCRIPTION	TOTALS
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.	Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damage or commercial losses arising out 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 merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	LABOR AMOUNT	0.00
DAMAGE DESIGNATION		PARTS AMOUNT	0.00
* Early Bird Drop Off	* ASE Certified Technicians	GAS, OIL, LUBE	0.00
* Shuttle Service Available	* Competitive Up-Front Pricing	SUBLET AMOUNT	0.00
* Rental Cars Available	* Lifetime Service Guarantee	SOLV. & LUBRICANTS	0.00
* Full Service Body Shop For All Of Your Collision Needs	* Factory trained technicians	TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
You may receive a survey from the factory soon, and we ask you to reply to it * Completely Satisfied * Completely Satisfied * We aim for you to be * Completely Satisfied * If you are not please let us know.	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00
(412) 466-9210	X		

CUSTOMER #:236351

97046

WORKORDER

PAGE 2

CENTURY III
CHEVROLET, INC.2430 LEBANON CHURCH ROAD
WEST MIFFLIN, PA 15122-2597
TELEPHONE: (412) 466-9210 FAX 466-6007

PITTSBURGH, PA

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 2716 FISHER JR, DONALD E

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER GRE	04	CHEVROLET MALIBU	1G1ZS52F54F [REDACTED]		1030/1033	T890
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
18MAR2004	DK		** WAITER **		0.00	CASH
E.O. OPENED		READY	OPTIONS: STK:40736 DLR:513143			
			ENG:2.2 Liter MFI DOHC TRN:MX0			

29APR2004 09:11

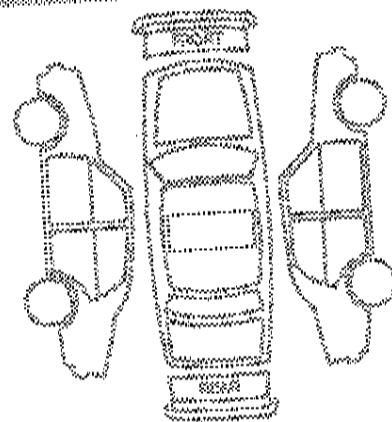
LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 11		WS	C/S INTERMITTENTLY STEERING SHAKES LIKE POSSIBLE FLAT TIRE WHILE DRIVING HIWAY OR CITY DRIVING
			Called Not Confirmed. ✓ Tire pressure, ✓ wheel torque
			✓ Bulb/lights & P.P.S. called TAC, suggest to Recalibrate Steering
			Sensor. Recalibrate Sensor.
			OPEN CAMPAIGN 04011

B 48

WS

04011 States Customer will Receive

Air bag Sticker to Install.



EXCLUSION OF WARRANTIES

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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, theft or any other cause beyond your control or for any delays caused by you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIM

AUTHORIZED BY X

REVISED
ESTIMATE (1)REVISED
ESTIMATE (2)REVISED
ESTIMATE (3)

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

SHOP COPY

CUSTOMER SIGNATURE

236351

97046

ACCOUNTING

**CENTURY III
CHEVROLET, INC.**2430 LEBANON CHURCH ROAD
WEST MIFFLIN, PA 15122-2597
TELEPHONE: (412) 466-9210 FAX 466-6007

PAGE 1

PITTSBURGH, PA

HOME: [REDACTED] US: [REDACTED]

SERVICE ADVISOR: 2716 DONALD E FISHER JR

HOME: [REDACTED] US: [REDACTED] SERVICE ADVISOR: 2716 DONALD E FISHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER GRE	04	CHEVROLET MALIBU	1G1ZS52F54F [REDACTED]		1030/1033	T890	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18MAR2004			WAIT 29APR04		0.00	CASH	30APR2004
R.O. OPENED	READY	OPTIONS: STK:40736 DLR:513143 ENG:2.2 Liter MFI DOHC TRN:MX0					

09:11 29APR04	10:56 30APR04										
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
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											
2492	WS	0.00	0.50	1150		3205				32.05	32.05
FC: 6D PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
OL											
0 0 TRAPTS											

0 0 TPARTS
1150 3205 TLABOR

1030 RECALIBRATED STEERING SENSOR

B OPEN CAMPAIGN 04011

CAUSE: OPEN CAMPAIGN

V1119 AIR BAG WARNING LABEL CAMPAIGN

2492	WS	0.00	0.20	460	962		9.62	9.62
2630	WS	0.00	0.10	0	961		9.61	9.61
		0.00	0.30	460	1923	**	19.23	19.23

FC: 96 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MA

0 0 TPARTS
460 1923 TLABOR

1030 COMPLETE

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-29-04	10:15	10:15	0.00	W	2492	B A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	5128	1610		26300	5128	*****	

COST, SALE, & COMP TOTALS 1610 5128 0

SERVICE HOURS:		EXCLUSION OF WARRANTY		DESCRIPTION	TOTALS
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.		Any warranties on this parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out 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 merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.		LABOR AMOUNT	0.00
DAMAGE DESIGNATION				PARTS AMOUNT	0.00
* Early Bird Drop Off		* ASE Certified Technicians		GAS, OIL, LUBE	0.00
* Shuttle Service Available		* Competitive Up-Front Pricing		SUBLET AMOUNT	0.00
* Rental Cars Available		* Lifetime Service Guarantee		SOLV. & LUBRICANTS	0.00
* Full Service Body Shop For All Of Your Collision Needs		* Factory trained technicians		TOTAL CHARGES	0.00
				LESS INSURANCE	0.00
				SALES TAX	0.00
				PLEASE PAY THIS AMOUNT	0.00
				CUSTOMER SIGNATURE	
				X	

You may receive a survey from the factory soon, and we ask you to reply to it
* Completely Satisfied * Completely Satisfied * We aim for you to be * Completely Satisfied * If you are not please let us know.
(412) 466-9210

Jason M.

344 464814
850869

CUSTOMER #:236351

99093

WORKORDER

CENTURY III
CHEVROLET, INC.2430 LEBANON CHURCH ROAD
WEST MIFFLIN, PA 15122-2597

TELEPHONE: (412) 466-9210 FAX 466-6007

PAGE 2

PITTSBURGH, PA

HOME:

SERVICE ADVISOR: 2716 FISHER JR, DONALD E

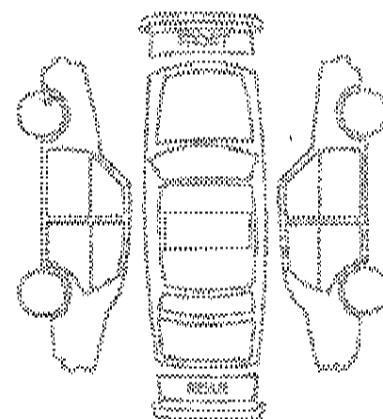
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER GRE	04	CHEVROLET MALIBU	1G1ZS52F54F		19340/1934	T468	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18MAR2004	DIC		17:00 03JUN04		0.00	CASH	

R.O. OPENED READY OPTIONS: STK:40736 DLR:513143
 01JUN2004 08:51 ENG:2.2_Liter_MFI_DOHC TRN:MXO

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A 11 WS C/S STEERING SHAKES INTERMITTENTLY LIKE FLAT TIRE
 WHILE DRIVING

0.9 SPAC Column
 Confirmed Called TAC, Advise
 me to install Steering Column
 R&L Steering Column all O.K.



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PRELIMINARY ESTIMATE \$

AUTHORIZED BY X SHEET

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:

X

SHOP COPY

CUSTOMER SIGNATURE

236351

99093

ACCOUNTING

**CENTURY III
CHEVROLET, INC.**2430 LEBANON CHURCH ROAD
WEST MIFFLIN, PA 15122-2597

TELEPHONE: (412) 466-9210 FAX 466-6007

PAGE 1

PITTSBURGH, PA

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 2716 DONALD E FISHER JR

SERVICE ADVISOR. 2/19/2004

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER GRE	04	CHEVROLET MALIBU	1G1ZS52F54F [REDACTED]		1834/1834	T468	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18MAR2004			17:00 03JUN04		0.00	CASH	16JUN2004

STK: 40736 DLR: 513143

R.O. OPENED	READY	OPTIONS:
08:51 03JUN04	11:49 16JUN04	STK:40736 DLR:513143 ENG:2.2 Liter MFI DOHC TRN:MX0

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	C/S	STEERING SHAKES INTERMITTENTLY LIKE FLAT TIRE WHILE DRIVING									
CAUSE: COLUMN FAULTY											

E7680 COLUMN ASSEMBLY, STEERING REPLACE

2492 WS 0.00 0.90 2070 5769 57.69 57.69

1 10373948 F-COL KIT 27319 38247 0 479.28 382.47 382.47

FC: 6D

PART#: 10373948

COUNT: 1

CLAIM TYPE:

AUTH CODE:

04

Z7906 6 DAYS RENTAL

2630 WS 0.00 0.00 0 0 0.00 0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

27319 38247 TPARTS

2070 5769 TLABOR

SUBL [REDACTED] PO 850269 INV. 464214

WS

29400 29400 294.00 294.00

FC:

REPLACED STEERING COLUMN KIT=OK

CUST IN RENTAL, DO NOT CLOSE

ORDER

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	5769	2070		48000	38247	27319	
46600	29400	29400	464214	26300	73416	*****	

COST, SALE, & COMP TOTALS 58789 73416 0

SERVICE HOURS: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.**DAMAGE DESIGNATION**

- * 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

You may receive a survey from the factory soon, and we ask you to reply to it
 * Completely Satisfied * Completely Satisfied * We aim for you to be * Completely Satisfied * If you are not please let us know.

(412) 466-9210

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CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SOLV. & LUBRICANTS	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

467778
850347 966

CUSTOMER #:236351

100535

WORKORDER

PAGE 2

CENTURY III
CHEVROLET, INC.2430 LEBANON CHURCH ROAD
WEST MIFFLIN, PA 15122-2597
TELEPHONE: (412) 466-9210 FAX 466-6007

PITTSBURGH, PA

HOME

SERVICE ADVISOR: 2716 FISHER JR, DONALD E

SERVICE ADVISOR: 2716 FISHER DR, DONALD E							
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER GRE	04	CHEVROLET MALIBU	1G1ZS52F54F		2167/2208	T447	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
18MAR2004	DL2		17:00 28JUN04		0.00	CASH	

R.O. OPENED READY OPTIONS: STK:40736 DLR:513143
ENG:2.2 Liter MFI DOHC TRN:MX0

28JUN2004 07:52

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A 11 2921 WS C/S STEERING SHAKES SEVERE AFTER VEH WARMED UP, OR
SITTING IN SUN FOR A WHILE

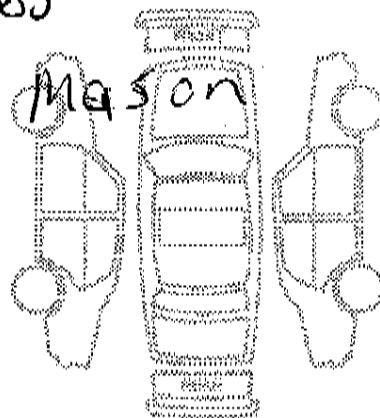
WS RECALL 04027

Case 7466164

Mike Hodge

Shawn Bryant
810-835-9003

John



EXCLUSION OF WARRANTIES

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AUTHORIZATION FOR REPAIRS

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PRELIMINARY ESTIMATE \$

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:

SHOP COPY

CUSTOMER SIGNATURE

CENTURY III

CHEVROLET, INC.

2430 LEBANON CHURCH ROAD

WEST MIFFLIN, PA 15122-2597

TELEPHONE: (412) 466-9210 FAX 466-6007

ACCOUNTING

PAGE 1

236351

100535

HOME:

PITTSBURGH, PA

BUS:

SERVICE ADVISOR: 2716 DONALD E FISHER JR

17:00 28JUN04

COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN/OUT TAG

SILVER GRE 04 CHEVROLET MALIBU 1G1ZS52F54E T447

DEL DATE PROD DATE WARR EXP PROMISED PO NO RATE PAYMENT INV DATE

18MAR2004 17:00 28JUN04 0.00 CASH 23JUL2004

R.O. OPENED READY OPTIONS: STK:40736 DLR:513143

ENG:2.2 Liter MFI DOHC TRN:MX0

07:52 28JUN04 11:03 23JUL04

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A/C/S STEERING SHAKES SEVERE AFTER VEH WARMED UP, OR SITTING IN SUN FOR

A WHILE

CAUSE: STEERING COLUMN FAULTY

E7680 COLUMN ASSEMBLY, STEERING REPLACE

FC: 6D 1 10373948 F-COLUMN KI 27319 38247 0 479.28 382.47 57.69

PART#: 10373948

COUNT: 1

CLAIM TYPE:

AUTH CODE: B

OR

Z7906 6 DAYS RENTAL

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

27319 38247 TPARTS

2003 5769 TLABOR

INV: 464942

WS 100800 100800 1008.00 1008.00

REPLACED STEERING COLUMN KIT, RECHECKED=OK

B** OPEN CAMPAIGN 04027

CAUSE: OPEN CAMPAIGN

V1152 MALIBU SEATBELT ANCHORAGE CAMPAIGN

FC: 96 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

2921 WS 0.00 0.20 445 962 9.62

2630 WS 0.00 0.10 0 961 9.61

TOTALS

EXCLUSION OF WARRANTY

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

SOLV. & LUBRICANTS

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

CUSTOMER SIGNATURE

01010

08/05/2004 22:48 FAX 4124667988

236351
100535
ACCOUNTING
CENTURY III
CHEVROLET, INC.
2430 LEBANON CHURCH ROAD
WEST MIFFLIN, PA 15122-2597
TELEPHONE: (412) 466-9210 FAX 466-6007
PITTSBURGH, PA
PITTSBURGH, PA



"Price Sells Cars"

 2430 LEBANON CHURCH ROAD • WEST MIFFLIN, PA 15122
 PHONE 466-9210

DEAL #: 236351

Stock No. 40736

Salesman HOUSE

Purchaser's Name [REDACTED] Date 03/18/2004

Purchaser's Address [REDACTED] PITTSBURGH PA [REDACTED]

Social Security No. [REDACTED] Residence Phone [REDACTED] Business Phone [REDACTED]

 Please Enter My Order For One ☒ New ☐ Used ☐ Car ☐ Demo ☐ Truck
 Year 04 Make CHEVROLET Model MALIBU

Body Type SD Exterior Color SILVER GREEN Top Color [REDACTED]

Serial No. 1G1YS52E54F [REDACTED] Interior Color [REDACTED] Mileage 36

To be delivered upon notification by the seller that the car is available for delivery. No promises, express or implied, have been made regarding the delivery date of the car hereby ordered and no promises or representation has been made regarding the manner by which car orders will be filled by the seller. It is understood that no such promises or representations hereafter made shall bind the seller unless made in writing and signed by a sales manager.

FILL OUT THIS SECTION IF USED CAR IS TRADED IN		OPTION NUMBER	SELLING PRICE	
Make CHEVROLET	Year 00			17793.27
Body Type SD	Series CAVALIER			
Serial No. 1G1JC5246Y7				
Title No. [REDACTED]				
Mileage 47266				
License Plate [REDACTED]				
Effect: Date 07/04/2003				
Coverage: Comp: Coll:				
Name of Insurance Co. LIBERTY MUTUAL				
Policy No. [REDACTED]				
Agent Name LIBERTY MUTUAL GROUP				
Phone 412 831 5476				
Bal. Owed To 1ST NATL BANK OF PA			EXTENDED SERVICE CONTRACT	1530.00
Address [REDACTED]				
1. Used Car Allowance	\$ 3399.00			
2. Balance Owed On Car	\$ 5729.69		ON LINE REGISTRATION	14.00
3. Net Allowance (1-2)	\$ -2330.61			
Down 4. Deposit With Order	\$ 2250.00		ON LINE DEALER SERVICE FEE	10.00
Payment 5. Additional Down Payment	\$ 412.00			
6. Transfer To Right Column (3+4+5)	\$ 332.27			
TITLE TO TRADE DUE CENTURY III CHEVROLET INC. FREE AT [REDACTED]			OWNER APPEARANCE/MAINTENANCE GROUP	
Cust. Sign. [REDACTED]			PAINT SEALANT YES <input type="checkbox"/> NO <input type="checkbox"/>	N/A
Cust. Sign. [REDACTED]			FABRIC PROTECTION YES <input type="checkbox"/> NO <input type="checkbox"/>	N/A
NOTICE - IMPORTANT - PLEASE READ Your trade-in allowance is based on our appraisal of your car and its general condition. If at the time of delivery of your new car, your car has suffered damage or serious mechanical deterioration or if parts or accessories of inferior quality, the trade-in allowance will be reduced. Your signature on this order authorizes any adjustments required as outlined.			RUSTPROOFING YES <input type="checkbox"/> NO <input type="checkbox"/>	N/A
			CONSUMER SERVICES	N/A
			DOCUMENTARY FEE	N/A
		ALL BALANCES MUST BE PAID IN CASH, CASHIERS OR CERTIFIED CHECK ONLY Purchaser agrees that this Order includes all of the terms and conditions on face. This Order cancels and supersedes any prior agreement and as of the date hereof comprises the entire agreement relating to the subject matters covered hereby, and that I am 18 years of age or older and of full legal capacity to enter into this contract. A full copy of the new vehicle warranty may be obtained (from any salesman or from the sales manager or some other source). The information you see on the window of this particular vehicle is part of this contract. The information on the window overrides any contrary provisions in the Contract.		
PURCHASER'S SIGNATURE [REDACTED] DATE 03/18/2004 Accepted By [Signature] SALES MANAGER			STATE & LOCAL TAXES (IF ANY)	957.19
			LICENSE, LICENSE TRANSFER, TITLE, REGISTRATION FEE.	33.50
			TOTAL OF ABOVE ITEMS	20337.96
			6. TOTAL CREDIT (Transferred From Left Column)	332.27
			TIRE TAX	5.00
			BALANCE DUE ON DELIVERY	20010.69

"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.

ON ALL VEHICLES, THE SELLER EXPRESSLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND THE SELLER SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. (Some states do not allow the exclusion or limitation of incidental or consequential damages so the preceding limitations or exclusions may not apply to you.)

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 08/06/04
 PROCESSING SOURCE: CHEVROLET 09:35:15
 VIN: 1G1ZS52F5 4F [REDACTED] 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
 DDATE: 03/18/04 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:
 DLVY DOE: 03/19/04 ORDER BY:
 CANC:
 CANC DOE:
 TRADE: DLVY TO: D MCGRATH
 TRD DOE: 639 CHESS ST
 SRVC IN: PITTSBURGH PA 15211
 SRVC OUT: CANC SRVC IN:

McGrath

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CNE	01	13 13143	00025552960	03/20/04	1,000.00	OA		0.00	9
FFC	01	13 13143	00025552960	03/20/04	21.35	OA		0.00	9
GOR	01	13 13143	00025562686	03/23/04	750.00	OA		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

P/W:

RCMPR029 FORMATTED INVOICE DATA INQUIRY 08/06/04
 09:34:33 PROCESSING SOURCE: CHEVROLET PAGE NO: 01

2004 MALIBU BASE SEDAN CHEVROLET MOTOR DIVISION
 92U SILVER GREEN METALLIC /L4G GENERAL MOTORS CORPORATION
 52B NEUTRAL 100 RENAISSANCE CENTER
 ORDER NO. GMFCFT/TRE STOCK NO. DETROIT MI 48243-1114
 VIN 1G1 ZS52 F5 4E VEHICLE INVOICE 10D72248213

*****S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZS69 MALIBU BASE SEDAN	18370.00	16808.55	INVOICE 11/18/03
B37 FLOOR MATS, FRONT & REAR	80.00	72.00	SHIPPED 11/18/03
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 11/27/03
L61 2.2L 4 CYL ENGINE	0.00	0.00	INT COM 11/28/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 11/18/03
			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 SCRIN 04=VEHEVENT 06=AR EVENT
 PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

RCMPR029	FORMATTED INVOICE DATA INQUIRY	08/06/04
09:34:44	PROCESSING SOURCE: CHEVROLET	PAGE NO: 02
	HP:	18.4
	GMS:	17027.05
	SUPPLR:	17793.27
	MRM:	19075.00
	DAN:	BASE4
	MEMO	847.50

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
09:34:53FORMATTED INVOICE DATA INQUIRY
PROCESSING SOURCE: CHEVROLET08/06/04
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:

RCMPRO29 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
WEST MIFFLIN PA 15122-2555

COMMAND ==> maxi 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:

RCMPRO28

VEHICLE EVENT SELECTION

08/06/04

PROCESSING SOURCE: CHEVROLET

09:33:48

PAGE NO: 1

VIN: 1G1ZS52F5 4F [REDACTED] OR

SELLING SOURCE(#): 13 MODEL YEAR(#): 04 ORDER NUMBER: GMFCFT

S VIN TYPE: N

E	SS/	DOCUMENT	I	INC	M BL
L EVENT DESC	SITE CD	NUMBER	S EVENT DT	CD	R RN
INCENTIVE MEMO	13 13143	00025562686	03/23/04	NJA	500.00
INCTV PAYMENT	13 13143	00025562686	03/23/04	NJA	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	UGM	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 SCRIN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

P/W:

RCMPRO28

VEHICLE EVENT SELECTION

08/06/04

PROCESSING SOURCE: CHEVROLET

09:34:02

PAGE NO: 2

VIN: 1G1ZS52F5 4F [REDACTED] OR

SELLING SOURCE(#): 13 MODEL YEAR(#): 04 ORDER NUMBER: GMFCFT

S VIN TYPE: N

E	SS/	DOCUMENT	I	INC	M BL
L EVENT DESC	SITE CD	NUMBER	S EVENT DT	CD	R 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 SCRIN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSCH

P/W:

RCMPR028

VEHICLE EVENT SELECTION

08/06/04

PROCESSING SOURCE: CHEVROLET

09:34:15

PAGE NO: 3

VIN: 1G1ZS52F5 4F [REDACTED] OR

SELLING SOURCE(#): 13 MODEL YEAR(#): 04 ORDER NUMBER: GMFCFT

S VIN TYPE: N

E	SS/	DOCUMENT	I	INC		M BL
L EVENT DESC	SITE CD	NUMBER	S	EVENT DT CD	AMOUNT	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 SCRIN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 08/06/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 09:32:48
 INCENTIVE CODE/LVL: CNE PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
—	CNE 170 REG 05 NER CONSUMER CASH PGM	06/02/04	11/02/04	H	08/06/04	1
—	CNE 168 REG 04 NER CONSUMER CASH PGM	07/08/03	11/02/04	H	08/06/04	81
—	CNE 157 REG 03 NER CONSUMER CASH PGM	07/02/02	09/30/04	P	08/06/04	2
—	CNE 113 REG 02 NER CONSUMER CASH PGM	06/01/01	04/02/03	P	06/16/04	1
—	CNI 002 REG 02 NCR INCREM* BONUS CASH	10/02/01	01/31/02	P	11/21/02	1
—	CNR 006 REG 03 NCR CONSUMER INCREM* PGM	11/04/03	03/01/04	P	04/02/04	1
—	CNR 005 REG 04 NCR CONSUMER INCREM* PGM	11/04/03	04/02/04	P	08/04/04	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	04/03/03	1
—	CPN 003 MSC 05 E-MAIL RECONTACT OFFER	05/18/04	09/01/04	P	08/05/04	1
—	CPN 002 MSC 04 E-MAIL RECONTACT OFFER	05/18/04	09/01/04	P	08/04/04	1

COMMAND ==> maxi

MORE RECORDS

PF01=HELP 03=PRV SCRIN

PF07=PGUP 08=PGDN

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 08/06/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 09:33:08
 INCENTIVE CODE/LVL: GOR _____ PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
—	GOR 018 REG 03 *** INCREM* BONUS CASH	01/08/04	06/30/04	P	08/06/04	1
—	GOR 017 REG 04 *** INCREM* BONUS CASH	01/08/04	06/30/04	P	08/06/04	8
—	GRS 001 MSC 05 COLBALT PRE-SELL ORDER	08/02/04	04/18/05	N		0
—	GSU 010 CRP 04 SUPPLIER VEHICLE PURCHAS	03/08/04	12/31/04	P	08/06/04	230
—	GSU 009 CRP 05 SUPPLIER VEHICLE PURCHAS	03/08/04	12/31/04	P	08/06/04	6
—	GSU 005 CRP 03 SUPPLIER VEHICLE PURCHAS	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) PGM	07/02/04	11/02/04	P	08/06/04	156
—	GVA 001 MSC 03 FULL SIZE P/U (IVC) PGM	07/02/04	11/02/04	P	08/06/04	2

COMMAND ==> maxi

MORE RECORDS

PF01=HELP 03=PRV SCRIN

PF07=PGUP 08=PGDN

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 08/06/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 09:33:29
 INCENTIVE CODE/LVL: NJA PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
—	NJA 005 MSC 04 GM INSTANT VALUE 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 VALUE 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	P	07/23/04	1
—	NJG 004 MSC 03 *** INSTANT VALUE CERT	03/02/04	06/30/04	P	08/04/04	1
—	NJP 010 MSC 03 GM CONQUEST PROGRAM	06/02/04	10/06/04	P	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 VALUE 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	P	07/16/04	1
—	NJW 033 CCC 05 NEW JERSEY COST SURCHARG	01/01/04		H	07/29/04	4
—	NJW 032 CCC 04 NEW JERSEY COST SURCHARG	01/01/03		H	08/03/04	1

COMMAND ==> maxi

MORE RECORDS

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

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 08/06/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 09:27:11
 INCENTIVE CODE/LVL: UGM PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
—	UGM 005 CRP 05 GM IN THE DRIVEWAY PGM	01/14/04	06/30/04	P	05/07/04	1
—	UGM 003 CRP 04 GM IN THE DRIVEWAY PGM	01/14/04	06/30/04	P	08/06/04	1
—	UGM 002 CRP 03 GM IN THE DRIVEWAY PGM	01/14/04	06/30/04	P	07/23/04	1
—	UPM 010 DCP *** UPROMISE COLLEGE FUND	04/20/01	07/25/04	P	07/31/04	9
—	UPN 009 DCP *** UPROMISE ADMIN FEE	04/20/01	07/09/04	P	07/31/04	9
—	URC 026 DCP ** GM TOURIST POLICY	03/01/95	12/31/02	P	11/12/03	1
—	U3C 029 DCP ** GM MOBILITY ADAPT EQUIP	01/01/90	12/01/01	P	08/05/04	1
—	U4C 050 CRP 05 DRIVER ED SALES	01/01/04	12/31/05	P		0
—	U4C 049 CRP 04 DRIVER ED SALES	01/01/03	12/31/04	P	08/05/04	1
—	U4C 046 CRP 03 DRIVER EDUCATION - SALE	10/01/01	12/31/04	P	05/18/04	1
—	U4C 045 CRP 02 DRIVER EDUCATION - SALE	10/01/99	12/31/03	P	08/28/03	1
—	U5C 059 CRP 05 DRIVER ED LOANER	01/01/04	12/31/05	P	08/06/04	1

COMMAND ==> maxi

MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN

P/W:

September 10, 2004

[REDACTED]
[REDACTED]
[REDACTED]
Brooklyn, NY [REDACTED]

Service Request: 1-227962903

Customer Relationship Manager: Christine Hritsko

Dear Mr. [REDACTED]

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

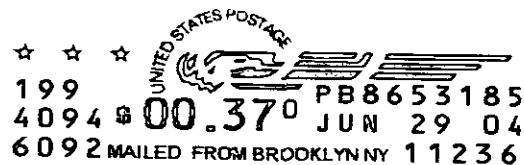
For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



Pickle Products, Inc.

77 BROOKLYN TERMINAL MARKET

BROOKLYN, N.Y. 11236



CHEVORLET
P.O BOX 33170
DETROIT, MI 48232

JUL 07 2004

4 48232+33170 31

Ref # 1-227-962903

6/29/84

Dear [REDACTED]

I just want to thank
you very much for all
your help and taking
the time to listen to
my problem.

Here are the papers
that you asked for.
If you need anything
else please give me a
call at 718-251-2100

Respectfully,
[REDACTED]

COPIES

RG0:5

REG.

RENTAL BILL + RECEIPT.

4F107542

7 9 2 1 2

INVOICE

EXPERT BODY SHOP ON PREMISES.

KRISTAL

5200 KINGS HIGHWAY • BKLYN., NY 11234

718-253-7575

FAX 718-692-2150

BKLYN NY

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 33 DAVID RAMOUTAR



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	2004	CHEVROLET MALIBU	1G1ZU54844F		9642/9642	2669.
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
10OCT2003						28JUN2004

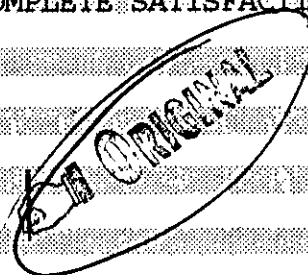
R.O. OPENED	READY	OPTIONS:
28JUN04	28JUN04	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C.S	NO	CRANK	NO	START,	DASH	CLUSTER
							LITE-UP.
							CAUSE: NO GROUND TO PCM CONNECTOR 2 TERMINAL 73.
							N6620 WIRING AND/OR CONNECTOR POWER & GROUNDS
							DISTRIBUTION REPAIR OR REPLACE
							38 WP40 2.50 (N/C)
							FC: 7L PART#: COUNT: 0
							CLAIM TYPE:
							AUTH CODE: E
							OJ

FELLOW DOC. CHART 1395618,1218017,1326540 GOUND G105 HIGH RESISTANCE,
REPAIR G105 INCLUDI NG SOLDER, CLEAR CODES, RECHECK OK

KRISTAL EXTENDS OUR SINCERE APPRECIATION FOR
YOUR PATRONAGE. WE STRIVE TO PROVIDE QUALITY
SERVICE AND COMPLETE SATISFACTION. YOUR COMME
NTS WILL HELP US TO ACHIEVE OUR GOAL. YOU MAY
BE RECIEVING A SURVEY IN THE MAIL AND WE WOUL
D 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 ARE COVERED 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, GUARANTEED 90 DAYS OR 3000 MILES, WHICHEVER OCCURS FIRST. NO GUARANTEE ON WHEEL ALIGNMENTS. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPUED 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.

X

AUTHORIZATION

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties 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. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

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 COPY

4F107542

79077

INVOICE



5200 KINGS HIGHWAY * BKLYN., NY 11234

718-253-7575

FAX 718-692-2150

 BKLYN NY
 HOME: [REDACTED] BUS:

PAGE 1



SERVICE ADVISOR: 33 DAVID RAMOUTAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	2004	CHEVROLET MALIBU	1G1ZU54844F		9636/9641	T2669	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10OCT2003							25JUN2004
R.O. OPENED		READY	OPTIONS:				
23JUN04		25JUN04					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C.S	RECALL	#04011	AIR BAG WARNING LABEL.			
CAUSE: E							
	V1119	RECALL	04011	AIR BAG WARNING LABEL			
		38	WP40	0.30			(N/C)
	FC:	96	PART#:	COUNT:	0		
CLAIM TYPE:							
AUTH CODE:							
MA							

B C.S RECALL # 04027 DRIVER SAFETY BELT ANCHORAGE

CAUSE: E

V1152 RECALL 04027 INSTALL RETAINERS ON DRIVER'S

SAFETY BELT

38 WP40 0.30

(N/C)

2 10388869 RETAINER

(N/C)

FC: 96

PART#: 10388869

COUNT: 2

CLAIM TYPE:

AUTH CODE:

MA

C C.S RECALL # 04030 UNWANTED ABS ACTIVATION.

CAUSE: E

V1156 04030-UNWANTED ABS ACTIVATION

38 WP40 0.40

(N/C)

FC: 96 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MA

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 ARE COVERED 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, GUARANTEED 90 DAYS OR 3000 MILES, WHICHEVER OCCURS FIRST. NO GUARANTEE ON WHEEL ALIGNMENTS. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED 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.

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DESCRIPTION

TOTALS

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

X

AUTHORIZATION

CUSTOMER COPY

NYS DMV # 7059799

KRISTAL

CHEVROLET



Oldsmobile



Buick

5200 KINGS HIGHWAY * BKLYN., NY 11234

718-253-7575

FAX 718-892-2150

4F107542

79077

INVOICE

BKLYN NY

HOME: BUS:

PAGE 2



SERVICE ADVISOR: 33 DAVID RAMOUTAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	2004	CHEVROLET MALIBU	1G1ZU54844F		9636/9641	T2669	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10OCT2003							25JUN2004
R.O. OPENED		READY	OPTIONS:				
23JUN04		25JUN04					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

D C.S POWER STEERING MESSAGE COMES, POWER STEERING INOP.

CAUSE: C0545 POWER STEERING COLUMN MESSAGE

E7680 COLUMN ASSEMBLY, STEERING REPLACE

38 WP40 1.10

(N/C)

1 10373948 COLUMN KI

(N/C)

FC: 6C

PART#: 10373948

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

REPLACE STEERING COLUMN ASSEMBLY.

E C.S WHEN DRIVING OVER BUMPS RATTILING SOUND COMING FROM FRONT END.

9996 STANDARD REPAIRS

38 CPC 0.00

0.00

0.00

F** OVERNIGHT CHARGE FOR PARTS

CAUSE: E

Z5001 OVERNIGHT CHARGE FOR PARTS

99 WP40 0.00

(N/C)

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MA

SUBL OVERNIGHT CHARGE

WP40

(N/C)

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DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

TOTALS

X

AUTHORIZATION

CUSTOMER COPY

NYS DMV # 7059799

4F107542

79077

INVOICE



5200 KINGS HIGHWAY * BKLYN., NY 11234
718-253-7575
FAX 718-692-2150

BKLYN NY
HOME: BUS:

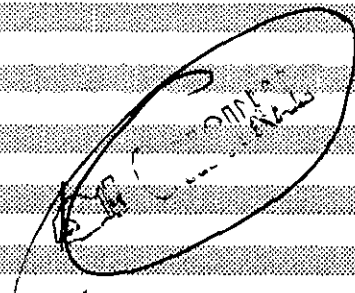
PAGE 3



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GRAY	2004	CHEVROLET MALIBU	1G1ZU54844F		9636/9641	T2669
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
10OCT2003						
H.O. OPENED	READY	OPTIONS:				
23JUN04	25JUN04					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
					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 RECEIVING A SURVEY IN THE MAIL AND WE WOULD APPRECIATE YOU RETURNING IT PROMPTLY WITH A RATING OF COMPLETE SATISFACTION. WE THANK YOU		



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 ARE COVERED 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, GUARANTEED 90 DAYS OR 3000 MILES, WHICHEVER OCCURS FIRST. NO GUARANTEE ON WHEEL ALIGNMENTS. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED 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.

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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

X

AUTHORIZATION

CUSTOMER COPY

NYS DMV # 7059799

MO 7:30A-6:00P TU 7:30A-6:00P
WE 7:30A-6:00P TH 7:30A-6:00P
FR 7:30A-6:00P SA 9:00A-12:00P
2491 SU CLOSED

YEAR 2004		RENTAL TYPE R	SOURCE AARPRES	999	RENTAL AGREEMENT NO. D 919004
0834 AM 6/19/04		CITY JACKSON HEIGHTS STATE NY			MILES 0.30
START CHARGES DIFFERENT		LOCAL ADDRESS			150 MI FREE P/DAY
COLOR 3000		STATE NY			1050 MI FREE P/WEEK
MODEL 3000		EXPIRES 7/21/04			DAY 24 HOUR PERIOD
3/1/04		HEIGHT WEIGHT EYES HAIR			HOURS 20.00/HOUR
MILE AGE 32 327		SOCIAL SECURITY #			DAYS 89.74/DAY
DRIVEN		EMPLOYER BA-TAMFTE			WKS 322.99/WEEK
BILL TO COMPANY		ADDRESS			DISCOUNT INCLUDED
CITY		STATE ZIP			21.94
ATTN:		PHONE EXT.			PAID 8.99/DAY
RENTER REQUESTS TO PURCHASE OPTIONAL DAMAGE WAIVER (DW) at daily fee shown in adjacent column. THIS IS NOT INSURANCE. See NOTICE below and TERMS & CONDITIONS on reverse.		RENTER REQUESTS TO PURCHASE OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) at daily fee shown in adjacent column. See Terms & Conditions on reverse and Rental Agreement: Ticket Jacket.			SLP 18.95/DAY
RENTER REQUESTS TO PURCHASE OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) at daily fee shown in adjacent column. See NOTICE below, TERMS & CONDITIONS on reverse and Rental Agreement: Ticket Jacket.		RENTER REQUESTS TO PURCHASE OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) at daily fee shown in adjacent column. See NOTICE below, TERMS & CONDITIONS on reverse and Rental Agreement: Ticket Jacket.			TAX 13.625 %
ADDITIONAL AUTHORIZED DRIVER - NON-RESIDENT DRIVER PERMITTED		AGE LICENSE NO. STATE EXP.			5.76778 TANK
DATE OUT		Who I am responsible for			TOTAL CHARGES
LICENSE NO.		BY OWNER'S REP			DEPOSITS
MILEAGE AGE 32 327		PERMISSION GRANTED FOR VEHICLE TO LEAVE THE STATE OF RENTAL			REFUNDS
DRIVEN		YES NO Authorized states of operation AUTH. BY OWNER'S REP			AMOUNT DUE
CONDITION AGREED		ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT INCLUDING RENTAL AGREEMENT: TICKET JACKET			CLOSED BY
RENTER		I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON BOTH SIDES OF THIS PAGE AND THE ATTACHED RENTAL AGREEMENT: TICKET JACKET WHICH IS HEREBY INCORPORATED IN AND A PART OF THIS AGREEMENT. MY SIGNATURE BELOW IS CONSIDERED TO HAVE BEEN MADE ON ANY APPLICABLE CREDIT CARD VOUCHER AND I AUTHORIZE OWNER TO PROCESS SUCH VOUCHER FOR ADVANCE DEPOSITS AND CHARGES INCURRED, INCLUDING PAYMENTS RECEIVED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. SEE REVERSE FOR LIABILITY RESTRICTIONS.			PAID BY
DATE 6/19/04		1597W			RECEIPT FOR CASH REFUND
REP X		I WILL RETURN CAR BY 09:00 AM			DATE RECEIVED
EXT. TO		ADDTL. 350.00 AMX WITH 6/19 547743			BY N. X
As a courtesy, I authorize Owner to receive direct payment from my insurance company, dealership, or repair shop. I authorize charges to my credit and / or debit card for any charges not paid by the above party for parking violations which are incurred as a result of my actions and any subsequent handling fees.		NOTICE: THIS CONTRACT OFFERS FOR AN ADDITIONAL CHARGE, OPTIONAL VEHICLE PROTECTION TO COVER YOUR FINANCIAL RESPONSIBILITY FOR DAMAGE OR LOSS TO THE RENTAL VEHICLE. THE PURCHASE OF OPTIONAL VEHICLE PROTECTION IS OPTIONAL AND MAY BE DECLINED. YOU ARE ADVISED TO CAREFULLY CONSIDER WHETHER TO PURCHASE THIS PROTECTION IF YOU HAVE RENTAL VEHICLE COLLISION COVERAGE PROVIDED BY YOUR CREDIT CARD OR AUTOMOBILE INSURANCE POLICY. BEFORE DECIDING WHETHER TO PURCHASE OPTIONAL VEHICLE PROTECTION, YOU MAY WISH TO DETERMINE WHETHER YOUR CREDIT CARD OR YOUR VEHICLE INSURANCE AFFORDS YOU COVERAGE FOR DAMAGE TO THE RENTAL VEHICLE AND THE AMOUNT OF DEDUCTIBLE UNDER SUCH COVERAGE.			REPAIR SHOP
ATTENTION: Enterprise purchases no third-party insurance covering this rental, but provides its Renters and authorized drivers with minimum liability coverage as required by the New York Vehicle and Traffic Law. Those coverages are: \$25,000 per accident for bodily injury to one individual/\$50,000 per accident for bodily injury to more than one individual/\$50,000 per accident for the death of one individual/\$100,000 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 third parties alleging bodily injury, death or property damage arising out of the operation of the rental vehicle. If additional liability coverage is desired you may purchase Supplemental Liability Coverage from Enterprise at an additional cost.		RENTAL AGREEMENT: TICKET JACKET			CUSTOMER COPY

IN 03:37PM 6/28/04
OUT 08:54AM 6/19/04

RENTAL AGREEMENT
D919004
PAGE 1 OF 1

24-HOUR DAY

WOODSIDE NY
RENTAL TYPE R SOURCE AARPRES- 999

UNIT 1
UNIT # KUB754
LIC# BVH1201
MODEL LESA
COLOR BRONZE
IN 32380
OUT 32327

RENTER
JACKSON HEIGHTS NY
LOCAL:

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE
150 MI FREE/DA
1050 MI FREE/WK

UNIT 2
UNIT # LN6675
LIC# CWJ2061
MODEL ALTI
COLOR SILVER
IN 3534
OUT 3234

DR. LICENSE
STATE NY EXPIRE 7/21/04
DOB HT WT
EYES HAIR
S.S.#
EMPLOYER
BA-TAMPTA

3 DAYS @ 75.74 227.22
1 WEEKS @ 322.99 322.99

BILL TO N CUST #

DAMAGE WAIVER 061904/062804

10 DAYS DW @ 8.99 89.90

SALES TAX 13.62 74.97

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

CLAIM INFO
POL/CLAIM/PO#

PERMISSION TO LEAVE STATE
YES NO X

INSURED

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 715.08

LOSS DATE
THEFT ACCIDENT

PAYMENT INFORMATION
AMOUNT PD.BY TYPE DATE AUTH
635.08 AMX SALE 6/29/04 123599

DEPOSITS 635.08
REFUND

TYPE CAR

1 FREE DAY FOR BRAK 80.00

SHOP
PHONE
NAME

CLOSED TICKET PAYMENT INFO

OPENED BY #1597W DENA I EL SHAHAT
CLOSED BY #3457R HENRY DELAROSA



NY 4277 (4-02) NEW YORK STATE REGISTRATION DOCUMENT



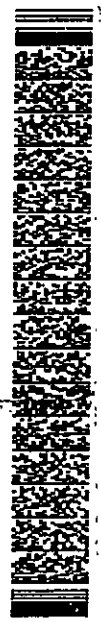
2004 CHEVR NONTRANSFERABLE
4DSD GY 1G1ZU54844F
003234 G 6 CR901393 OCT 09 2003

WISCONSIN
Expires 10/31/05
*NYMA *
20.75

BROOKLYN NY

ANNUAL CHG
AMT TAD (INCL LMS CRD)

VOID IF ALTERED EXCEPT FOR ADDRESS 97.75



[Redacted]
Jackson Heights, NY [Redacted]



GREETINGS
FROM
DETROIT, MI



Customer Service Manager
CHEVROLET
P.O. Box 33170
Detroit, MI 48232

JUL 16 2004

48232+5170



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 ago, 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.

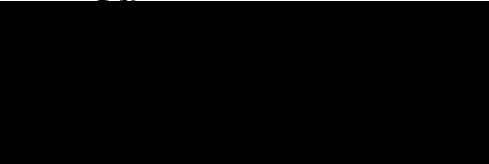
I called GM Customer Service again to lodge a complaint about my experience and lack of assistance from Joshua. I also wanted to find out how to go about getting reimbursed for the rental car. This time I was fortunate enough to get Ms. Chris Hritsko on the phone.

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.

Yours truly,

A large black rectangular redaction box covering the signature of the sender.

Jackson Heights, NY

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



CHECK No. 900642140

50-937
215

DATE
07/22/04

*****635 DOLLARS

****08 CENTS

AMOUNT
*****635.08

PAY
TO THE
ORDER
OF

BROOKLYN NY

North American Operations
General Motors Corporation
Disbursement Account

Richard C. Drum
SIGNATURE

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900642140

PAYMENT
DATE 07/22/04

VENDOR DUNS NO. [REDACTED] 1
VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZU54844F	07/21/04	[REDACTED]	00.0000	635.08	.00	635.08
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				W3		
TOTAL				635.08	.00	635.08

September 10, 2004

[REDACTED]
[REDACTED]
Merrick, NY [REDACTED]

Service Request: 1-228195904
Customer Relationship Manager: Scott Haynes

Dear Mrs. [REDACTED]:

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54824F [REDACTED] is for the following:

- 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.mygmink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

GMPP Request for Processing

SR# **1-228195904**

New/Used: **New** Division: **Chevrolet** Vehicle Style: **Car**

Complete VIN: **1G1ZT54824F** Vehicle Year: **2004**

Division - Dealer Code: **Chevrolet 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 code**

(Selling dealer to keep profit. Division is debited the dealer's profit)

Delivery Date: **04/20/04** Odometer Reading: **7012**

Plan Purchase Date: **07/07/04** Customer Ownership: **Owner**

Business Name:

Customer Name - Title: **Mrs.** (First - M.I. - Last):

Address Line 1:

Address Line 2:

City: **Merrick** State: **NY** Zip:

Plan Type: **SmartCare** # of Months: **24 Months** Mileage: **24000**

Plan Type: # of Months: Mileage:

Deductible: **\$0**

Plan Lien Holder (Select Division below):

Division Address: **Chevrolet - PO Box 33170 Detroit, MI 48232-5170**

CRM (Decision Maker): **Scott Haynes**

Team Manager / Liaison: **Ron Rittenhouse ~ Melissa Nance**

Team CARS Site: **Portland** Date: **07/09/04**

☐ **AVM Requested**



Service Satisfaction Survey

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 preferred Email address:

Dear Robert M Lunn:

Our records indicate that you had your 2004 Malibu serviced at Ken Wilson Chevrolet on April 12, 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 Ken Wilson Chevrolet.

Sincerely,

Charles F. Ugolino
Charles F. Ugolino
Director of Operations

JUN 18 2004

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

About Your Service Consultant/Advisor

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

122590

Please complete other side

About Your Service Consultant/Advisor - Continued

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

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|---|--------------------------|--------------------------|-------------------------------------|-------------------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| - The ease of getting your vehicle? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 12. Were ALL of your service concerns corrected on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| IF NO, why not? (check all that apply) | | | | | |
| <input type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available | | | | |
| <input type="checkbox"/> Work performed did not correct the problem | <input type="checkbox"/> I declined repair | | | | |
| <input type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) _____ | | | | |
| <input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Don't know | | | | |

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 14. Were you given a copy of the completed repair order/invoice? | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|-----------------------------------|--|-------------------------------------|---|--|
| 16. Based on this service visit, overall, how satisfied are you with Ken Wilson Chevrolet? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Would you recommend this dealership for service? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. Overall, how satisfied are you with your 2004 Malibu? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. Are you ... | <input type="checkbox"/> Male | <input checked="" type="checkbox"/> Female | | | |
| 20. Your age ... | <input type="checkbox"/> Under 25 | <input type="checkbox"/> 25 - 34 | <input type="checkbox"/> 35 - 44 | <input checked="" type="checkbox"/> 45 - 54 | <input type="checkbox"/> 55 - 64 |
| 21. May we include your name when providing this survey information to your dealership? | | | | | <input checked="" type="checkbox"/> No |
| 22. Do you have any other comments/recommendations about Ken Wilson Chevrolet? | <input type="checkbox"/> Yes | | | | |

Wish not have problems if car is to be serviced again

See Letter attached 'Explanation'

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 You!!

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

2004 Malibu
"Serviced"

122590

June 10/04

To Whom This may concern;

Regarding work done on my "2004" Malibu
I had taken car in, without an appt to
have someone check out Steering noise that had
developed. Technician test drove it in parking
lot then said yes a small Clerk noise Nothing
to worry about. Only test drove it never checked on
a lift or computer - "Not a safety issue!" I
had explained that the more you drive it the
harder it got to steer. "Technician said that's
the electric steering"

That same night driving home from work at
midnight (working second shift 3-11) the ^{steering} ~~steering~~ became
very stiff exiting off the highway, had no reply
fighting with steering. With it only a mile from
my home I got the vehicle home. - Next morning (8 AM) (You could drive)
took back into service and had the Service manager
come out to test drive. We had not made it 1/4
mile down the road when he said there was
no reply, the warmer the vehicle got the harder
the steering became. He did see to it I was into
a loaner vehicle after that.

I had the loaner for 10 days - I personally
had to keep calling to get an update on what
was happening with Malibu being serviced.

Finally 2 days before returning car back to me the
party of which I called quoted Parts when back
order had to take parts off a Malibu in lot.

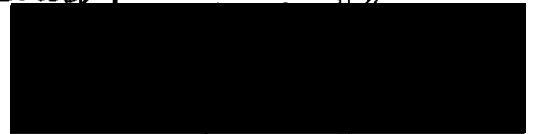
With only 5,000 miles on the Malibu my
concern was if you took it off another Malibu
what are the chances of another 5,000 miles down
the road this happening again? Less chance was told!

The other issue was I had to wait for
the work order sheet another 10 days - Had to call
& request the Repair Sheet which was finally
mailed to me. Not a full explanation on what
was really wrong with it - just replaced the

steering unit & received paper work of which as
said before unless I kept following up on
every thing I was being told nothing. I was not
a "pest" I waited 3-4 days before calling to find out
then when I had picked vehicle up after service, I
was told paper work not done will be mailed. As
mentioned waited a week, called and said wish to have
work order mailed or will pick up. Sales technician
acted surprised I had not received work order. Called
on a Monday & did receive work order on Thursday in mail.

To feel out the Survey I was confused on how
to make it out. I have dealt with Ken Wilson several
years. Not filling out a complaint just not fully
satisfied with service concerning steering problem.
I am still a little nervous on what if this happens
again! A little leary on the safety of my "new"
vehicle at once I felt safe in.

Sincerely,





GMC

HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

7/8/04

Denise Soliz
BBB Autoline Division, California

Re: [REDACTED]
BBB Case Number: CHV0444689
2004 Chevrolet Malibu
VIN # 1G1ZU54834F [REDACTED]

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: 25 JUN 04 NO. OF PAGES 10
(INCL. THIS SHEET)

TO: JAMES RAYFORD TEL. _____

CO: _____ FAX 866-213-4647

FROM: DAVID KOSZELA PHONE #: (805) ~~497-1651~~
CELL [REDACTED]

CO: COURTESY CHEVROLET FAX #: (805) 373-0116

NOTE: _____

REPLY REQUESTED _____ YES ☒ 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

146897

CUSTOMER #:

WORKORDER



PAGE 1

3610 THOUSAND OAKS BLVD.
P.O. BOX 3729 • THOUSAND OAKS, CA 91359-0729

From Thousand Oaks (805) 497-1651 From Canard (805) 462-9808 From Canoga Park (818) 889-0942 From Simi (805) 628-4002 Fax (805) 373-0116 S.A.R. REG. AA-000177 • E.P.A. # CAD 991579498

HOME:

BUS:

SERVICE ADVISOR:

1015 HAMILTON, JOHN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GALAXY SIL	04	CHEVROLET MALIBU	1G1ZU54834F		77	
DELIVERY DATE	PROD. DATE	WARR. EXR	PROMISED	PO NO.	PAYMENT	INV. DATE
			17:00 11SEP03		75.00 CASH	
R.O. OPENED	READY	OPTIONS: STK: N40118				

11SEP2003 09:13

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
 A- 27000 2180 W94 PRE-DELIVERY INSPECTION - BASE TIME 1.0
 PDI COMPLETED

Detail
 9/11/13

CHEVROLET

SERVICE DEPARTMENT HOURS:
 MON. THRU FRI. 7:00 AM TO 5:30 PM

SERVICE CASHIER HOURS:
 MON. THRU FRI. 7:00 AM TO 5:30 PM

PARTS DEPT. HOURS:
 MON. THRU FRI. 7:00 AM TO 5:30 PM

INITIAL ESTIMATE W/OUT	INCLUDES \$ FOR HAZARDOUS WASTE MANAGEMENT	I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.	FOR SMOG CERTIFICATION REPAIRS NOTE: BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. IN THE EVENT A COMPONENT IS DISASSEMBLED FOR INSPECTION, DISASSEMBLY MAY PREVENT RESTORATION OF UNIT TO ITS PRIOR CONDITION.
SARPDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.		INITIAL HERE IF PARTS ARE TO BE SAVED	ALL PARTS NEW UNLESS OTHERWISE INDICATED
X		TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE	NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
VISIB EST.		REASON	REASON
AUTHORIZED BY	DATE	ADDITIONAL COST \$	ADDITIONAL COST \$
VISIB EST.	REASON	ADDITIONAL COST \$	ADDITIONAL COST \$
AUTHORIZED BY	DATE	ADDITIONAL COST \$	ADDITIONAL COST \$

A

CORRECTION

B

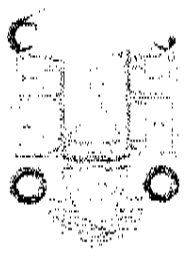
CORRECTION

C

CORRECTION

BRAKE CONDITION			
FRONT	<input type="checkbox"/>	GOOD	FAIR
REAR	<input type="checkbox"/>	GOOD	FAIR
		POOR	

ON	OFF	SEPARATE ORDER	W - TIME	FLAT RATE	MECH PAY	EMPL NO.	RO NO.
11/15/04				0.1		2812	15891h1



INDICATE ANY DAMAGE TO BODY OR VEHICLE
EXCEPTS TO MAJOR REPAIRS

PRIOR DAMAGE

RF ☐ RR ☐
FD ☐ RD ☐
LF ☐ LR ☐

JetFax #562;Page 4/10

1051-1054, 1055

WORKORDER

PAGE 1



3610 THOUSAND OAKS BLVD.
P.O. BOX 3729 • THOUSAND OAKS, CA 91359-0729

From Thousand Oaks (805) 497-1651 From Oxnard (805) 482-8808 From Camarillo Park (818) 885-0642 From Santa (805) 528-4002 Fax (805) 379-0116
B.A.B. REG. AA-000177 E.P.A. # CAD 881073438

TYPE :

2000 :

SERVICE ADVISOR:

1917 HOOKS, JIM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GALAXY SIL	04	CHEVROLET MALIBU	1G1ZU54834F		77	
DELIVERY DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
			17:00 11SEP03		75.00 CASH	
R.O. OPENED	READY	OPTIONS: STRIPN40116				
11SEP2003 12:45						

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
1	0000	W94	03048 EMISSION RECALL OBDII MISFIRE MONITOR -
2	0001		REPROGRAM PCM.

1204


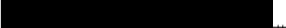
REPROGRAM PCM:

V1061 REPROGRAM PCM



413 03

CHEVROLET

SERVICE DEPARTMENT HOURS: MON. THRU FRI. 7:00 AM TO 5:30 PM				CASHIER HOURS: MON. THRU FRI. 7:00 AM TO 5:30 PM				PARTS DEPT. HOURS: MON. THRU FRI. 7:00 AM TO 5:30 PM			
REGIONAL STATEMENT MOUNT 		INCLUDES: \$ FOR HAZARDOUS WASTE MANAGEMENT		I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL. ALSO SUBJECT TO CONDITIONS ON REVERSE SIDE.				FOR SMOG CERTIFICATION REPAIRS NOTE: BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. IN THE EVENT A COMPONENT IS DISASSEMBLED FOR INSPECTION, DISASSEMBLY MAY PREVENT REGISTRATION OF UNIT IN ITS PRIOR CONDITION.			
WARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.				X  INITIAL HERE IF PARTS ARE TO BE SAVED				ALL PARTS NEW UNLESS OTHERWISE INDICATED			
TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE				NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.				CROSS REFERENCE REPAIR ORDER NO.:			
REASON		ADDITIONAL COST \$		REVISED EST. \$		REASON		ADDITIONAL COST \$		TIME	
AUTHORIZED BY <input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE #		DATE		TIME		AUTHORIZED BY <input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE #		DATE		TIME	
REASON		ADDITIONAL COST \$		REVISED EST. \$		REASON		ADDITIONAL COST \$		TIME	
AUTHORIZED BY <input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE #		DATE		TIME		AUTHORIZED BY <input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE #		DATE		TIME	

CORRECTION

CORRECTION

CORRECTION

BRAKE CONDITION

FRONT ☐ GOOD FAIR POOR
 REAR ☐ GOOD FAIR POOR

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF ON
146931			.4		2205	9/1/03

INFORMATION
 IF CUSTOMER HAS ON VEHICLE
 IS TO BE REMOVED

PRIOR DAMAGE

RF ☐ RR ☐
 LF ☐ LR ☐

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
148766			2.0		2205	108.3
						ON

CHANGE CUSTOMER BASE ON VEHICLE
DUE TO MAKING REPAIRS

PRIOR DAMAGE

HF ☐ RR ☐

FO ☐ RO ☐

LF ☐ LR ☐



X

CRD-14582 06/01

BRAKE CONDITION

FRONT ☐ GOOD FAIR POOR

REAR ☐ GOOD FAIR POOR

SERVICE DEPARTMENT HOURS:
MON. THRU FRI. 7:00 AM TO 6:30 PM

SERVICE CASHIER HOURS:
MON. THRU FRI. 7:00 AM TO 5:30 PM

PARTS DEPT. HOURS:
MON. THRU FRI. 7:00 AM TO 5:30 PM

11/10/2019

AUTH 740 E
 DATE 10/25/08 TIME 1:00
 EXTRA DIALS TIME
 LAD
 BYOKALIMU
 (Sticks attached)
 30

10000 - 1st 10000

2019-2020

Handwritten notes and signatures at the bottom of the page, including a signature that appears to be "S. J. ...".

connected to open in ground circuit 450

3-1-20
Using schematic "Ignition Controls" (Doc 12/8025)

Electronic Ignition System Diagnosis (Doc 1275245)

return diag(systemCheck(docPath)) = sent to
 Enclave checks but Docs Not Run (Doc #124703d) sent to #

At least 4 calls - None

LINE OF CODE TECH: TYPE DESCRIPTIONS/INSTRUCTIONS

	06:55	DECEMBER 2008
--	-------	---------------




12SEP2003	12SEP2003 17:00 090CT03	75.00	CASH
-----------	-------------------------	-------	------

DELIVERY DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
GALAXY SH. 04	CHEVROLET MALIBU	1012054824				

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT
					72

THOUSAND OAKS, CA
[REDACTED]
[REDACTED] b6
[REDACTED] b7C
Page 1
3610 THOUSAND OAKS BLVD.
P.O. BOX 3729 - THOUSAND OAKS, CA 91359-0729
From Donald [REDACTED] b6
From Thousand Oaks [REDACTED] b6
(805) 437-1551
B.A. REG. #A-000177 / E.S.A. #CAD 951573456
From Jim [REDACTED] b6
(805) 437-1737

HOME#

697871

149150

WORK ORDER

PAGE 1

3610 THOUSAND OAKS BLVD.
P.O. BOX 3729 • THOUSAND OAKS, CA 91359-0729

From Thousand Oaks (805) 487-1651 From Oxnard (805) 482-8808 From Camarillo (805) 888-0942 From Simi (805) 526-4002 Fax (805) 373-0116
B.A.R. REG. AA000177 • E.P.A. # CAD 981572466

1017 HOOKS, JIM

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ALAXY_SIL	04	CHEVROLET MALIBU	1G1ZUS4834F		1203/	
DELIVERY DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
2SEP2003		12SEP2009	17:00 15OCT09		75.00 CASH	

R.O. OPENED	READY	OPTIONS
4OCT2003 06:16		\$100 DEDUCTIBLE
THE OP CODE TECH. TYPE DESCRIPTION/INSTRUCTIONS 3277510 3277510		
A XXX N94 GM REPAIR ORDER RETURN PROGRAM. LABOR CODE N6520.		
REPAIR ORDER NUMBER 148766. ELECTRICAL REPAIR.		

CHEVROLET

SERVICE DEPARTMENT HOURS: MON. THRU FRI. 7:00 AM TO 5:30 PM
SERVICE CASHIER HOURS: MON. THRU FRI. 7:00 AM TO 5:30 PM
PARTS DEPT. HOURS: MON. THRU FRI. 7:00 AM TO 5:30 PM

INITIAL TIME JOINT INCLUDES \$ FOR HAZARDOUS WASTE MANAGEMENT
I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.
ALSO SUBJECT TO CONDITIONS ON REVERSE SIDE

DOWN ESTIMATE: I UNDERSTAND AT MY VEHICLE WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN LOW IF I CHOOSE NOT TO AUTHORIZE SERVICES RECOMMENDED.
X

REASON	ADDITIONAL COST \$	REVISED EST. \$	REASON	ADDITIONAL COST \$	
AUTHORIZED BY	DATE	TIME	AUTHORIZED BY	DATE	TIME
REASON	ADDITIONAL COST \$	REVISED EST. \$	REASON	ADDITIONAL COST \$	REVISED EST. \$
AUTHORIZED BY	DATE	TIME	AUTHORIZED BY	DATE	TIME

A

CONNECTION

R.O. OR W.D. NO.	EMPL NO.	MECH. PAY \$	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF ON
163822			1.1	2.0		6.9

B

CONNECTION

R.O. OR W.D. NO.	EMPL NO.	MECH. PAY \$	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF ON
163822			2.0	4.0		06/21/04

C

CONNECTION

REPAIR ORDER NUMBER 163822
PREVIOUS REPAIRING IN SHOP

PRIOR DAMAGE
☐ NO
☐ YES
☐ NO
☐ YES
☐ NO
☐ YES

X

06/25/04 09:21

FRONT	RIGHT	LEFT	FAIR	POOR
REAR	RIGHT	LEFT	FAIR	POOR

163822

CUSTOMER #1420118

WORKORDER

PAGE 1



3610 THOUSAND OAKS BLVD.
P.O. BOX 3729 • THOUSAND OAKS, CA 91359-0729
From Thousand Oaks (805) 482-1042 From Camarillo (805) 680-0942 From Simi (805) 525-4022 Fax (805) 373-0116
B.A.R. REG. AA-000177 • E.P.A. # CAD 03 572488

THOUSAND OAKS, CA
HOME: [REDACTED]

SERVICE ADVISOR: 2071 SAILOR SEAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GALAXY SIL	04	CHEVROLET MALIBU	1G1ZU54834F	[REDACTED]	1500/	233
DELIVERY DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
12SEP2003		12SEP2009	17:00 04JUN04		77.00 CASH	
R.O. OPENED	READY	OPTIONS: 51K:N40118 1)CNA T3AC-10375595 72/72 \$100 DEDUCT.				
04JUN2004 10:06						

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
 X X W94 TOW IN-STEERING LOCKS UP WHILE DRIVING.
Reason Steering Column
 E7680 31

CHEVROLET



494 04

SERVICE DEPARTMENT HOURS:
MON. THRU FRI. 7:00 AM TO 5:30 PM

SERVICE CASHIER HOURS:
MON. THRU FRI. 7:00 AM TO 5:30 PM

PARTS DEPT. HOURS:
MON. THRU FRI. 7:00 AM TO 5:30 PM

ORIGINAL ESTIMATE AMOUNT \$	INCLUDES: <input type="checkbox"/> FOR HAZARDOUS WASTE MANAGEMENT	I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL. ALSO SUBJECT TO CONDITIONS ON REVERSE SIDE.		SMOG CERTIFICATION REPAIRS NOTE: BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. IN THE EVENT A COMPONENT IS DISASSEMBLED FOR INSPECTION, DISASSEMBLY MAY PREVENT RESTORATION OF UNIT TO ITS PRIOR CONDITION.	
YEAR/DOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ____ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.		X INITIAL HERE IF PARTS ARE TO BE SAVED		ALL PARTS NEW UNLESS OTHERWISE INDICATED	
TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE		NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.			
CROSS REFERENCE REPAIR ORDER NO.:					
REVISED EST. \$	REASON	ADDITIONAL COST \$	DATE	TIME	AUTHORIZED BY
REVISED EST. \$	REASON	ADDITIONAL COST \$	DATE	TIME	AUTHORIZED BY

2004 MALIBU LT SEDAN		CHEVROLET MOTOR DIVISION
12U GALAXY SILVER METALLIC	/L4G	GENERAL MOTORS CORPORATION
142 GRAY		100 RENAISSANCE CENTER
ORDER NO. GKBSH9/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1ZU54 83 4F		VEHICLE INVOICE 1AD22060932
*****		*****13*20082S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
1ZU69 MALIBU LT SEDAN	22870.00	20926.05 INVOICE 08/20/03
LX9 3.5L V6 ENGINE	0.00	0.00 SHIPPED 08/15/03
MX0 4-SPEED AUTO TRANSMISSION	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/OPT RADIO)		PRC EFF 08/15/03
UE1 ONSTAR SYSTEM	695.00	625.50 KEYS G0552 G0552
INCLUDES 1 YR SAFE & SOUND		WFP-S QTR OPT-1
U2K XM SATELLITE RADIO-100 CHANNEL	325.00	292.50 BANK: GMAC - 085
COAST TO COAST DIGITAL SOUND		CHG-TO 20-082
(SUBSCRIPTION CHARGES EXTRA)		
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00 SHIP WT: 3231
YF5 50-STATE EMISSIONS	N/C	N/C HP: 18.4
1SB MALIBU PREFERRED EQUIP GRP 1SB	905.00	814.50 GMS: 22825.70
* AUTO-DIMMING INSIDE MIRROR		SUPPLR: 23738.73
* HOMELINK TRANSMITTER		MRM: 25720.00
* POWER SUNROOF		DAN: 58MAL
		MEMO 1229.75

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.

COURTESY CHEVROLET	REMIT TO GMAC NO. 085
	VIN 1G1ZU54834F
	\$ 23929.98 INV 1AD22060932
	DUE 08/27/03 DEALER 20-082

Confidential Information

CASE ASSESSMENT BY: James Rayford

Siebel Request No: 1-229481004

Customer Name: [REDACTED]

Year of Vehicle: 2004 Make: Chevrolet Model: Malibu Current Mileage: 15,000

Vehicle ID No.: 1G1ZU54834F **In Service Date: 9/12/03** **Purchased: New**

What is customer seeking: Repurchase

What is customer eligible for: Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Steering

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
6/4/04	1,500	6	Replaced Steering Column

OTHER SYMPTOM / COMPLAINT: Engine

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
9/11/03	7	1	Reprogram PCM (Recall)

OTHER SYMPTOM / COMPLAINT: Miscellaneous

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
10/8/03	1,203	1	Replaced & Tightened Grounds Distribution Wiring

Total Days Reported Out of Service: 8

VEHICLE MEETS PRESUMPTION: YES: ☐ NO: ☒

Arbitrate case: ☒ ☐ 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:


To:
Fax#:
From:
Jul 09, 2004

Re: Chevrolet/CHV0444689
TotalPages: 6



July 9, 2004

Re:cam3 CHV0444689 :Grimes vs Chevrolet Motor Division 1G1ZU54834F101098


Chevrolet
Tampa, FL

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.

Sincerely,

Denise Soliz at Extension 210



ARBITRATOR SELECTION LIST

Customer: Ms. [REDACTED]

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.



AUTO LINE

NOTICE OF HEARING/INSPECTION

Date: 07/09/04 Case Number: CHV0444689
Customer: [REDACTED]
Manufacturer: Chevrolet
Mfr-Info: 1716 CA 1G1ZU54834F [REDACTED]

Arbitrator(s): Ms. Neil Banta-Blacker

Hearing Date, Time, Place: 07/28/04 1:00 pm
Encino BBB
17609 Ventura Blvd., Suite LL03
Encino CA 913160000

Manner in Which Parties Will Participate:

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

Customer: ☒ in person ☐ by phone ☐ in writing
Manufacturer: ☐ in person ☒ by phone ☐ in writing

INSTRUCTIONS

1. We make every effort to assist persons with disabilities. If you need special assistance to participate in the arbitration hearing, please notify the BBB.
2. Bring all witnesses 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 or 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. Notify the BBB at once if you cannot be present at the hearing. The hearing may be conducted in your absence should you fail to participate in person or by phone.
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.

Hearing Site Phone Number: 8183865514

Location of Better Business Bureau

Imperial Mortgage Company Building

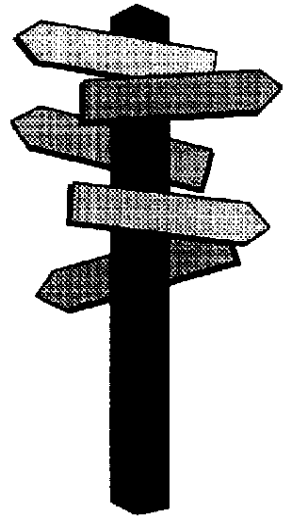
Name of Building (if any)

17609 Ventura Boulevard, Suite LL03, Encino, CA

Bureau Address and City

818.386.5514

Bureau Phone Number (Emergencies Only)

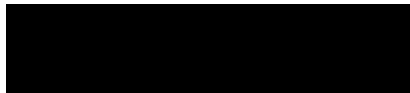


BBB - Encino DIRECTIONS

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 stairs leading to the LL (Lower Level) offices.

ASK FOR THE AUTO LINE COORDINATOR: JOANNE SMITH



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)

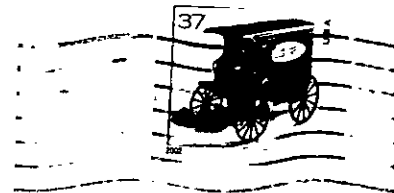
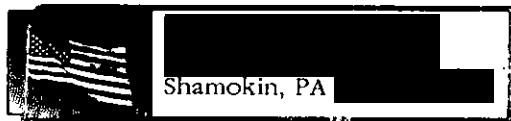
- A. Arbitrator instructs parties about inspection/test drive procedures
- B. Inspection (and test drive, if necessary)
- C. Questions or comments about inspection (and test drive) by consumer
- D. Questions or comments about inspection (and test drive) by business
- E. Questions about inspection (and 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.



Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, Mi
48232 - 5170

JUL 27 1994

48232+5170



7-22-04

Dear GM

I purchased a
Chevrolet Malibu LT From
Paul Chevrolet in Ashland,
PA. on 5/26/04 — They

did not have one in stock
But They said I could pick
up a car the next day —

I did just that — like the
car — BUT steering wheel does
not do what The Book &
Brochure says (The wheel can
be adjusted up & down as well as
FORWARD & BACKWARD —)

my wheels goes up & down & That
is it — I can not get into
car my usual way sit first
& then put my legs in —

my legs hit the wheel — it is
very uncomfortable to get into —

Can you do anything for me ???

I spoke to a Ramona on
telephone & she told me
there was a recall on my
vehicle

04027 Driver's safety Belt—

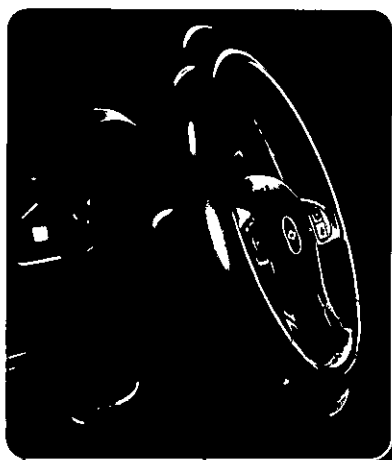
I had A 93 & 98 Buick
Regal & no Trouble AT All
with steering wheel —
hooking BACK I probably would
not have purchased That
car IF I had Known ABOUT
That steering wheel —

IF YOU CAN help me please do

Thank you,



Shamokin, PA



Tilt/Telescoping
Steering Column



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.

DATE:

TO: ISMAEL H.

FROM: Bob. D.

RE: RC # 778480 HAS NO LABOR + OILS

Stamp -

FAX: 818-8381791 PAGES: 5

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY

700 SAN FERNANDO RD SAN FERNANDO CA 91340 FAX (818) 8381791

5601 Van Nuys Boulevard
 Van Nuys, CA 91404
 18600 Devonshire Street
 Northridge, CA 91324
 8400 Reseda Boulevard
 Northridge, CA 91334

END OF PAGE - 17 (1/11/11)

DCS DATA FILE: GMMMF.703
01/14/2004 1025
RD NUMBER 01/13/2004 1612154884F
VIN [REDACTED] DIV 3 DEALER 20070 ODOMETER 353-46-5448
SERVICE ADVISOR # [REDACTED]
WARRANTY NEW CLAIM
CUST LAST [REDACTED] FIRST [REDACTED]
PHONE: WORK: [REDACTED] HOME: [REDACTED]
MIDDLE: M
LABOR LTRS CHRS NET-AMT LAB-TOT
FC 6C N6614 .5 6 AUTH CODE: E .5
PART-NO. TOT-PTS
TECH SSN: [REDACTED]
LN JOB CT CC PC 01 81.98
LN-TOT: 1 01 81.98
R.O. TOTAL: 81.98

DCS AUDIT SLIP

APPROVED BY SIGNATURE _____

JAN 16 2004

CLAIM#	721832	TOTAL	81.98
CLAIM TOTALS	81.98		

WARRANTY CLAIM DETAIL TOTALS

R/O TAX	0.00
R/O TOTALS	81.98

APPT. 42

LABOR 81.98

JOB# 1 TOTALS-

TO: A. ELECTRICIAN. HOURS: 1.10 TECH(S): 3294
CUSTOMER STATES THE INTERIOR AND TRUNK LIGHTS ARE INOP.
CK DOME LAMPS INOP FOUND FUSE BLOWN AT BCM TO LAMPS
TRACED SHORT FOUND LT SUNSHADE WIRING PINCHED TO ROOF
OF CAR AND GROUNDING WIRING TO LT VISOR
REPLACED FUSE AND REPAIRED ORN WIRE TO LT VISOR AND
REINSTALLED CK LAMP OPERATION ALL OPERATING AS
DESIGNED AT THIS TIME

1 CHARGES- JOB#

CUSTOMER NO.		1A0086		SYLMAR, CA		RESIDENCE PHONE		BUSINESS PHONE		[REDACTED]	
ADVISOR		TAG NO.		INVOICE DATE		INVOICE NO.		STOCK NO.		68786	
YEAR / MAKE / MODEL		04/CHEVROLET/MALIBU/SD LS		DELIVERY DATE		01/10/04		DELIVERY MILES		13	
VEHICLE ID NO.		1G1ZT54884F		BILLING DEALER NO.		[REDACTED]		PRODUCTION DATE		[REDACTED]	
P.T.E. NO.		P.O. NO.		R.O. DATE		01/13/04		[REDACTED]		[REDACTED]	
COMMENTS		EF 3.5		MO: 125		[REDACTED]		[REDACTED]		[REDACTED]	

CELL/DANGER



The Valley
San Fernando Valley

Service (818) 838-1700 • PARTS (818) 838-1770
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

C3W5721832
RYDELL J. SAN FERNANDO

C3121832

FOR YOUR CONVENIENCE
SERVICE AND PARTS: MONDAY THRU FRIDAY
6:30 A.M. TO 9:00 P.M.
SATURDAY 8:00 A.M. TO 6:00 P.M.
EXPRESS LUBE DEPT.: MONDAY THRU FRIDAY
6:30 A.M. TO 9:00 P.M.
SATURDAY 8:00 A.M. TO 6:00 P.M.
SUNDAY 8:00 A.M. TO 5:00 P.M.
BAR #AM202744 EPA #CAD982041048

WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF
Hazardous Waste. TOXIC WASTES
PAIDERS RECOVER THESE COSTS BY INCREASING OUR LANDFILL
FEE TO ALL OF OUR SERVICE CUSTOMERS. WE MAKE THIS CHARGE
ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE
THESE WASTES.
THESE ARE LANDFILL CHARGES WHICH ARE COLLECTED ANNUALLY
FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check last indicates are necessary.

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

PERSON	DATE
PHONE #	

RECEIVED
MAY 1968

HAZ WASTE
UNIT 2
DUMP
CONTRACTED BY

DATE _____

PERSON _____

PHONE # _____

SEED MATES
NON CONTACTED

HAZ WASTE
HAZ &
DISP

ADDITIONAL

CONFIDENTIAL

2 W * 18CVZS06 ENTERPRISE RENTAL CAR
ENTERPRISE RENTAL CA

W * 15CVZ
15-A & ELECTRICAL
CUST. STATES STEERING WHEEL (ELECTRONIC) WILL STEER BY IT
SELF WHILE DRIVING PLEASE CK AND ADVISE."
CK HISTORY

COMMENTS : DRIVE IN

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

80

E# 3.5

CUSTOMER SIGNATURE _____

PLEASE PRINT AND REVERSE SIDE

[illegible]

STATE REG# RM202744

46	7538	W	15CVZ	ENTERPRISE RENTAL CO
46	3999	W	18CVZ506	ALIGNMENT
46	7538	W	06CVZ	LUBE OIL & FILTER
51	8240	I	01CVZM0	SUBLET
63	3999	W	18CVZ510	NORTHIDGE TIRE
63	3999	I	18CVZ512	

OR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
				15-A & ELECTRICAL

Year	Percentage of Population in Labor Force
1950	55
1955	60
1960	65
1965	70
1970	75
1975	80
1980	85

[illegible]

TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	MI
46.00	06000 MILE FRT END			

SEMPER PARATUS

ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED

8816
SERVICE (818) 838-1717 • PARTS (818) 838-1770
Mailing Address P.O. Box 2189 Van Nuys, CA 91404



01031C3C5779188

CUSTOMER NO. 140086		ALFONSO RAMIREZ		4646	3555	07/06/04	C3CS779188
YEAR / MAKE / MODEL		04/CHEVROLET/MALIBU/5D LS		01/10/04	MD GRAY/GRA	68786	STOCK NO
VEHICLE ID. NO.		1 G 1 Z T 5 4 8 8 4 F		06/22/04	DELIVERY DATE	13	DELIVERY MILES
F.T.B. NO.		06/22/04		06/22/04	SALE DATE	6595	MO: 6595
COMMENTS		E# 3.5					

JOB# 1 CHARGES
LABOR J# 1 16CVZ
15-A & ELECTRICAL
TECH(S): 7538
WARRANTY
CUST. STATES STEERING WHEEL (ELECTRONIC) WILL STEER BY IT
SELF WHILE DRIVING PLEASE CK AND ADVISE...
CK HISTORY
AT A STOP ELECTRONIC COLUMN MOVES ON ITS ON
REPLACE STEERING COLUMN TO CORRECT
E7680 .90 A.20

PARTS
QTY 1
FP. NUMBER 103/3948
COLUMN KI 0.518
TOTAL - PARTS 0.00
WARRANTY

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX C3CS JOB# 1 TOTAL 0.00
J# 2 18CVZ506
LABOR

TECH(S): 3999
WARRANTY

SUBLET
PO# 333034
VEND INV# 07/06/04 RENTAL
TOTAL - SUBLET 0.00
WARRANTY

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX C3CS JOB# 2 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
COMMENTS
DRIVE IN




5501 Van Nuys Boulevard
 18600 Devonshire Street
 8400 Reseda Boulevard
 753 San Fernando Road
 700 SAN FERNANDO RD SAN FERNANDO CA 91340 FAX (818) 351-1791
 URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY

FAX: 818-838 1791
 PAGES: 3




RE: 14 voices
 20# 778480
 20# 778182

FROM: Bob D'Az

TO:
 DATE:

Rydell
 AUTOMOTIVE GROUP
 San Fernando Valley
 P.O. Box 2189, Van Nuys, CA 91404
 1-877-RYDELLS

C3CS779188

C3CS779188
RYDELL SAN FERNANDO
CHEVROLET/BUICK/GMC TRUCK/PONTIAC
700 San Fernando Road • San Fernando, CA 91340
(818) 838-1700
SERVICE (818) 838-1717 • PARTS (818) 838-1770
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

RYDELL
AUTOMOTIVE GROUP
San Fernando Valley



CUSTOMER NO. 140086		ADVISOR ALFONSO RAMIREZ		4646	3555	07/06/04	C3CS779188
YEAR / MAKE / MODEL		COLOR MD GRAY/GRA		STOCK NO. 68786	DELIVERY MILES 13		
VEHICLE ID NO. 04/CHEVROLET/MALIBU/SD LS		SELLING DEALER NO.		PRODUCTION DATE 01/10/04			13
R.T.E. NO. 1 G I Z T 5 4 8 8 4 F		R.O. NO.		R.O. DATE 06/22/04			
BUSINESS PHONE		COMMENTS # 3.5					
MO: 6595							

JOB# 1 CHARGES		LABOR J# 1 15CVZ		15-A & ELECTRICAL		TECH(S): 7538		WARRANTY	
CUST. STATES STEERING WHEEL (ELECTRONIC) WILL STEER BY IT		SELF WHILE DRIVING PLEASE CK AND ADVISE...		CK HISTORY		AT A STOP ELECTRONIC COLUMN MOVES ON ITS ON		REPLACE STEERING COLUMN TO CORRECT	
E7680 .90 A.20		QTY. 1		FP-NUMBER 10373948		DESCRIPTION COLUMN KI 6.518		LIST PRICE-UNIT PRICE	
PARTS		TOTAL - PARTS		WARRANTY		0.00		JOB# 1 TOTALS	
JOB# 2 CHARGES		LABOR J# 2 18CVZS		[REDACTED]		TECH(S): 3999		WARRANTY	
SUBLET		PO# 333034		VEND INV#-INV. DATE-DESCRIPTION 07/06/04 RENTAL		TOTAL - SUBLET		WARRANTY	
SUBLET		TOTAL - SUBLET		WARRANTY		0.00		JOB# 2 TOTALS	
ESTIMATE		CUSTOMER HEREBY ACKNOWLEDGES RECEIVING		ORIGINAL ESTIMATE OF \$0.00 (+TAX)		COMMENTS		DRIVE IN	

C3CS778480

RYDELL SAN FERNANDO
CHEVROLET/BUICK/GMC TRUCK/PONTIAC
700 San Fernando Road • San Fernando, CA 91340
(818) 838-1700
SERVICE (818) 838-1717 • PARTS (818) 838-1770
Mailing Address P.O. Box 2189 Van Nuys, CA 91404



CUSTOMER NO. 140086		ADVISOR ALFONSO RAMIREZ		TAG NO. 4646		INVOICE DATE 06/21/04		INVOICE NO. C3CS778480	
YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/SD LS		LICENSE NO. 6,566		COLOR MD GRAY/GRA		STOCK NO. 68786		DELIVERY MILES 13	
VEHICLE ID. NO. 1G1ZT5484F		SELLING DEALER NO. [REDACTED]		DELIVERY DATE 01/10/04		PRODUCTION DATE 06/21/04		P.O. NO. [REDACTED]	
COMMENTS # 3.5		MO: 6566							

LABOR # 106CVZ

ALIGNMENT

TECH(S): 7538

WARRANTY

CUST. STATES STEERING WILL PULLS TO THE RIGHT BY IT SELF
THIS ALSO HAPPEN WHILE WAITING ON A RED LIGHT PLEASE CK
(SEE CONSULTANT)
ORDER STEERING COLUMN

PARTS: QTY. - FP. NUMBER - DESCRIPTION - LIST PRICE - UNIT PRICE - WARRANTY

PART ON SPECIAL ORDER 10373948 COLUM KI 6.518

** QUANTITY 1 IS SPECIAL ORDERED **

TOTAL - PARTS 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX C3CS JOB# 1 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

APPT#56

TOTALS

SERVICE AND PARTS DEPT HOURS OF OPERATIONS ARE:

MONDAY THROUGH FRIDAY - 6:00 a.m. TO MIDNIGHT

SATURDAY - 8:00 a.m. TO 6:00 p.m.

EXPRESS LUBE DEPT HOURS ARE:

MONDAY THROUGH FRIDAY 6:00 a.m. TO 9:00 p.m.

SATURDAY 8:00 a.m. TO 6:00 p.m. AND SUNDAY 9:00 TO 5:00 p.m.

IF YOU SHOULD HAVE ANY QUESTIONS OR CONCERNS, PLEASE DO NOT
HESITATE TO SEE YOUR SERVICE CONSULTANT BEFORE YOU LEAVE.
THANK YOU FOR LETTING US SERVICE YOUR VEHICLE...

CUSTOMER SIGNATURE

DUPLICATE INVOICE *****

PAGE 1 OF 1

PAGE 1 OF 1

SERVICE FILE COPY

END OF

September 10, 2004

[REDACTED]
[REDACTED]
Sylmar, CA [REDACTED]

Service Request: 1-230074256
Customer Relationship Manager: Paul Nagy

Dear Ms. [REDACTED]:

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

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE

Buyer (and Co-Buyer) Name and Address (including County and Zip Code)
Contract Number
R.O.S. Number
Stock Number
69766

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 pay the Finance Charge according to the payment schedule below. We will figure your finance charges on a daily basis. The Turn-In-Lending Disclosures below are part of this contract.

Vehicle Identification Number
Make and Model
Year
Used
New

FEDERAL TRUTH-IN-LENDING DISCLOSURES			
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments
5.90 %	\$ 284.24	\$ 1786.14	\$ 2070.38
(a) Monthly payments are \$ 178.61			

YOUR PAYMENT SCHEDULE WILL BE:			
One Payment of	Amount of Payment	When Payment is Due	Number of Payments
One Payment of	\$ 344.24	Monthly, Beginning 02/25/2000	59 Payments
One First Payment	\$ 344.24	02/25/2000	
Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the full amount of the payment.			

1. Total Cash Price
2. Cash Price of Vehicle
3. Cash Price of Accessories
4. Total Cash Price of Vehicle and Accessories
5. Total Cash Price of Vehicle and Accessories
6. Total Cash Price of Vehicle and Accessories
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7. Total Cash Price of Vehicle and Accessories
8. Total Cash Price of Vehicle and Accessories
9. Total Cash Price of Vehicle and Accessories
10. Total Cash Price of Vehicle and Accessories

You want to buy the credit insurance;
Not Covered in your policy for defaults).
LAST 6 MONTHS (Prior to Total Default)
DOCTOR OR CHIROPRACTOR IN THE
TIONS FOR WHICH YOU HAVE SEEN A
INSURANCE MAY NOT COVER CONDI-
eligible for disability insurance, disability
Effective Date. (3) Only the Primary Buyer is
or prior to 30 days a week or more on a
on or prior to 30 days a week or more on a

BUYER MAY BE REQUIRED TO PROVIDE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.		SELLER ASSIGNED LOAN	
PROCEEDS OF LOAN FROM:		N/A	
Amount \$		N/A	
Finance Charge \$		N/A	
Payable in		N/A	
Total \$		N/A	
Installments of \$		N/A	
from this Loan is shown in Item 6D		N/A	

3.	Total Official Fees (A through E)	\$	N/A
	D. Other	\$	N/A
	E. Other	\$	N/A
4.	Amount Paid to Insurance Companies (Total premiums from Statement of Insurances column A + B)	\$	N/A
5.	Subtotal (1 through 4)	\$	26375.19
6.	Total Downpayment	\$	N/A
A.	Agreed Trade-In Value	\$	N/A
	Model		
	Color		
	VIN		
B.	Less Prior Credit or Lease Balance	\$	N/A
C.	Net Trade-In (A less B) (Indicate if a negative number)	\$	N/A
D.	Dealership Downpayment	\$	N/A
F.	Manufacturer's Rebate	\$	N/A
G.	Other	\$	N/A
H.	Cash	\$	N/A
7.	Total Downpayment (C through H)	\$	6580.00
8.	Amount Financed (5 less 6) (If negative, enter zero on line 8 and enter the amount less than zero as a positive number on line 11 above)	\$	17895.19
Seller may keep part of these amounts			

CUSTOMER INCENTIVE ACKNOWLEDGEMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]

VIN: 1G1ZT54884F [REDACTED] (or attached list*)

#1: CUSTOMER INCENTIVE(S) APPLIED TO DOWN PAYMENT OR AS A PRICE REDUCTION

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 to the down payment of this vehicle, or b) where permissible by law, as a price reduction. (Bill of Sale indicates pre-rebate price, amount of rebate and final price with rebate applied).

Program Reference	Ident Code	Amount
CONSUMER CASH & APR	ABF	1000.00
GM AUTO BONUS CASH	BGM	500.00
		N/A
		N/A

#2: CUSTOMER INCENTIVE(S) REQUESTED AS A CHECK TO CUSTOMER FROM THE DEALER

I understand that I am entitled to customer incentive(s) in the program(s) listed. I do not want to use it as part of the down payment. I request that a check be issued in my name by Dealer named below.

Customer Initials: _____ Date: _____
Program Reference _____ Amount: _____ Ident Code _____

Program Reference	Ident Code	Amount
		\$ _____
		\$ _____
		\$ _____

#3: PROGRAM ALTERNATIVE SELECTED

I understand that I am entitled to another option in lieu of customer incentive program(s). (eg., division supported financing/leasing, special pricing, no charge option, etc.). I understand that by taking _____, I am not entitled to the alternative rebate that is part of this program.

Customer Initials: _____ Date: _____
(Months) 60 Rate 5.90% XMD

----- CUSTOMER AND DEALER ACKNOWLEDGEMENT -----

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased/financed 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 Box # _____ and release (Division) from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature _____

Date: 01 10 04

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and that the incentive(s) described in Box # _____ 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 (Division).

Authorized Dealer Signature: _____

HYDELL AUTOMOTIVE GROUP

Date: 01 10 04

Dealer Code: 02480

Dealership Name: _____

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File.
* List must include VIN, Delivery Date and Program Reference.
Copy #1 - Dealer Copy #2 - Customer

1M CUSTOMER DELIVERY REPORTING DATA ENTRY AND FAX FORM

GENERAL INFORMATION

60/06

DISTRESS MOT. REPORT A NEW
DISTRESS MOT. REPORT A NEW
CHANGES A COR TRANSPORTATION
CHANGES A COR TRANSPORTATION
DIVISION THAT BM ACCEPTED

CHEVROLET
DM MKTG. DIV

10127540091
17 CHARACTER VIN

RETAIL
DELIVERY TYPE/AYS IN STOCK 51

20070 01/10/04 13
DEALER DELIVERY DATE
CODE IN ADJING

569-97-5517
SALESPERSON'S SSN

JOSE R HERNANDEZ
SALESPERSON

CUSTOMER INFORMATION

CUSTOMER'S FIRST NAME OR
BUSINESS NAME

MIDDLE
INITIAL

LAST NAME

(CUSTOMER'S ADDRESS)

SY MAIL CO

ADDRESS DIFFERENT FROM ABOVE

HOME NUMBER WORK NUMBER

BANK/LESSOR INFORMATION

EMEC

NAME OF FINANCIAL INSTITUTION

P.O BOX 8129 COCKEYSVILLE MD 21030
ADDRESS

1 (800) 220-4622
PHONE NUMBER

September 10, 2004

[REDACTED]

Westlake Village, CA [REDACTED]

Service Request: 1-230083917

Customer Relationship Manager: Delores Clonce

Dear Mr. [REDACTED]

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.

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Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

GMPP Request for Processing

SR# **1-231245502**

New/Used: **New** Division: **Chevrolet** Vehicle Style: **Car**

Complete VIN: **1G1ZU54864F109759** Vehicle Year: **2004**

Division - Dealer Code: **Chevrolet 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 code

(Selling dealer to keep profit. Division is debited the dealer's profit)

Delivery Date: **12.20.03** Odometer Reading: **10389**

Plan Purchase Date: **07/13/04** Customer Ownership: **Owner**

Business Name:

Customer Name - Title: **Ms.** (First - M.I. - Last):

Address Line 1:

Address Line 2:

City: **CANFIELD** State: **OH** Zip:

Plan Type: **Major Guard** # of Months: **60 Months** Mileage: **100000**

Plan Type: # of Months: Mileage:

Deductible: **\$0**

Plan Lien Holder (Select Division below):

Division Address: **Chevrolet - PO Box 33170 Detroit, MI 48232-5170**

CRM (Decision Maker): **Richard Dickson**

Team Manager / Liaison: **TM Amanda Warner/TERI RICHARDSON**

Team CARS Site: **Portland** Date: **07/20/04**

☐ AVM Requested

September 10, 2004

[REDACTED]
[REDACTED] r
Canfield, OH [REDACTED]

Service Request: 1-231245502
Customer Relationship Manager: Richard Dickson

Dear Ms. [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2004 Chevrolet Malibu, Vehicle Identification Number 1G1ZU54864F [REDACTED] is for the following:

- 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.

**GMC****General Motors Business Resource Center*********URGENT*******

To: Bob Johnson Chevrolet
Attn: Jim Duke, Svc. Mgr.
Fax #: 585-663-2421

Pages Including Cover: 2

2ND 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: [REDACTED]

VIN: 1G1ZT62814F [REDACTED]

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

38215

404494



1271 West Ridge Rd.
Rochester, NY 14615
Main (716) 663-4040
Fax (716) 663-2701
www.bobjohnsonchevrolet.com

BOB JOHNSON CHEVROLET

1271 WEST RIDGE RD

ROCHESTER, NY 14615

HOME: 663-4040

BUS:

N.Y.S. REG. #R7003558

ACCOUNTING

PAGE 1

SERVICE ADVISOR: 30 GET READY

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/OUT		TA
GR		04	CHEVROLET MALIBU		1G1ZT62814F				33/33		4125
DEL DATE		PROD DATE		WARR EXP	PROMISED		EO AD	RATE		PAYMENT	INV DATE
26JAN2004					19:00 18FEB04			0.00		CASH	18FEB2004
REG OPENED		READY		OPTIONS: STK:C41258 BNG: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	LIST	NET	TOTAL
A	NEW MALIBU APPEARANCE PDI										
	2201 NEW MALIBU APPEARANCE PDI										

156	TIMOTHY SHERRILL LIC# 542K										
IPDI	0.00	0.40	600	2496						24.96	24.96

B	NEW CAR PDI WAX										
	WAX NEW CAR PDI WAX										

156	TIMOTHY SHERRILL LIC# 542K										
IW	0.00	0.50	750	3202						32.02	32.02

C	INSTALL RUST EVADER										
	930 INSTALL RUST EVADER										

214	MATT CRASH LIC# 542K										
IRUST	0.00	1.50	2250	9605						96.05	96.05

1	EC100 RUSTERSOP										
3	654321 CONN										
										1.04	3.12

D	PAINT AND/OR FABRIC SEALER										
	928 PAINT AND/OR FABRIC SEALER										

156	TIMOTHY SHERRILL LIC# 542K										
IFP	0.00	0.00	0	0						0.00	0.00

OUR WARRANTY CUSTOMERS RECEIVE A SURVEY FROM GM. A COMPLETELY SATISFIED RESPONSE IS OUR GOAL. IF THIS IS NOT POSSIBLE PLEASE CALL

IF IT INDICATES THE PART IS COVERED BY THE GM GOODWRENCH SERVICE PLUS LIMITED LIFETIME WARRANTY IT MUST BE PAID BY THE CUSTOMER

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
45400	2496	600	4540347	45400	1262	750	
47301	9605	2250		48100	15937	12656	
26102	2496	*****	4540347	26102	*****	*****	
86000	25542	*****		64500	0	*****	

COST, SALE, & COMP TOTALS 16256 31240 0

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. 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 SAID PRODUCTS.

THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE FACTORY LABOR TIME GUIDE, CHRYSLER MANUAL AND MOTORS CRASH BOOK, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL 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

Visit our new Website

www.bobjohnsonchevrolet.com

- Early Bird Drop
- Shuttle Service Available
- Beepers Available
- Senior Citizens Discounts
- Lounge With Refreshments

DESCRIPTION	TOTAL
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

38215

402285



1271 West Ridge Rd.
Rochester, NY 14615
Main (716) 663-4040
Fax (716) 663-2701

www.bobjohnsonchevrolet.com

BOB JOHNSON CHEVROLET

1271 WEST RIDGE RD

ROCHESTER, NY 14615

HOME: 663-4040

BUS:

N.Y.S. REG. #R7003558

ACCOUNTING

PAGE 1

SERVICE ADVISOR: 30 GET READY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TA
GR	04	CHEVROLET MALIBU	1G1ZT62814F		6/6	4125
DEL DATE	PROD DATE	MAJOR EXP	PROMISED	PO NO	RATE	PAYMENT
26JAN2004		19:00	26JAN04		0.00	CASH
PO OPENED	READY	OPTIONS: STK:C41258 ENG:3.5 Liter SPI				26JAN2004

11:27 26JAN04 12:54 26JAN04

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A NEW MALIBU PDI

CAUSE: FLUID

Z101 NEW MALIBU PDI

109 MIKE MANDERY LIC#: 3CL5

LEDI 0.00 0.90 1830 5616

Z6999 PDI RELATED FLUID ADDS

109 MIKE MANDERY LIC#: 3CL5

WSH 0.00 0.00 0 0

PC 95 PARTS COUNT 0

CLAIM TYPE:

AUX CODE:

MG

PDI FLUID

109 MIKE MANDERY LIC#: 3CL5

WSH 0.00 0.00 0 0

0 0 TPARTS

0 0 TISSOP

OUR WARRANTY CUSTOMERS RECEIVE A SURVEY
FROM GM. A COMPLETELY SATISFIED RESPONSE IS
OUR GOAL. IF THIS IS NOT POSSIBLE PLEASE CALL

"W" INDICATES THE PART IS COVERED BY THE GM
GOODWRENCH SERVICE PLUS LIMITED LIFETIME
WARRANTY. IT MUST BE PAID BY THE CUSTOMER.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-25-04	11:34	11:34	0:00	W	109		A

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46400	5616	1350	4F140347	1301	410	0	
26102	5616	*****	4F140347	26500	410	*****	

COST, SALE, & COMP TOTALS 1350 6026 0

ANY WARRANTIES ON THE PRODUCTS
SOLD HEREBY ARE THOSE MADE BY THE
MANUFACTURER. THE GENUINE 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 SAID
PRODUCTS.

THE DEALERSHIP UTILIZES THE HOURS
PUBLISHED IN THE FACTORY LABOR TIME
GUIDE, CHRYSLER MANUAL AND MOTORS
CRASH BOOK, WHICH REFLECTS AN
AVERAGE TIME REQUIREMENT FOR THE
PERFORMANCE OF SPECIFIC VEHICLE
REPAIRS, AND WHICH MAY THEREFORE BE
EITHER MORE OR LESS THAN THE ACTUAL
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 P.M.

SATURDAY

9:00 A.M. - 2:00 P.M.

WE ACCEPT - AMEX, DISCOVER, MASTERCARD, VISA, GMP
BEEPER AVAILABLE * SHUTTLE SERVICE * EARLY BIRD PROGRAM

CUSTOMER SIGNATURE X

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

Visit our new Website
www.bobjohnsonchevrolet.com

- Early Bird Drop
- Shuttle Service Available
- Beepers Available
- Senior Citizens Discounts
- Lounge With Refreshments

NEW YORK STATE FACILITY NO. 1000000
CHEVROLET

Contract Registration

04

Vehicle Information	VEHICLE IDENTIFICATION NUMBER (must be 17 characters)										AGREEMENT PURCHASE DATE	
	1	6	1	2	7	6	2	8	1	4	F	02/18/04
Customer	YEAR		MAKE		MODEL		CURRENT ODOMETER		WHEEL DRIVE			
	2004		CHEVROLET		NALIBU		00033		4			
Customer	FIRST NAME		MI		LAST NAME		FLEET		GM EMPLOYEE			
	T		D									
Customer	NAME OF BUSINESS OR MUNICIPALITY										AREA CODE & PHONE NUMBER	
Customer	MAILING ADDRESS (must include apt. or suite #, if applicable)										CITY	
											ROCHESTER	
Customer											STATE	
											NY	
Customer											ZIP CODE	
Dealer	The Agreement provider is authorized to charge my account for the cost of the Agreement(s) and my share of any subsequent cancellation(s).											
	DEALER NAME										DEALER CODE (Required)	
Dealer	BOB JOHNSON CHEVROLET GEO										13873	
	ADDRESS										PROMOTION CODE	
Dealer	1271 WEST RIDGE ROAD										CITY	
											ROCHESTER	
Dealer											STATE	
											NY	
Dealer											ZIP CODE	
											14616	
Lienholder	GMAC		SPD		NAME		ADDRESS		CITY		STATE	
	X	OR		OR								
Lienholder											ZIP CODE	
Lienholder	LEASE		RETAIL		MAJOR GUARD		VALUE GUARD		BASIC GUARD		SMART PROTECTION	
			XX		XX							
Lienholder											IND-PT.	
											IND-ELT	
Lienholder											IND-BASIC	
Plan Coverage and Price	MECHANICAL TERM											
	THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.											
Plan Coverage and Price	NEW						USED					
	The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.						The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.					
Plan Coverage and Price	VEHICLE IN SERVICE DATE (In-Warranty Vehicles)						TERM-MO./MI. (IN 000'S)					
	/ /						4/8					
Plan Coverage and Price	MAINTENANCE TERM						DEDUCTIBLE (Required)					
	The term of your Smart Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care will end at the earlier of the time and mileage option you have selected. The term of your Goodwrench Care will be based on the specified number of services listed herein and performed within 4 years of the Agreement purchase date.						\$100 \$200					
Plan Coverage and Price	SMART CARE						PRICE					
	TERM-MO./MI. (IN 000'S)						890.00					
Plan Coverage and Price	GOODWRENCH CARE											
	# OF SERVICES											
Plan Coverage and Price	SURCHARGES & OPTIONAL COVERAGE											
	(Select all that apply)											
Plan Coverage and Price	BUSINESS											
	HUMMER											
Plan Coverage and Price	EMERGENCY											
	SNOWPLOW											
Plan Coverage and Price	TIRE/ROAD HAZARD											
Plan Coverage and Price	By signing this, I agree to all the terms and conditions on this form. I acknowledge that purchase of this Agreement is not required in order to purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this registration, an Agreement will be mailed to the address indicated above.											
	CUSTOMER SIGNATURE											
Plan Coverage and Price	DATE											
	02/18/2004											
Plan Coverage and Price	SUBTOTAL											
Plan Coverage and Price	TAX											
Plan Coverage and Price	TOTAL											

Sample Agreements are available online at www.gmprotectionplan.com/agreements.htm

NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT IN 60 DAYS, CALL 1-800-831-5530

04/22/2004 07:35 7166632701

BOB JOHNSON
1411 Ridge Road West

PAGE 06/07

N.Y.S. DEALER
#7003558ROCHESTER, NEW YORK 14615
(585) 663-4040

CHEVROLET

THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER

BUYER

STREET

EMAIL

CITY

ROCHESTER

HOME PH

STATE NY

ZIP

I ORDER AND AGREE TO PURCHASE FROM YOU, ON THE TERMS CONTAINED ON BOTH SIDES OF THIS AGREEMENT, THE FOLLOWING VEHICLE:
(READ OTHER SIDE)

YEAR	2004	<input type="checkbox"/> NEW	<input type="checkbox"/> USED	<input type="checkbox"/> DEMONSTRATOR	MAKE	CHEV	MODEL	MBL1	SERIES	4050
TYPE		COLOR	BR	TRIM	MILEAGE	33	V.I.N.	1612762014F		

"NOTICE TO CONSUMER: IF THE VEHICLE IS NOT DELIVERED IN ACCORDANCE WITH THIS AGREEMENT WITHIN 30 DAYS AFTER THE ESTIMATED DELIVERY DATE AND THE DELAY IS NOT ATTRIBUTABLE TO YOU, YOU HAVE THE RIGHT TO CANCEL THIS AGREEMENT AND TO RECEIVE A FULL REFUND OF YOUR DEPOSIT."

USED VEHICLE DISCLOSURE STATEMENT - THE INFORMATION BUYER SEES ON THE F.T.C. WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

ESTIMATED DELIVERY DATE

STOCK NUMBER

C41258

SALESPERSON

ZACCARINO, LEONARD

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 rental vehicle). The principal prior use of this vehicle was as: a police vehicle, a taxicab, a driver education vehicle, or a rental vehicle.

VEHICLE PRICE

TRANSPORTATION (IF NOT INCLUDED IN VEHICLE PRICE)	(+)	\$	21315.00
FACTORY INSTALLED EQUIPMENT	(+)		

DEALER INSTALLED EQUIPMENT AND SERVICES

Theft Guard	(+)	199.00
Paint/Fabric Guard		251.00

WHEEL LOCKS ☐ YES ☐ NO

TOTAL \$ 21765.00

LESS TRADE-IN CREDIT (-)
(BUYER SEE 1 AND 8(b) ON BACK)

CASH PRICE \$ 21765.00

Rustproofing

399.00

EXTENDED SERVICE CONTRACT

650.00

SALES TAX

1901.96

LUXURY TAX

45.00

DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE

17.75

REGISTRATION FEE (Estimate)

18.00

INSPECTION FEE

12.50

OTHER (Itemize)

TOTAL CASH PRICE DELIVERED \$ 23441.21

PLUS BALANCE OWING ON TRADE-IN

1000.00

LESS CASH DEPOSIT SUBMITTED WITH ORDER

350.00

REBATE(S)

CASH DUE ON DELIVERY

TOTAL AMOUNT TO BE FINANCED

20491.21

BUYER SIGNATURE

DATE 7/18/04

CO-SIGNER SIGNATURE

DATE 7/18/04

APPROVED BY SELLER

DATE 7/18/04

PLEASE SEE OTHER SIDE FOR ADDITIONAL TERMS

IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION "Z" (TRUTH-IN-LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

SPECIAL NOTICE TO CONSUMER

UNDER THE LAW OF THE STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR VEHICLES, YOU SHOULD BE ENTITLED TO A REFUND IN CONNECTION WITH THIS TRANSACTION, THE VALUE OF ANY VEHICLE YOU MAY HAVE TRADED IN (IF THE SELLER CHOOSES NOT TO RETURN IT TO YOU) SHALL NOT BE THE VALUE LISTED IN THIS DOCUMENT. INSTEAD, THE VALUE WILL BE DETERMINED BASED ON THE NATIONAL AUTO DEALERS ASSOCIATION USED CAR GUIDE, WHOLESALE VALUE OR OTHER GUIDE APPROVED BY THE COMMISSIONER OF MOTOR VEHICLES, AND ADJUSTED FOR MILEAGE, IMPROVEMENTS AND ANY MAJOR PHYSICAL OR MECHANICAL DEFECTS.

FEE DISCLOSURES

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 SUEDED NUMBER PLATES, YOU MAY AVOID THIS FEE BY SUBMITTING YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE SELLING OFFICE.

THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR REGISTRATION AND TITLE FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCEED THE ACTUAL FEES DUE. THE COMMISSIONER OF MOTOR VEHICLES, THE DEALER WILL AUTOMATICALLY, AND WITHIN 60 DAYS OF SECURING SUCH REGISTRATION AND TITLE, REFUND ANY AMOUNT OVERPAID FOR SUCH FEES.

BUYER'S INITIALS

DATE

Overallowance/Incentives/Negative Equity Form

Customer: [REDACTED]

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

<u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u>	
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 Johnson Chevrolet
1271 Ridge Rd. West
Rochester New York 14615
Phone (716) 663-4040
Fax (716) 663-2421
<http://www.bobjohnsonchevy.com>

FAX TRANSMISSION COVER PAGE

DATE 7/15

THIS TRANSMISSION CONSISTS OF 4 PAGES, INCLUDING THIS COVER SHEET

IF YOU HAVE ANY PROBLEMS RECEIVING THE TRANSMISSION, PLEASE CALL (716)-663-4040

TO: Tina

FROM: Phil

866-493-0804

PLEASE DELIVER THIS TRANSMISSION TO THE PROPER PARTY ASAP

FAX (716) 663-2421 SERVICE AND PARTS
663-2701 BUSINESS OFFICE

146914

415098



1271 West Edge Rd.
Rochester, N.Y. 14815
Main (716) 613-4040
Fax (716) 613-2701
www.bobjohnsonchevrolet.com

INVOICE

PAGE 1

ROCHESTER, NY

HOME:

N.Y.S. REG. #R7003558

SERVICE ADVISOR: 46 DAN RICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI	IN/OUT	TAG
GR	04	CHEVROLET MALIBU	1G1ZT62814F		4197	4197	T973
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
26JAN2004		18FEB2007	17:00 27MAY04		0.00	CASH	27MAY2004
R.O. OPENED	READY	OPTIONS: STK:C41258 ENG:3.5 Liter SFI A/C					
13:45 24MAY04	12:10 27MAY04	1)GMPP MAJORGUARD 48/48000 0.00 2)PAINT: ABRIC					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUST COMPL ENGINE LIGHT IS ON,
CAUSE: INOPERATIVE

J6360 MODULE, PCM/VCM REPLACE

91 CLINT PERKINS LIC#: 95M8

W4

(N/C)
(N/C)

FC: 6C

PART#: 12581598

COUNT: 1

CLAIM TYPE:

AUTH CODE:

WG

Goodyear Service

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

4197 FAULTY PCM, F/C. SER TIME SPENT. SES LIGHT WAS ON. DTC'S P0606 AND P1518 WERE SET. NO BULBETINS OR PI'S APPLY. P0606 IS AN INTERNAL FAULT DETECTED CODE. CALL T.A.C. INFO LINE FOR CLARIFICATION OF B1 CHART. CHECK GROUNDS, OR REPLACE AND PROGRAM THE PCM. CLEAR ALL CODES SET DURING DIAG. FROM ALL MODULES.

B PO 98479 1 DAY

CAUSE: RENTAL

Z7901 MUST DO AS SUBLET

998 W4

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

(N/C)

QUICK LUBE plus

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

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SERVICE HOURS

MONDAY - THURSDAY
7:30 A.M. - 8:00 P.M.
FRIDAY
7:30 A.M. - 5:45 P.M.
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

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MSC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

* Early Bird Drop
* Shuttle Service Available
* Seaters Available
* Senior Citizens Discounts
* Lounge With Refreshments

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www.bobjohnsonchevrolet.com

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INVOICE



1271 West Ridge Rd.
Rochester, NY 14615
Main (716) 883-4040
Fax (716) 883-2701

www.bobjohnsonchevrolet.com

ROCHESTER, NY

HOME:

PAGE 2

N.Y.S. REG. #R7003558

SERVICE ADVISOR: 46 DAN RICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	IN/OUT	TAG
GR	04	CHEVROLET MALIBU	1G1ZT62814F		4196/4197	T973
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
26JAN2004		18FEB2007	17:00 27MAY04		0.00	CASH
PRO OPENED	READY	OPTIONS: STK:C41258 ENG:3.5 Liter SFI AXI:2.18.04				INV DATE
13:45 24MAY04	12:10 27MAY04	1)GMPP MAJOR GUARD 48/48000 0.00 2)PAINT/FABRIC SHIELD 3)THEFT GUARD 4)RUST PROOFING				27MAY2004
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET
						TOTAL

C CUST COMPL SLIGHT TREMBLE FROM FRONT OF VEH
UTD UNABLE TO DUPLICATE

91 CLINT PERKINS LIC#: 95M8

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

4196 NOTHING ABNORMAL WAS FELT.

D CUST COMPL DRIVERS SIDE CLIPS NEED TO BE INSTALLED FOR LOWER DOOR
PANEL

CAUSE: LOOSE

B7761 MOLDING, ROCKER PANEL LEFT R&R OR REPLACE

91 CLINT PERKINS LIC#: 95M8

W4

(N/C)

(N/C)

FC: 2W
PART#: 10431761
COUNT: 4
CLAIM TYPE:
AUTH CODE:
ON



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

4196 ROCKER MOLDING CLIPS WERE BROKEN. F/C. FIGURE OUT WHAT CLIPS CUST.
MEANT. REPLACE FOUR ROCKER MOLDING RETAINERS.

QUICK LUBE plus

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SERVICE HOURS

MONDAY - THURSDAY
7:30 A.M. - 8:00 P.M.
FRIDAY
7:30 A.M. - 5:45 P.M.
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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

- Ingle Bird Drop
- Shuttle Service Available
- Beepers Available
- Senior Citizens Discounts
- Lounge With Refreshments

Visit our new Website
www.bobjohnsonchevrolet.com

146914

415098



INVOICE

ROCHESTER, NY

HOME:

N.Y.S. REG. #R700355B

PAGE 3

SERVICE ADVISOR: 46 DAN RICE

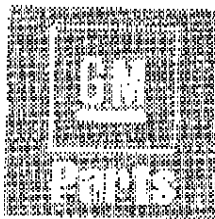
 1271 West Ridge Rd.
 Rochester, NY 14615
 Main (716) 633-4040
 Fax (716) 633-2701

www.bobjohnsonchevrolet.com

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	MI	GE	NO	DATE
GR	04	CHEVROLET MALIBU	1G1ZT62814F					
DEL DATE	PROD DATE	WARR EXP	PROMISED	POINC	DATE	PAYMENT	INV DATE	
26JAN2004		18FEB2007	17:00 27MAY04			0.00 CASH	27MAY2004	
PRO OPENED: READY: OPTIONS: STK: C41258 ENG: 3.5 Liter SFI AX: 2.18.04 1) GMPP MAJOR GUARD 48/48000 0.00 2) PAINT/ FABRIC 13:45 24MAY04 12:10 27MAY04 SHIELD 3) THEFT GUARD 4) RUST PROOFING								
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

OUR WARRANTY CUSTOMERS RECEIVE A SURVEY FROM GM. A COMPLETELY SATISFIED RESPONSE IS OUR GOAL. IF THIS IS NOT POSSIBLE PLEASE CALL

"W" INDICATES THE PART IS COVERED BY THE GM GOODWRENCH SERVICE PLUS LIMITED LIFETIME WARRANTY. IT MUST BE PAID BY THE CUSTOMER.



QUICK LANE^{plus}

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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

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

- * Early Bird Drop
- * Shuttle Service Available
- * Gasoline Available
- * Senior Citizens Discounts
- * Lounge With Refreshments

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Confidential Information

CASE ASSESSMENT BY: Toni Blackshear

CARS Request No: 1-208394549

Customer Name: [REDACTED]

Year of Vehicle: 2004

Make: Chevrolet

Model: Malibu Max

Current Mileage: 2400

Vehicle ID No.: 1G1ZT62814F [REDACTED]

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

Date:	Mileage	Days Out:	Description of Repair:
4/14/04	3,013	1	oil life concern going from 29-100 automatically, dlrshp found no problems found

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Vibration when Idling

Date:	Mileage	Days Out:	Description of Repair:
4/14/04	3,013	*	scan system for rough idle, no trouble codes, no misfire, no problems found.

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Panel on the Outside of Drivers Side of Vehicle Off

Date:	Mileage	Days Out:	Description of Repair:
4/23/04			Panel on the drivers side of the veh has been reinstalled temporarily with one bracket. Dlrshp replaced bracket but more brackets are needed.

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Moon Roof Leaking

Date:	Mileage	Days Out:	Description of Repair:
4/23/04			the concern with the moon roof leaking could not be duplicated by the dlrshp.

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Power Steering Malfunction

Date:	Mileage	Days Out:	Description of Repair:
4/14/04	3,013	*	scan system code C0545, special ordered steering column veh still at dlrshp 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

OTHER SYMPTOM / COMPLAINT:

Date:	Mileage	Days Out:	Description of Repair:
-------	---------	-----------	------------------------

Total Days Reported Out of Service: _____

VEHICLE MEETS PRESUMPTION: YES: ☒

NO: ☐

Team Manager Approval:

Date:

Confidential Information

Arbitrate case: ☐

Settle case: ☐

Case Recommendation for Customer Satisfaction (based on a review of documentation):
CRM recommends that the case be resolved with the offering of a Value Guard 2/24 for which the customer is interested in considering. CRM is waiting on the final repair order to come in from the dirshp from the date of 4/23/04.

Field Rep and/or DEALER RECOMMENDATION:

Team Manager Approval:

Date:

2004 MALIBU LS MAXX
92U SILVER GREEN METALLIC /V6G
52C NEUTRAL
ORDER NO. GTRV0C/TRE STOCK NO.
VIN 1G1 ZT62 81 4F

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD30608763
*****13*13073S

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	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	N/C	PRC EFF 12/08/03
VK3 FRONT LICENSE PLATE BRACKET	0.00	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		

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.

BOB JOHNSON CHEVROLET

REMIT TO GMAC NO. 004
VIN 1G1ZT62814F
\$ 20786.20 INV 1AD30608763
DUE 12/19/03 DEALER 13-073

2004 MALIBU LS MAXX
92U SILVER GREEN METALLIC /V6G
52C NEUTRAL
ORDER NO. GTRV0C/TRE STOCK NO.
VIN 1G1 ZT62 81 4F

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD30608763
*****13*13073S

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	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	N/C	PRC EFF 12/08/03
VK3 FRONT LICENSE PLATE BRACKET	0.00	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

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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.

BOB JOHNSON CHEVROLET

REMIT TO GMAC NO. 004
VIN 1G1ZT62814F
\$ 20786.20 INV 1AD30608763
DUE 12/19/03 DEALER 13-073

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: GM Date: 5-19-04

Attn: Toni Blackshear Time: 1445

From 

c/o Bob Johnson Chevrolet Satellite
1271 W Ridge Rd Roch. NY 14615
(585) 663-2620 Fax (585) 663-2723

Reason/comments: Estimate & Photos

For 

Damage to Rt Rear Door

Total 6 pgs

05/19/2004 at 02:33 PM
11797

Job Number:

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 EDENHOFFER #IA-867396
Adjuster:

Insured:		Claim #
Owner:		Policy #
Address:		Deductible:
	ROCH, NY	Date of Loss:
Evening:		Type of Loss:
Business:		Point of Impact: 4. Right Qtr 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	QTY	EXT.	PRICE	LABOR	PAINT
1#		VEH CONDITION - EXCELLENT	1				

05/19/2004 at 02:33 PM
11797

Job Number:

PRELIMINARY ESTIMATE

2004 CHEV MALIBU LS MAXX H/B 6-3.5L-FI 4D TAN Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
2		REAR DOOR				
N 3*	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&I	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	3.00		
Subtotals ==>				15.00	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 @ \$ 40.00/hr	148.00
Paint Labor	3.1 hrs @ \$ 40.00/hr	124.00
Paint Supplies	3.1 hrs @ \$ 20.00/hr	62.00
Body Supplies	3.7 hrs @ \$ 2.50/hr	9.25
SUBTOTAL		\$ 358.25
Sales Tax	\$ 358.25 @ 8.2500%	29.56
GRAND TOTAL		\$ 387.81

05/19/2004 at 02:31 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: RT REAR DOOR

05/19/2004 at 02:30 PM File# 11797-00073369

Claim#

Owner: [REDACTED]

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:

05/19/2004 at 02:32 PM File# 11797-00073369

Claim#

Owner:

Appraiser: TOD EDENHOFER

2004 CHEV MALIBU LS MAXX H/B 6-3.5L-FI 4D TAN Int:

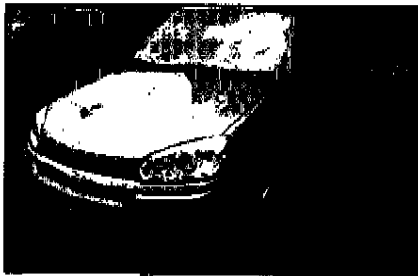
NU-LOOK'S CRISTO COLLISION

1301 RIDGE RD. EAST

ROCHESTER, NY 14621

Business: (585)467-2000

IMAGE REPORT



05/04/2004: EST01:

September 10, 2004

[REDACTED]
[REDACTED]
Rochester, NY [REDACTED]

Service Request: 1-231666905
BRC, Customer Relationship Manager: Toni Blackshear

Dear [REDACTED]

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: [REDACTED]

Year of Vehicle: 2004

Make: Chevrolet

Model: Malibu Max

Current Mileage: 2400

Vehicle ID No.: 1G1ZT62814F [REDACTED]

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

Date:	Mileage	Days Out:	Description 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:	Mileage	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

Date:	Mileage	Days Out:	Description 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:	Mileage	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. Dlrshp 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.

Date:	Mileage	Days Out:	Description of Repair:
4/14/04	3,013	*	the concern with the moon roof leaking could not be duplicated by the dlrshp.

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Power Steering Malfunction/REPAIRED

Date:	Mileage	Days Out:	Description of Repair:
4/14/04	3,013	*	scan system code C0545, special ordered steering column veh still at dlrshp 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: ☒

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:

Team Manager Approval:

Date:

23219

Paddock CHEVROLET, Inc.

3232 DELAWARE AVENUE
KENMORE, NEW YORK 14127

Phone: 876-0945


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Clo

DATE	REPAIR ORDER	MI/AGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
<div style="display: flex; justify-content: space-between;"> <div> SERVICE </div> <div> SALESPERSON NO. </div> </div>							

VEHICLE ID NO. 1G1ZT62814F	YEAR/MAKE/MODEL 04/CHEVROLET/MALIBU/40SD	BOOK NO.	BOOK NO.
CUSTOMER NO. S103	DELIVERY DATE 02/18/04	DELIVERY MILES	DELIVERY MILES
ROCHESTER, NY	COLOUR GREEN	EXPIRATION DATE	EXPIRATION DATE
	TURBO CVZ	ADVISOR NO.	ADVISOR NO.
		6092	6092
DATE/TIME RECEIVED 04/14/04 11:00pm	I hereby authorize the repair work to be done by you, together with the liability for any of the necessary parts and other material for such repair, and agree that you are not responsible for any delay caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that any express warranty shall be hereby acknowledged on the above vehicle to ensure the amount of repairs thereon; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting each vehicle.		
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	In the event that you, the customer authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection repair or service.		
Advisor: PHIL	X		

ORIGINAL CUSTOMER ESTIMATE	TOTAL	DISCLAIMER OF WARRANTIES
COMMENTS: ADVISED CUSTOMER OF DENT ON TRUNK LID STEERING/SUSPENSION CUSTOMER STATES STEERING ASSIST CUTS OUT WHILE DRIVING AND SERVICE STEERING MESSAGE HAS BEEN DISPLAYING <i>Scan system code C0545</i> <i>special ordered steering column</i> END MECHANICAL WORK CUSTOMER STATES VEHICLE HAS ROUGH IDLE <i>Scan system no trouble codes</i> <i>no misfires, no problem found</i> END MECHANICAL WORK CUSTOMER STATES OIL LIFE WENT FROM 20 TO 100 BY ITSELF <i>no problem found</i>		ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. 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 SAID PRODUCTS.
REPAIR SHOP REG. NO. R5190211		

RECOMMENDED SERVICES			
OPERATION	OPERATION DESCRIPTION	MI/AGE	TOTAL
01CVZ20	QUICKER	MI	
ORIGINAL ESTIMATE		AUTHORIZED ADDITIONS	
PARTS \$	PARTS \$		
LABOR \$	LABOR \$		
TOTAL \$	TOTAL \$		
ADD: REPAIRS AUTHORIZED BY:			
DATE			
TIME			
ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.		REPLACED PARTS REQUESTED <input type="checkbox"/> YES <input type="checkbox"/> NO	

PAGE 1 OF 2

232195

TECH COPY

CONTINUED ON NEXT PAGE

232195 Paddock CHEVROLET, Inc.

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KENNEMORE, NEW YORK 14127

Phone: 876-0945

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DATE REPAIR ORDER

MILEAGE

ADVISOR

TECHNICIAN

TYPE OPERATION

OPERATION DESCRIPTION

SERVICE

SERVICE PERSON NO.

VEHICLE NO. AGL2762814F	YEAR/MAKE/MODEL 04/CHEVROLET/MALIBU/4DSD	STOCK NO.	LICENSE NO. ASB7483	REG. NO. 232195
CUSTOMER NO. 5103	DATE OF PURCHASE 02/18/04	DELIVERY DATE 04/14/04	SELLING DEALER TO R.O. NO. BOB JOHNSON	REG. NO. 04/14/04
ROCHESTER, NY	CONTRACT NO. 3,013	EXPIRATION DATE 6092	PRODUCTION DATE	
TIME RECEIVED 04:19 PM	LABOR RATE			
DATE OF SERVICE 04/14/04	TIME OF SERVICE 11:00 PM			
APPOINTMENT	YES			
ADVISED BY PHIL				

RENTAL VEHICLE/UNSAFE DRIVING CONDITION

ELECTRICAL ENGINE WORK
CUSTOMER STATES SERVICE VEHICLE LIGHT IS ON

*SES light on due to
cosas code from job 2*

DISCLAIMER

WARRANTIES

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. 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 ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

REPAIR SHOP REG. NO.
R6150211



ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS \$	PARTS \$
LABOR \$	LABOR \$
TOTAL \$	TOTAL \$
ADDITIONAL REPAIRS AUTHORIZED BY:	
DATE	
TIME	
ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE	
REPLACED PARTS REQUESTED	
YES NO	



Paddock CHEVROLET, Inc.

GEO

Date: 7-14-04

Fax Cover Letter

COMPANY: 6M CUB ASS FAX NO: 1-866-293-0804

ATTENTION: TONY BLACKSTEAD

TOTAL NUMBER OF PAGES (INCLUDING COVER LETTER): 4

FROM: [REDACTED]

PLEASE ADVISE THIS OFFICE IF ALL PAGES ARE NOT RECEIVED
OR IF THIS TRANSMISSION WAS FAULTY IN ANY WAY.

THANK YOU.

FAX NUMBER: (716) 875-6607



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CVCS232195

CUSTOMER NO. 5103	ADVISOR MC CARRIAGHER PATR	TAG NO. 53	INVOICE DATE 04/27/04	INVOICE NO. CVCS232195
ROCHESTER, NY	LABOR RATE	MILEAGE 3,013	COY/PR GREEN/	STOCK NO.
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DSD	DELIVERY DATE 02/18/04	DELIVERY MILES	
	VEHICLE ID. NO. 1 G 1 Z T 6 2 8 1 4 F	SELLING DEALER NO. BOB JOHNSON	PRODUCTION DATE	
	F. T. E. NO.	F. O. NO.	R. O. DATE 04/14/04	
COMMENTS				

LABOR & PARTS

J# 1 35CVZ

*STEERING/SUSPENSION UNITS: 3.30 TECH(S):580
CUSTOMER STATES STEERING ASSIST CUTS OUT WHILE DRIVING AND
SERVICE STEERING MESSAGE HAS BEEN DISPLAYING/
VERIFIED INTERMITTENT INOP POWER STEERING/ SCANNED SYSTEM/
FOUND CODE C0545/ STEERING COLUMN ASSEMBLY/
SPECIAL ORDERED AND INSTALLED STEERING COLUMN/ CLEARED CODE/
ROAD TESTED/ SERVICE COMPLETE/

WARRANTY

DISCLAIMER OF WARRANTIES
The seller, hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	22687709	COLUMN KI 6.BK/OR		
JOB # 1	1	SPAC# 00369357 4/17/04			
JOB # 1	1	22603384	RET-RKRPN 8.309		

WARRANTY

NYS REPAIR SHOP REG. NO.
R5150211

WARRANTY

**ALL PARTS ARE NEW OR
FACTORY REBUILT UNLESS
SPECIFIED OTHERWISE**

J# 2 40CVZ

*ENG MECHANICAL WORK UNITS: 0.30 TECH(S):580
CUSTOMER STATES VEHICLE HAS ROUGH IDLE/
SCANNED SYSTEM/ NO FAULT CODES FOUND/ SCANNED ENGINE DATA/
NO MISFIRES PRESENT/ ALL DATA NORMAL/
ADVISED CUSTOMER/

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2					

WARRANTY

Paddock CHEVROLET, Inc.

J# 3 40CVZ-1

ENG MECHANICAL WORK UNITS: TECH(S):580
CUSTOMER STATES OIL LIFE WENT FROM 29 TO 100 BY ITSELF/
RESET OIL LIFE/
UNABLE TO DUPLICATE ANY MALFUNCTION/

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 3					

WARRANTY

J# 4 04CVZ17

ACCESSORY
RENTAL PROVIDED 4-14-04
RETURNED 4-29-04
15 DAYS PROVIDED

UNITS: TECH(S):63

WARRANTY

SALES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 4					

WARRANTY

J# 5 45CVZ-1

ELECTRICAL ENG WORK UNITS: TECH(S):580
CUSTOMER STATES SERVICE VEHICLE LIGHT IS ON/
LIGHT ACTIVATION FROM STEERING FAILURE/ SEE JOB ONF/

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 5					

WARRANTY

Thank You!
**WE APPRECIATE
YOUR CONFIDENCE IN
OUR DEALERSHIP.**





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CVCS232195

CUSTOMER NO. 5103	ADVISOR MC CARRIAGHER PATR	TAX NO. 53	INVOICE DATE 04/27/04	INVOICE NO. CVCS232195
ROCHESTER, NY	LABOR RATE	MILEAGE 3,013	COLOR GREEN/	STOCK NO.
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DS0	DELIVERY DATE 02/18/04	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G 1 Z T 6 2 8 1 4 F	SELLING DEALER NO. BOB JOHNSON	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	P.O. DATE 04/14/04	
COMMENTS				
JOB # 5 TOTAL LABOR & PARTS 0.00				
J# 6+82CVZ BODY WORK UNITS: TECH(S):53			WARRANTY	
GM CUSTOMER SERVICE STATES CHECK WATER LEAK FROM MOON ROOF SUBLET TO ANGLES FOR WATER TEST/ NO LEAKS FOUND/ UNABLE TO DUPLICATE/			DISCLAIMER OF WARRANTIES The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.	
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE- JOB # 6 TOTAL PARTS 0.00			NYS REPAIR SHOP REG. NO. R5150211	
JOB # 6 TOTAL LABOR & PARTS 0.00				
J# 7+82CVZ-1 BODY WORK UNITS: 0.20 TECH(S):32			WARRANTY	
GM CUSTOMER SERVICE STATES DRIVERS ROCKER MOLDING LOOSE/ FOUND RETAINERS BROKEN/ REPLACED ONE RETAINER IN REAR/ ADVISED CUSTOMER TO SEE SELLING DEALER TO HAVE REPAIRED PROPERLY AS WE ONLY HAD ONE RETAINER IN STOCK/			ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE	
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE- JOB # 7 TOTAL PARTS 0.00				
JOB # 7 TOTAL LABOR & PARTS 0.00			Paddock CHEVROLET, Inc.	
SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION----- JOB # 4 232195 350718833 04/29/04 USA RENTAL JOB # 4 232195 350718833 04/29/04 USA RENTAL TOTAL SUBLET 0.00			WARRANTY INTERNAL 0.00	
MISC-----CODE-----DESCRIPTION-----CONTROL NO----- JOB # 4 DP WOW ACCOUNT TOTAL MISC 0.00			INTERNAL 0.00	
COMMENTS ADVISED CUSTOMER OF DENT ON TRUNK LID/				
SALES				
SERVICE  PARTS				
Thank You! WE APPRECIATE YOUR CONFIDENCE IN OUR DEALERSHIP.				



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CVCS232195

CUSTOMER NO. 5103	ADVISOR MC CARRIAGHER PATR	TAG NO. 53	INVOICE DATE 04/27/04	INVOICE NO. CVCS232195
ROCHESTER, NY	LABOR RATE	MILEAGE 3,013	COLOR GREEN/	STOCK NO.
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DSD		DELIVERY DATE 02/18/04	DELIVERY MILES
	VEHICLE NO. NO. 1 G 1 Z T 6 2 8 1 4 F		SELLING DEALER NO. BOB JOHNSON	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	A.C. DATE 04/14/04	
COMMENTS				

TOTALS.....		DISCLAIMER OF WARRANTIES The seller, hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.	
* CASH [] CHARGE [] CHECK []	* TOTAL LABOR.... 0.00	NYS REPAIR SHOP REG. NO. R5150211	
* CHECK # []	* TOTAL PARTS.... 0.00		
* CREDIT CARD MC [] VISA []	* TOTAL SUBLET... 0.00		
* AUTHORIZATION []	* TOTAL G.O.A.... 0.00		
* DATE [] INITIALS []	* TOTAL MISC CHG. 0.00		
	* TOTAL MISC DISC 0.00		
	* TOTAL TAX..... 0.00	ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE	
TOTAL INVOICE \$ 0.00			

Items marked with a "*" after the part number are Genuine GM Goodwrench Service Plus parts!

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****



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KENMORE, NEW YORK 14217
PHONE: 876-0945
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SALES

SERVICE  PARTS

Thank You!
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YOUR CONFIDENCE IN
OUR DEALERSHIP.

Confidential Information

CASE ASSESSMENT BY: Toni Blackshear

CARS Request No: 1-208394549

Customer Name: [REDACTED]

Year of Vehicle: 2004

Make: Chevrolet

Model: Malibu Max

Current Mileage: 2400

Vehicle ID No.: 1G1ZT62814F [REDACTED]

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

Date:	Mileage	Days Out:	Description 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:	Mileage	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

Date:	Mileage	Days Out:	Description 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:	Mileage	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. Dlrshp 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.

Date:	Mileage	Days Out:	Description of Repair:
4/14/04	3,013	*	the concern with the moon roof leaking could not be duplicated by the dlrshp.

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Power Steering Malfunction/REPAIRED

Date:	Mileage	Days Out:	Description of Repair:
4/14/04	3,013	*	scan system code C0545, special ordered steering column veh still at dlrshp 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: ☒

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:

Team Manager Approval:

Date:

10 de Septiembre de 2004

[REDACTED]
[REDACTED]
Palm Springs, FL [REDACTED]

Expediente de servicio: 1-231770396
Gerente de Servicios al Cliente: Ismael Torres

Estimado Sr. [REDACTED]:

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

September 10, 2004

[REDACTED]
[REDACTED]
Slab Fork, WV [REDACTED]

Service Request: 1-232231595

Customer Relationship Manager: Jonathon Trent

Dear Mr. [REDACTED]n:

Chevrolet is pleased to provide service coverage for the steering in your 2004 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54834F [REDACTED]. 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

[REDACTED]
835 Scott St
Talladega, AL [REDACTED]

Service Request: 1-232516115
Customer Relationship Manager: Gregory York

Dear Mrs. [REDACTED]

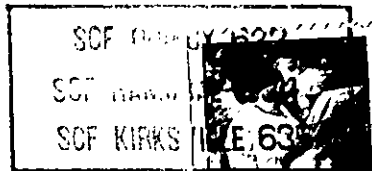
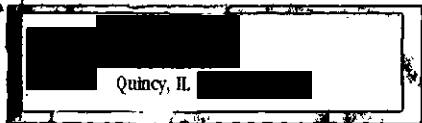
We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu, but we have been unsuccessful in our attempts to contact you.

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



JUL 02 2004

Chevrolet Motor Division
P.O. Box 10054
Toledo, Oh.

43699-0054

43699/0054



June 24, 2004

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

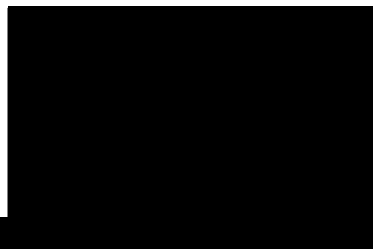
I am a widow, 77 years old, and live independently. I bought this car, thinking it would probably be the last new car I purchased (I also had that thought when I purchased a new 1995 Buick Regal). Since November 21, I have spent a lot of my time taking this Malibu back for problems which I will list 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,

A large black rectangular redaction box covering the signature area.

Quincy, Il.

Phone:

A black rectangular redaction box covering the phone number.

**cc: Shottenkirk
1537 North 24th St.
Quincy, Il 62301**

PAR Case Assessment Form

Siebel Request No.: 1-233791024

Customer Name: [REDACTED]

Product Purchased?: ☒ New ☐ Used

Vehicle Identification Number: 1G1ZT54894F [REDACTED]

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

☐ 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.

☐ **Minor** (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

☒ Collision (Includes curbs and / or sidewalks):

☐ **Air Bag/s (Vetronix)** –

☐ **Non-Deployment**

☐ Forward file to EAA

☐ Advised customer on basic air bag function

☐ **Inadvertent Deployment without 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.
 - ☐ **Minor** (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 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

- ☐ **Inspection requested**
- ☐ EAA
 - ☐ Dealer
 - ☐ Field Personnel
- ☒ **Inspection not 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
-

Business Resource Center

GM

Repurchase Department

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 Fl 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: [REDACTED]
Case Number: 1-234539499

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

General Motors will issue a check in the amount of \$22,110.00 made payable to Robert China and Bill Shultz 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:	1G1ZU64804F [REDACTED]
New Vehicle Sales Price:	\$21,953.50
Used Vehicle Trade Value:	\$21,953.50
Trade Difference:	n/a
Taxes:	\$156.50 (GM pays – pls show this on bill of sale)
Rebates:	[Not Applicable]
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 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:

Upgrade =	\$n/a
Usage =	\$n/a
Sales Tax =	\$n/a
State Fees =	\$n/a
Total Customer Contribution =	\$n/a

Bill Shultz 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.

Bill Shultz Chevrolet/BAC 114744 Management Agent's Signature and Title.

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

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

Wal-Mart Personal Business Center

Fax

To: Denise Hampton

From: [REDACTED]

Fax: 1-866-549-8879

Pages: 1

Phone:

Date: July 28, 2004

Re: Chevy Malibu MAXX

CC:

Auto Replacement

☒ Urgent
 ☐ For Review
 ☐ Please 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 #
is [REDACTED] Cell # [REDACTED]

REG. TAX	INIT RFG.	COUNTY FEE	MAIL FEE	SALES TAX	TITLE FEE
\$6.10	\$	\$7.75	\$	\$0.00	\$8.00

PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL
	07/13/04	\$0.00	\$	\$21.85

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 07/13/04

DL#:

TAG#:

VIN: 1G1ZU64834F [REDACTED] TC: 90909302 YR/MK: 2004 CHEV

PORT ST LUCIE, FL [REDACTED]



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 11, 2004

Port St. Lucie, FL

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, **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 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 RESPONSIBILITY OF CUSTOMER	\$26,054.74

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

General Motors will repurchase VIN #1G1ZU64834F 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.



Signature and Date

Business Resource Center

GM

Repurchase Department

To: John Shephard for Robert
China

From: Denise Hampton

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

BILL SHULTZ CHEVROLET, INC.

4200 S. US #1 — P.O. Box 13029

FORT PIERCE, FL 34979

Telephone 772-461-4800

Vero Beach 569-0688 — Stuart 335-2500

VEHICLE INVOICE **56858**

DEAL#: 27267

Date: 06/17/04

Stock #: 4684

Salesman #1: BRADLEY D WILKINSON

Salesman #2:

"CHAMP"

SOLD TO:

VAULT AS NOMINEE FOR GMAC

C/O GMAC

CUST#:

32057 ADDRESS:

P.O. BOX 8111

COCKEYSVILLE MD 21030

YEAR	2004	SERIAL #	1G1ZU64834F	Vehicle Sale Price	25280.35
MAKE	CHEVROLET	KEY #'s	G2686 / G2686	Service Contract (A)	710.00
MODEL	MAXX	MILEAGE	48	State of Fla. Battery Fee	
BODY	4DR			State of Fla. Tire Fee	
Described Vehicle Sold As: New <input checked="" type="checkbox"/> Used <input type="checkbox"/> New Demo <input type="checkbox"/>				Total Price	25280.35
(A) Service Contract with: GMPP				Less Trade Allowance	
(B) Life & Disability Ins. with:				Taxable Amt.	3316.50
(C) Physical Damg. Ins. with:				State of Fla. Sales Tax	198.99
				Trade(s) Payoff	
				324A	16.58
				Vehicle Balance Due	25280.35
				Doc. Stamps	
				To Life Ins. Co. (B)	
				To Disability Ins. Co. (B)	
				To Physical (C) Damg. Ins. Co.	
				301C	50.00 N/A
				Total Balance Due	25280.35
Method of Settlement					
				Deposits	9166.87
				C.O.D.	
				Balance to Finance	25280.35
				205	25554.55
				Sub Total	
				Doc Stamps	
				Factory Allowance	2250.00
				1000.00	
				Total Settlement	25280.35

Finance Co. GENERAL MOTORS ACCEPTANCE CORP			# Pymts.	48	Pymt. Amt.	435.80
Trade #1	Trade #2	Trade #3				
Year	Year	Year				
Make	Make	Make				
Model	Model	Model				
Body	Body	Body				
Ser. #	Ser. #	Ser. #				
Mileage	Mileage	Mileage				

Contract Registration

GMPP XX

MRP

Medium
Duty

GM Cert

MRP Cert

MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

AGREEMENT PURCHASE DATE

1 G 1 Z U 6 4 8 3 4 F

06 / 17 / 04

YEAR

MAKE

MODEL

CURRENT ODOMETER

4 WHEEL DRIVE

2004

CHEVROLET

MAXX

048

Customer

FIRST NAME

M.I.

LAST NAME

FLEET

GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER

MAILING ADDRESS (must include apt. or suite #, if applicable)

CITY

STATE

ZIP CODE

PORT ST LUCIE

FL

Dealer

The Agreement provider is authorized to charge my account for the cost of the Agreement(s) and my share of any subsequent cancellation(s).

DEALER NAME

DEALER CODE (Required)

PROMOTION CODE

BILL SHULTZ CHEVROLET, INC.

ADDRESS

CITY

STATE

ZIP CODE

4200 SOUTH U.S. #1

FORT PIERCE

FL

34982

Lienholder

GMAC

SPP

NAME

XX

OR

OR

ADDRESS

CITY

STATE

ZIP CODE

LEASE

RETAIL

MAJOR GUARD

VALUE GUARD

BASIC GUARD

SMART PROTECTION

MD-PT +

MD-E&T

MD-BASIC

XX

XX

MECHANICAL TERM

THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.

NEW

XX

The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

USED

The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

Plan Coverage and Price

VEHICLE IN SERVICE DATE (In-Warranty vehicles) TERM-MO./MI. (IN 000'S)

DEDUCTIBLE (Required)

PRICE

06 / 17 / 04

48 / 48

\$0 XX \$50

\$100 \$200

, 710.00

MAINTENANCE TERM The term of your Smart Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care will end at the earlier of the time and mileage option you have selected. The term of your Goodwrench Care will be based on the specified number of services listed herein and performed within 4 years of the Agreement purchase date.

SMART CARE

TERM-MO./MI.
(IN 000'S)GOODWRENCH
CARE

OF SERVICES

/ 0

, .00

SURCHARGES & OPTIONAL COVERAGE
(Select all that apply)

BUSINESS

HUMMER

EMERGENCY

SNOWPLOW

TIRE ROAD HAZARD

\$

, .00

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

SUBTOTAL \$, 710.00

TAX \$, 42.60

TOTAL \$, 752.60

CUSTOMER SIGNATURE

DATE

06/17/2004

BILL SHULTZ CHEVROLET, Inc.

SALES ASSOCIATE

Brad Wilkerson

DATE

6-17-04

CUSTOMER

PHONE

ADDRESS

INTERESTED IN Malibu maxx

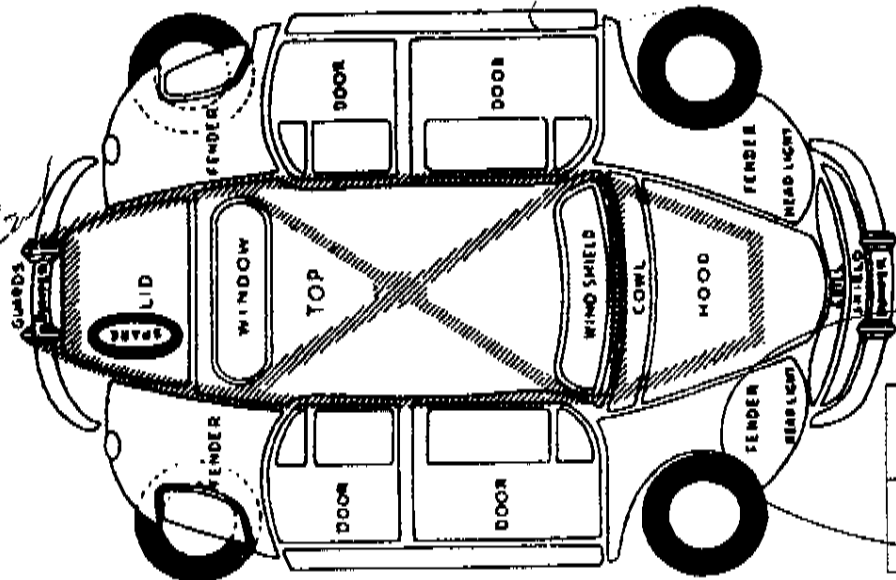
1. How many miles on your car? 36275 Is this actual mileage? ☒ Yes ☐ No
2. How often was oil changed? 3000 When was last time? Last time
3. How many miles on tires? 36275
4. What gas mileage are you getting? 19-20
5. Has your car ever been damaged, involved in an accident, or had paint work? ☐ Yes ☒ No
Explain _____
6. Did you buy car new? ☒ Yes ☐ No
7. When was your last tune-up? N/A
8. Is there a spare tire and jack? ☒ Yes ☐ No
9. What equipment will be removed or altered? None
10. Who holds title? GMAC
11. Payoff amount? _____ Amount of monthly payment? 369.-
12. Would you recommend your car? ☒ Yes ☐ No
13. May a prospective customer contact you about your car? ☒ Yes ☐ No
14. Does your car have a balance on a service contract? ☒ Yes ☐ No How much? _____
15. Is your vehicle equipped with all emission controls? ☒ Yes ☐ No

Customer Signature

- ☐ OVER 100
- ☐ ACTUAL
- ☐ 5 DIGIT
- ☒ 6 DIGIT digital
- ☐ INACCURATE

MILEAGE

36275



\$13,000⁰² ACV

MGR

ID#

16NDT13XX3K

TAG #

Year <u>2003</u>	Make <u>Chev</u>	Model <u>Blazer</u>	Type <u>40r</u>
Color <u>Wht.</u>	Trim <u>Clk & h</u>	<u>4x4 - Sunroof</u>	
4 CYL <input type="checkbox"/>	6 CYL <input checked="" type="checkbox"/>	8 CYL <input type="checkbox"/>	Diesel <input type="checkbox"/>
AUTO <input checked="" type="checkbox"/>	STD <input type="checkbox"/>	PS <input checked="" type="checkbox"/>	AC <input checked="" type="checkbox"/>
AM-FM <input checked="" type="checkbox"/>	Tape <input type="checkbox"/>	PW <input checked="" type="checkbox"/>	PL <input checked="" type="checkbox"/>
CD <input checked="" type="checkbox"/>	6 Disc <u>Box</u>	Bucket <input checked="" type="checkbox"/>	Split 50/50 <input type="checkbox"/>
		Bench <input type="checkbox"/>	

A	B	C	D	E	F	G	H	J	K	L	M	N	P	R	S	T	V	W	X	Y	1	2
80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	2000	2001	2002



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 11, 2004

Port St. Lucie, FL

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, **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 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 RESPONSIBILITY OF CUSTOMER	\$26,054.74

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

General Motors will repurchase VIN #1G1ZU64834F 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.



Signature and Date

Business Resource Center

GM

Repurchase Department

To: John Shephard for Robert
China

From: Denise Hampton

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



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 11, 2004

Port St. Lucie, FL

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Sincerely,
Denise Hampton
Business Resource Center

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



Signature and Date

September 10, 2004

[REDACTED]
[REDACTED]
Monroe, WI [REDACTED]

Service Request: 1-236174130

Customer Relationship Manager: Alfred Minder

Dear Mr. [REDACTED]

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

[REDACTED]
[REDACTED]
Monroe, WI [REDACTED]

Service Request: 1-236174130
Customer Relationship Manager: Alfred Minder

Dear Mr. [REDACTED]:

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

September 10, 2004

Ms. [REDACTED]
[REDACTED]
Eaton, OH [REDACTED]

Service Request: 1-239562821
Customer Relationship Manager: Yolanda Garrett

Dear Ms. [REDACTED]:

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

[REDACTED]
[REDACTED]
Old Hickory, TN [REDACTED]

Service Request: 1-239875004

Customer Relationship Manager: Stephanie Hovda

Dear Mr. [REDACTED]:

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) — 1
- ✓ 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 CarrGENERAL MOTORS/BRC: ALTERNATIVE DISPUTE RESOLUTION
PHONE: 800-231-1841 EXT: 57139

TERRY LEE CHEVROLET

DEAL #: 40462
STOCK #: 40251

9673 KINGS AUTOMALL ROAD PHONE 683-4TLC (4852)
CINCINNATI, OHIO 45249 TOLL FREE 800/956-4TLC

SEP 22nd

03

PURCHASER'S
NAME

(PRINT OR TYPE)

DATE

ADDRESS

DRIVER'S LICENSE #

CITY

SALESPERSON

PHONES

E-MAIL

BUSINESS

RESIDENCE

PLEASE ENTER MY ORDER FOR STOCK NO.

40251

☒ NEW☐ DEMO☐ USED

AS FOLLOWS:

MAKE CHEVROLET	MODEL MALIBU	TYPE CAR	MILES 51	YEAR 19 04
COLOR	TRIM GRAY LTH	SERIAL NO. 1G1ZU54824F	BIRTH DATE 07/08/62	DEL. DATE 20

DESCRIPTION OF TRADE-IN #1

MAKE INFINITI	MODEL G20	TYPE CAR	YEAR 19 02
SERIAL NO. JNKCP11A32T		MILES 24982	

NEGATIVE EQUITY:

CASH PRICE OF VEHICLE HAS BEEN RAISED \$ N/A
TO COVER NEGATIVE EQUITY IN TRADE-IN VEHICLE.

SIGNED:

PURCHASER

The Seller, TERRY LEE CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and TERRY LEE CHEVROLET, Inc., neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. In the event that any service contract is sold, any implied warranty of merchantability or fitness for a particular purpose is limited in duration to the term of the service contract.

The undersigned purchaser hereby acknowledges that the applicable provisions of Consumer Credit Protection Act (Public Law 90-321382 Stat. 146 Et. Seq.) if applicable to this transaction has been fully explained prior to the execution of this agreement.

All non GM items noted below on this sales order are not warranted by General Motors.

IF PURCHASE OF VEHICLE IS TO BE FINANCED, DISCLOSURE OF THE FINANCE AND RELATED CHARGES WILL BE CONTAINED IN THE RETAIL INSTALLMENT CONTRACT - SECURITY AGREEMENT BETWEEN THE CUSTOMER AND THE LENDING INSTITUTION.

The attached signed Spot Delivery Agreement is a binding part of this sales order.

CUSTOMER SIGNATURE

DEALER SIGNATURE IF NOT APPLICABLE

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as appears in writing on the face of this agreement.

I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am of legal age to execute binding contracts in this state and hereby acknowledge receipt of a copy of this order. I represent that I am at least 18 years of age. I hereby authorize Terry Lee Chevrolet, Inc. to initiate a copy of this order and authorize Terry Lee Chevrolet, Inc. to initiate a copy of this order through the Credit Bureau.

SIGNED

PURCHASER

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY
DEALER OR HIS AUTHORIZED REPRESENTATIVE

APPROVED

SALES MANAGER

DATE

CASH PRICE OF VEHICLE

20889.95

CONTRACTUAL DISCLOSURE STATEMENT FOR
USED VEHICLE ONLY

"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 the contract of sale."

EXTENDED SERVICE CONTRACT

1333.00

ETCH

199.00

NEGATIVE EQUITY

4184.54

STRIPE AND SEAL

79.00

OTHER AFTERMARKET

PLATE: BUY [] TRAN [] TEMP [X]

DESCRIPTION OF TRADE-IN #2

MAKE	MODEL
TYPE	YEAR 19 20
SERIAL NO.	MILES

NEGATIVE EQUITY:

CASH PRICE OF VEHICLE HAS BEEN RAISED \$
TO COVER NEGATIVE EQUITY IN TRADE-IN VEHICLE.

SIGNED:

CHASE MANHATTAN AUTOMOTIVE FINANCE

A separate receipt will
be required as proof of
payment by customer.
Please ask if you did not
receive a receipt.

Customer's Initials:

TOTAL OF ABOVE ITEMS	26685.49
DOCUMENTARY FEES	N/A X500.00X
SUB TOTAL	26685.49
SALES TAX 7.0 %	1867.98
TITLE FEE	19.75
MECH. BREAKDOWN COV.	N/A
FINAL TOTAL	28573.22

DEPOSIT ON ORDER REC. #MFG REBATE

2000.00

CASH DUE ON DELIVERY REC.

5000.00

TRADE ALLOW.

18684.54

LESS BAL.

18684.54

N/A

TOTAL DOWN

7000.00

UNPAID BALANCE

21573.22

LUXURY TAX

TRADE-IN VEHICLE APPRAISAL AND INSPECTION FORM

OWNER'S NAME Mason DL
 ADDRESS [REDACTED]
 TELEPHONE (H) _____ (W) _____ (CELL) _____
 YEAR 2002 MAKE INFINITI MODEL G20
 V.I.N. JNKCP11A32T BODY 4dr COLOR black
 E-MAIL ADDRESS _____ SALESPERSON Mohamed

ASK THE CUSTOMER TO ANSWER, TO THE BEST OF CUSTOMER'S KNOWLEDGE, THE FOLLOWING QUESTIONS:

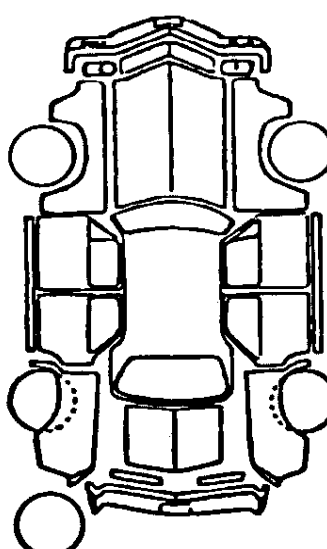
- When did you purchase this vehicle? 4/2002
- Where did you purchase this vehicle? Kings
- In what state is this vehicle titled? Ohio
- Is this vehicle titled in the name listed above? Yes ☒ No ☐
- Are you the original owner of the vehicle? Yes ☒ No ☐
- Has this vehicle ever been titled as a salvage, junk or rebuilt vehicle? Yes ☐ No ☒
- Has this vehicle been in an accident? Yes ☐ No ☒
If yes, please describe any damage to the vehicle. _____
- Has the vehicle's odometer been repaired or replaced? Yes ☐ No ☒
- Are the emissions control equipment on this vehicle in good working order? Yes ☒ No ☐
- Has the airbag in this vehicle ever been deployed or disconnected? Yes ☐ No ☒
If yes, was it repaired or reconnected? Yes ☐ No ☐
By whom? [REDACTED]

Odometer Reading 24,982

5 Digit ☐ Actual ☒
 6 Digit ☐ Not Actual ☐

Customer Signature [REDACTED]

EVALUATION OF OVERALL VEHICLE CONDITION AND OPTIONS

OPTION	EVALUATION	NOTE ANY DAMAGE TO VEHICLE	OPTION	EVALUATION
Body/Paint _____			Seat Belts _____	
Glass _____			Seats/Carpet _____	
Tires _____			Gas/Oil/Emissions _____	
Trunk _____			Transmission <u>auto</u> <input type="checkbox"/> 3sp <input type="checkbox"/> 4sp <input type="checkbox"/> 5sp <input type="checkbox"/>	
Engine <u>4cyl</u> <input type="checkbox"/> 6cyl <input type="checkbox"/> 8cyl <input type="checkbox"/> 12cyl <input type="checkbox"/>			Exhaust System _____	
Front End _____			Brakes _____	
Rear End _____			Stereo <u>cassette</u> <input type="checkbox"/> cdplayer <input type="checkbox"/>	
Frame _____			Heat/Air _____	
Power Equip/Electrical _____			Left Door Frame/Glove Box _____	

REMARKS:

Overall Vehicle Condition: ☐ Clean ☐ Average ☐ Rough

Trade-In Allowance \$ _____

Revised Trade-In Allowance \$ _____

APPRAISED BY: _____

OADA 0301C (4/01) Copyright © The Reynolds and Reynolds Company 2001

DATE: _____

TO ORDER: www.reynolds.com; 1-800-344-0096; fax 1-800-531-905

DEAL RECAP

TERRY LEE CHEVROLET GEO INC
9673 KINGS AUTO MALL RD
CINCINNATI OH 45249

☐ Truth in Lending
☐ Check in Slip
☐ Appraisal Slip
☐ Odometer Certs
☐ Power Sheet
☐ Insurance
☐ Cash Receipts:
 Amt. _____ No. _____
 Amt. _____ No. _____
 Amt. _____ No. _____
☐ Trade: Disc. Lic. _____ Lic. _____
 ☐ P.O. Amt. _____
 ☐ Good Till _____
 ☐ Verified By _____
☐ Registration
 Title In _____ Due _____
 Source _____

☒ Bank CHASE MANHATTAN AUTOMOTIVE FINANCE

☐ Other _____

SELLING PRICE (Inc. all Acc.) 25352.49
SALES TAX 1867.98
TRADE ALLOWANCE 18684.54
PAY-OFF 18684.54
LIENHOLDER FIFTH THIRD EXCHANGE CORP
CASH DEPOSIT N/A
C.O.D. 5000.00
DEFERRED DOWN No. 1. N/A
DEFERRED DOWN No. 2. N/A
DEFERRED DOWN No. 3. N/A
REBATE 2000.00
TOTAL CASH DOWN PAYMENT 7000.00
NUMBER OF PAYMENTS/PAYMENT 60 @ 399.09
NO. DAYS BEFORE 1st PMT./DATE 45 11/06/2003
ADD-ON INTEREST RATE/APR. 2.01 4.12
LICENSE AND REGISTRATION 19.75

2002 INFINITY G20 24982 14500.00
JNKCP11A32T
N/A
N/A

AMOUNT FINANCED	21573.22	DISCOUNT RATE:	N/A	FINANCE RESERVE:	431.46
	PREMIUM		COST		
CREDIT LIFE	N/A		N/A	RESERVE:	N/A
CREDIT A & H	N/A		N/A	RESERVE:	N/A
	N/A		N/A		N/A
PHYSICAL DAMAGE	N/A		N/A	RESERVE:	N/A
SERVICE CONTRACTS	1333.00		633.00	RESERVE:	700.00
OTHER	N/A		N/A	RESERVE:	N/A

STOCK # 40251 DESCRIPTION 2004 CHEVROLE MALIBU
DEAL # 40462 I.D. # 1G1ZU54824F
CUSTOMER DATE 09/22/2003
ADDRESS MASON OH
SALESMAN 1 TERRY L MAHURIN MGR. RANDY THOMAS
SALESMAN 2

CUSTOMER PHONE: (H)

PRICE OF VEHICLE	20889.95	
COST OF VEHICLE	21949.10	
PACK /HOLD	686.10	
TRADE ALLOWANCE	18684.54	(PAYABLE GROSS)
A.C.V. OF TRADE	14500.00	-5097.69
OVER-ALLOWANCE	4184.54	
UNDER-ALLOWANCE	N/A	
COMMISSION No. 1/BONUS	N/A	N/A
COMMISSION No. 2/BONUS	N/A	N/A
MANAGER COMM.	N/A	
PROFIT OF SALE	-4411.59	

TOTAL INSURANCE RESERVE: 700.00
TOTAL F & I RESERVE: 1131.46
FINANCE COMMISSION: N/A
LAH INSURANCE COMMISSION: N/A
SERVICE CONTRACT COMMISSION: N/A
PDI COMMISSION: N/A
NET F & I RESERVE: 1131.46

HOLDBACK	TLC 686.10	YES	XX
ETCH		XX	NO
		YES	NO

GROSS PROFIT: -3280.13

APPROVED _____

General Motors Car and Truck Divisions

CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

Customer name	<div style="background-color: black; width: 100%; height: 1.2em;"></div>
VIN	<div style="background-color: black; width: 100%; height: 1.2em;"></div>
	1G1ZU54824F <div style="background-color: black; width: 100%; height: 1.2em;"></div>

Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) _____ to the down payment on this vehicle. (b) _____ a check be issued in my name by Dealer named below:

	Incentive Program Reference	Amount	GM incentive codes	
CONSUMER CASH	1000.00	\$ _____	_____	N/A
GM BOUNS CASH	1000.00	\$ _____	_____	N/A
	N/A	\$ _____	_____	N/A
	N/A	\$ _____	_____	N/A
		\$ _____	_____	
		\$ _____	_____	
		\$ _____	_____	
		\$ _____	_____	
Total Incentive Amount Received		\$ _____		

Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example: Division supported financing/leasing, etc.) N/A

N/A N/A

N/A N/A

N/A N/A

- a. I elect to receive _____
- In lieu of _____
- 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 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 _____.

I acknowledge receipt of incentive(s) as have been described in item # _____ and release the GM Division from any future claim or obligation for incentive(s) or reduction of unit.

Purchaser/Lessee Signature 22 09 2003 Date 22 9/22/03 2003

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 information has been forwarded to General Motors.

22 09 2003

Authorized Dealer Signature: TERRY LEE CHEVROLET GEO INC Date _____

Dealership Name: Terry Lee Chevrolet

List must include VIN, Delivery Date and Program Reference

Dealer Code 09200

Confidential Information

CASE ASSESSMENT BY: Linda Carr

CARS Request No:1-239900424

Customer Name: [REDACTED]

Year of Vehicle:2004 Make: Chevrolet Model: Malibu

Current Mileage:15649

Vehicle ID No.: 1G1ZU54824F [REDACTED] In Service Date: 9/22/03

Purchased: New
If used: (date/miles)

What is customer seeking:repurchase

What is customer eligible for: repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: STEERING

Date	Mileage	Days Out	Description of Repair
------	---------	----------	-----------------------

OTHER SYMPTOM / COMPLAINT:

Date	Mileage	Days Out	Description of Repair
------	---------	----------	-----------------------

Total Days Reported Out of Service: ____

VEHICLE MEETS PRESUMPTION: YES: ☐

NO: ☐

Arbitrate case: ☐

Settle case: ☐

Case Recommendation for Customer Satisfaction (based on a review of documentation):
CRM recommends 48/48 \$0 ded Major Guard \$1365 msrp

Field Rep and/or DEALER RECOMMENDATION:

AVM John Cosby recommends payment reim or Major Guard, believes veh is now repaired. Agrees w/repurchase if necessary

Team Manager Approval:

Date:

Overallowance/Incentives/Negative Equity Form (non-Florida)**Customer:** [REDACTED]**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.

*** 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)	\$20889.95
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$23495.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer 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

Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i>	\$18684.54
Actual Cash Value Statement	\$14500.00
Difference (if positive, this is the negative equity)	\$4184.54

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 <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$2000.00
Overallowance and/or Negative Equity minus	\$4184.54
Actual price of Vehicle that should be presented to BBB for ATA	\$14705.41

2004 MALIBU LT SEDAN
12U GALAXY SILVER METALLIC /V6G
142 GRAY

ORDER NO. GMGXB0/TRE STOCK NO.

VIN 1G1 ZU54 82 4F

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD22743461

*****13*09200S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZU69 MALIBU LT SEDAN	22870.00	20926.05	INVOICE 08/28/03
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 08/28/03
LX9 3.5L V6 ENGINE	0.00	0.00	EXP I/T 09/16/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	INT COM 09/16/03
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	PRC EFF 08/28/03
			KEYS G2943 G2943
			WFP-S QTR OPT-1
			BANK: GMAC - 010
			CHG-TO 09-200

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

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.

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

SUMMARY HISTORY PRINTOUT

3030

09:26:20

PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. 1G1ZU54824F [REDACTED]
 TOTAL R/O'S 8 TOTAL SERV. DAYS 28 MAKE CV CHEVROLET

LN#	RO.NO.	RO. DATE.	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	103302	07/26/2004	16652	A			00558	
				T	00524	1	W 06CVZ	*STEERING/SUSPEN
				T	00524	2	W 11CVZ	CAMPAIGNS
				T	00524	3	W 11CVZ-1	CAMPAIGNS
				T	00524	4	W 11CVZ03	CAMPAIGNS
				T	00524	5	W 07CVZ	*BRAKES/TRACTION
				T	00524	6	W 03CVZ	*BODY ELECTRICAL
				T	00524	7	W 90CVZ03	COURTESY TRANS.
				T	00524	8	W 06CVZ19-F7	WHEEL ALIGNMENT
2	100918	06/01/2004	12426	A			00552	
				T	7	1	C 01CVLLOFFFREE	LL LUBE OIL FILT
				T	7	2	W 02CVZ02	SES LAMP ON
3	97374	03/08/2004	7563	A			00606	
				T	63	1	C 01CVZ05-6K	6K/SCHEDULE I SE
				T	63	2	W 05CVZ02	RATTLE
				T	63	3	W 06CVZ	*STEERING/SUSPEN
				T	63	4	W 15CVZ	*ENGINE REPAIR
4	96004	02/02/2004	5968	A			00601	
				T	63	1	W 06CVZ	*STEERING/SUSPEN
				T	63	2	W 90CVZ03	COURTESY TRANS.
5	95455	01/16/2004	5968	A			00601	
				T	63	1	W 06CVZ	*STEERING/SUSPEN
				T	63	2	W 90CVZ03	COURTESY TRANS.
				T	63	3	C 02CVZ99	MISC. DRIVABILIT
				T	63	4	C 05CVZ02	RATTLE
				T	63	5	C 15CVZ	*ENGINE REPAIR
6	94315	12/17/2003	4811	A			00606	
				T	63	1	W 06CVZ	*STEERING/SUSPEN
				T	63	2	C 02CVZ02	SES LAMP ON
				T	63	3	C 03CVZ	*BODY ELECTRICAL
				T	63	4	C 15CVZ06	ENGINE NOISE
				T	63	5	W 90CVZ03	COURTESY TRANS.
7	93287	11/24/2003	3708	A			00606	
				T	63	1	I 01CVZ03-F1P1	*LUBE, OIL & FIL
				T	63	2	C 06CVZ	*STEERING/SUSPEN
8	90265	09/18/2003	7	A			00552	
				T	298	1	W 60CVZ-1	PRE-DELIVERY INS



CVCS103302



CVCS103302

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 Mall Road
Cincinnati, Ohio 45249

Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

CUSTOMER NO.	34099	ADVISOR	CHARLES BACK	00558	TAG NO.	411	INVOICE DATE	07/28/04	INVOICE NO.	CVCS103302	
		LABOR RATE		LICENSE NO.		MILEAGE	15,652	COLOR	GALAXY SILV	STOCK NO.	40251
		YEAR / MAKE / MODEL	04 / CHEVROLET / MALIBU / 4DR SDN LT				DELIVERY DATE	09/22/03	DELIVERY MILES	51	
		VEHICLE I.D. NO.	1G1ZU54824F				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.				07/26/04			
RE		COMMENTS									

LABOR & PARTS

J# 1 06CVZ

CUSTOMER STATES POWER STEERING THROTTLE
DIAGNOSTIC TEST FOUND POWER STEERING CONTROL MODULE
FAILURE
REPLACED MODULE TEST DRIVE TO VERIFY WORKING TO FACTORY
SPEC

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15138693	MOTOR	0.00	0.00
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 14CVZ

CUSTOMER REQUESTS RECALL D0427 AIR BAG WARNING LABEL
PERFORMED RECALL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	2	10288889	REPAIR KIT	0.00	0.00
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

J# 3 14CVZ

CUSTOMER REQUESTS PERFORM RECALL D0427 DRIVERS SEAT BELT
ANCHOR
PERFORMED RECALL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	2	10288889	REPAIR KIT	0.00	0.00
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

J# 4 14CVZ

CUSTOMER REQUESTS REPAIR RECALL D0427 AIR BAG
PERFORMED RECALL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	2	10288889	REPAIR KIT	0.00	0.00
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	

J# 5 07CVZ

CUSTOMER STATES AT HIGH SPEED BRAKING, PULSATION, HUMMING
AND VIBRATION MAY BE RELATED TO RECALL
DRIVE TEST AND INSPECTED, FOUND ALL FOUR ROTORS WORN
WAS NECESSARY TO RESURFACE ROTORS TO AN FACTORY SPEC

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5	5	10288889	REPAIR KIT	0.00	0.00
JOB # 5 TOTAL PARTS				0.00	
JOB # 5 TOTAL LABOR & PARTS				0.00	

LIMITED WARRANTY:
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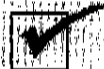
NOTICE

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COMPLETELY SATISFIED



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Goodwrench





CVCS103



CVCS103302

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 Mall Road
Cincinnati, Ohio 45249
Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

CUSTOMER NO.	34099	ADVISOR	CHARLES BACK	00558	TAG NO.	411	INVOICE DATE	07/28/04	INVOICE NO.	CVCS103302	
		LABOR RATE		LICENSE NO.		MILEAGE	15,652	COLOR	GALAXY SILV	STOCK NO.	40251
		YEAR / MAKE / MODEL	04/CHEVROLET/MALIBU/4DR SDN LT				DELIVERY DATE	09/22/03	DELIVERY MILES	51	
		VEHICLE I.D. NO.	1G1ZU54824F				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.			07/26/04				
RE		COMMENTS									

LABOR & PARTS

J# 6.03CVZ

CUSTOMER STATES AT TIMES AFTER DRIVING BEFORE TURNING OFF VEHICLE OFF CHECK ENGINE LIGHT COMES ON. INFO CENTER RESETS DIAGNOSTIC TEST. NO CODES PERFORMED. TEST MAY HAVE BEEN RELATED TO POWER STEERING CONCERN. WORKING TO FACTORY SPEC.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL PRICE
				0.00	0.00
				0.00	0.00

J# 7.90CVZ03

CUSTOMER REQUEST A RENTAL VEHICLE
SUPPLIED CUSTOMER WITH A RENTAL VEHICLE
INV 28030648 VIN 2GNDK0364014172

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL PRICE
				0.00	0.00
				9.00	9.00

J# 8.06CVZ03

CUSTOMER STATES: PERFORM 4 WHEEL/THRUST ANGLE ALIGNMENT (F7)
SERVICE INCLUDES: CHECK & SET ALL ADJUSTABLE SPECIFICATIONS.
PERFORM ALIGNMENT & INSPECT AS ABOVE ROAD TEST VEHICLE
TECHNICIAN TO NOTE & OR ATTACH FINDINGS BELOW.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL PRICE
				0.00	0.00
				0.00	0.00

SUBLET	PO#	INVOICE DATE	DESCRIPTION	UNIT PRICE	TOTAL PRICE
JOB # 7	63952	07/28/04		0.00	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 TOTAL.

COMMENTS
KELLY 459-7395 313-2965

LIMITED WARRANTY:
The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of profit, loss of time, or any other incidental damages.

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Goodwrench





TERRY LEE CHEVROLET

CVCS103302



CVCS103302

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 Mall Road
Cincinnati, Ohio 45249
Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

CUSTOMER NO.	34099	ADVISOR	CHARLES BACK	00558	TAG NO.	411	INVOICE DATE	07/28/04	INVOICE NO.	CVCS103302	
		LABOR RATE		LICENSE NO.		MILEAGE	15,652	COYR	GALAXY SILV	STOCK NO.	40251
		YEAR/MAKE/MODEL	04/CHEVROLET/MALIBU/4DR SDN LT				DELIVERY DATE	09/22/03	DELIVERY MILES	51	
		VEHICLE I.D. NO.	1G1ZU54824F				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.				07/26/04			
RE		COMMENTS									

TOTALS

* NEXT RECOMMENDED SERVICE *
* 09/20/2004 / 18652 MI. DIEZEL FIP1 *

PAYMENT METHOD

☐ CASH ☐ CHECK ☐ CHARGE
☐ M/C ☐ VISA ☐ AMEX ☐ DISCOVER
☐ DIMENSION WARRANTY

LABOR 0.00
TOTAL PARTS 0.00
TOTAL SUBLET 0.00
TOTAL G.O.B. 0.00
TOTAL MISC. CHG 0.00
TOTAL MISC. DISC 0.00
TOTAL TAX 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR CHOOSING TERRY LEE CHEVROLET.
WE HOPE THAT YOU ARE "COMPLETELY SATISFIED" WITH YOUR VISIT.
IF THERE IS ANYTHING THAT HAS NOT BEEN RESOLVED, PLEASE CALL
ME AT (513) 683-4852.

SINCERELY,
CHARLES BACK, SERVICE MANAGER

CUSTOMER SIGNATURE

DUPLICATE INVOICE

LIMITED WARRANTY:

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Goodwrench





TERRY LEE CHEVROLET

CVCS100918

KINGS
AUTOMALL

CVCS100918

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 Mall Road
Cincinnati, Ohio 45249

Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

CUSTOMER NO.	34099	ADVISOR	TONY L BLANKENSHIP 00552	TAG NO.	109	INVOICE DATE	08/01/04	INVOICE NO.	CVCS100918
		LABOR RATE		LICENSE NO.		MILEAGE	12,426	COLOR	GALAXY SILV
		YEAR / MAKE / MODEL	04 / CHEVROLET / MALIBU / 4DR SDN LT			DRIVER'S DATE	09/22/03	DELIVERY MILES	51
		VEHICLE I.D. NO.	1G1ZU54824F			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.			06/01/04		
		COMMENTS							

LABOR & PARTS

J# 1 DIGITAL OFF FREE LUBES OIL FILTER
LOF FILTER
MAINTENANCE
COMPLETED LUBE OIL FILTER

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	QS3387A	OIL FILTER	7.37	
				TOTAL PARTS	7.37
				TOTAL LABOR & PARTS	21.95

J# 2402CVN02

CUSTOMER STATUS: SES LIGHT COMING ON
LOSING GAUGES
SOFTWARE UPDATE
INSPECTED AND RAN SCAN TEST REPROGRAMMED PCM

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	
				TOTAL PARTS	0.00
				TOTAL LABOR & PARTS	0.00

G.O.C. & SUPPLIES

JOB # 1	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	
	5.0		5W-30 MOTOR OIL	1.50	
				TOTAL	7.50

MISC	CODE	DESCRIPTION	UNIT PRICE	
JOB # A	SS	SS SUPPLIES	1.17	
			TOTAL MISC	1.17

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE

COMMENTS
WAITER

LIMITED WARRANTY:

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither, assumed, nor authorize any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

NOTICE

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QUESTIONNAIRE FOLLOW-UP
REGARDING THIS SERVICE VISIT.

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COMPLETELY SATISFIED.

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RESPONSES.

COMPLETELY SATISFIED



IF YOU ARE UNABLE TO MARK
COMPLETELY SATISFIED, PLEASE
CONTACT YOUR SERVICE ADVISOR IMMEDIATELY.



Goodwrench





TERRY LEE CHEVROLET

CVCS100

CVCS100918

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 Mall Road

Cincinnati, Ohio 45249

Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

CUSTOMER NO.	34099	ADVISOR	TONY L BLANKENSHIP 00552	TAG NO.	109	INVOICE DATE	06/01/04	INVOICE NO.	CVC5100918
<div style="background-color: black; width: 250px; height: 40px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 150px; height: 20px; margin-bottom: 5px;"></div> MASON, OH	LABOR RATE	LICENSE NO.	MILEAGE	12,426	COLOR	GALAXY SILV	STOCK NO.	40251	
	YEAR / MAKE / MODEL					DELIVERY DATE		DELIVERY MILES	
	04/CHEVROLET/MALIBU/4DR SDN LT					09/22/03		51	
	VEHICLE I.D. NO.					SELLING DEALER NO.		PRODUCTION DATE	
	1G1ZU54824F								
	P.T.E. NO.			P.O. NO.		P.O. DATE			
						06/01/04			
RE	COMMENTS								

TOTALS

* NEXT RECOMMENDED SERVICE

* 07/26/2004 / 15426 MI 01CVZ03-FIP1 *LUBE, OIL & FILTER

PAYMENT METHOD OF

CASH	CHECK #	CHARGE
M/C	VISA	DISCOVER
DIMENSION	WARRANTY	

THANK YOU FOR CHOOSING TERRY LEE CHEWDALE!
WE HOPE THAT YOU ARE COMPLETELY SATISFIED WITH YOUR VISION!
IF THERE IS ANYTHING THAT HAS NOT BEEN RESOLVED PLEASE CALL
ME AT (513) 683-4852.

SINGAPORE CHINESE BANK SERVICE LIMITED

CUSTOMER SIGNATURE

DUPLICATE INVOICE

TOTAL	LABOR	14.58
TOTAL	PARTS	7.37
TOTAL	SUBLET	0.00
TOTAL	G. G. G.	7.50
TOTAL	MISC. OHS	1.17
TOTAL	MISC. OHS	0.00
TOTAL	TAX	3.07

LIMITED WARRANTY

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COMPLETELY SATISFIED



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Goodwrench





TERRY LEE CHEVROLET

CVCS97374



CVCS97374

MONDAY 7:30 AM - 9:00 PM
TUESDAY - FRIDAY 7:30 AM - 8:00 PM
SATURDAY 10:00 AM - 2:00 PM

9673 Kings Auto Mall Road
Cincinnati, Ohio 45249
Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

CUSTOMER NO.	34099	ADVISOR	STEW FISHER	00606	TAG NO.	631	INVOICE DATE	03/09/04	INVOICE NO.	CVCS97374	
		LABOR RATE		LICENSE NO.		MILEAGE	7,563	COLOR	GALAXY SILV	STOCK NO.	40251
		YEAR / MAKE / MODEL	04/CHEVROLET/MALIBU/4DR SDN LT				DELIVERY DATE	09/22/03	DELIVERY MILES	51	
		VEHICLE I.D. NO.	1G1ZU54824F				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.				03/08/04			
RE		COMMENTS									

LABOR & PARTS

1 01CV208 OK

CUSTOMER STATES: PERFORM 6,000 MILE SERVICE

MAINTENANCE SERVICE

PERFORMED LUBE, OIL AND FILTER CHANGE, CHECKED BELTS, HOSES,
TOP OFF ALL FLUIDS, CHECK AIR FILTER, ROTATE TIRES AND SET
AIR PRESSURE AND INSPECT BRAKES

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	26010792	SAE 15W-40 MOTOR OIL	6.78
JOB # 1 TOTAL PARTS				6.78
JOB # 1 TOTAL LABOR & PARTS				51.86

2 03CV208 OK

CUSTOMER STATES RATTLE IN HIGH FRONT SEAT AREA MORE
SO WHEN YOU MAKE A TURN
NO PROBLEM FOUND
ROAD TEST CHECK SEAT BELT AND BOLTS AND TRACKS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

3 03CV208 OK

STEERING/SUSPENSION UNITS
CUSTOMER STATES VEHICLE WANTS TO PULL LEFT AT SLOW
SPEEDS
NO PROBLEM FOUND
ROAD TEST CHECK ALL WHEELS AND TIRE TURNS
ALL OK

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

4 25CV2 OK

CUSTOMER STATES ENGINE NOISE FROM VEHICLE ON ACCELERATION
NO PROBLEM FOUND
UNABLE TO DUPLICATE CONCERN

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00

G.O.G. & SUPPLIES

JOB #	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1.0		10W30 OIL CHANGE SPECIAL	7.11
TOTAL				7.11

MISC	CODE	DESCRIPTION	UNIT PRICE
JOB # A	SS	SHOP SUPPLIES	3.61

LIMITED WARRANTY:
The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income or any other incidental damages.

NOTICE

• YOU MAY RECEIVE A SERVICE QUESTIONNAIRE/FOLLOW UP REGARDING THIS SERVICE VISIT.

• OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED.

• OUR SERVICE TEAM IS EVALUATED BASED ON COMPLETELY SATISFIED RESPONSES.

COMPLETELY SATISFIED



• IF YOU ARE UNABLE TO MARK COMPLETELY SATISFIED, PLEASE CONTACT YOUR SERVICE ADVISOR IMMEDIATELY.



Goodwrench





TERRY LEE CHEVROLET

CVC5973



CVC597374

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 Mall Road

Cincinnati, Ohio 45249

Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

CUSTOMER NO.	34099	ADVISOR	STEW FISHER	00606	TAG NO.	631	INVOICE DATE	03/09/04	INVOICE NO.	CVCS97374			
<div style="background-color: black; width: 100px; height: 40px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 40px; margin-bottom: 5px;"></div> MASON, OH <div style="background-color: black; width: 80px; height: 20px; display: inline-block;"></div>		LABOR RATE		LICENSE NO.		MILEAGE	7,563	COLOR	GALAXY SILV	STOCK NO.	40251		
		YEAR / MAKE / MODEL						04/CHEVROLET/MALIBU/4DR SDN LT		DELIVERY DATE	09/22/03	DELIVERY MILES	51
		VEHICLE I.D. NO.						1G1ZU54824F <div style="background-color: black; width: 100px; height: 20px; display: inline-block;"></div>		SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.				P.O. NO.		R.O. NO.		03/08/04			
<div style="background-color: black; width: 100px; height: 20px;"></div>		COMMENTS											

ESTIMATE _____
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$97.00

COMMENTS-....
CALL 459-7395

TOTALS

* NEXT RECOMMENDED SERVICE

* 05/10/2004 / 10563 MI 01CV283:11

PAYMENT METHOD

[]	CASH	[]	CHECK #	[]	CHARGE
[]	NYC	[]	VISA	[]	DISCOVER
[]	DIMENSION WARRANTY				

THANK YOU FOR CHOOSING TERRY LEE CHEVROLET!
WE HOPE THAT YOU ARE "COMPLETELY SATISFIED" WITH YOUR VISIT
IF THERE IS ANYTHING THAT HAS NOT BEEN RESOLVED PLEASE CALL
ME AT (913) 693-4852

5. The study

ORDER BACK SERVICE 540-1000

CUSTOMER SIGNATURE

[illegible]

TOTAL INVOICE \$ 66.70

LIMITED WARRANTY

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BASED ON COMPLETELY SATISFIED
RESPONSES

COMPLETELY SATISFIED



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Goodwrench





TERRY LEE CHEVROLET

CVCS96004

KING'S
AUTOMALL

CVCS96004

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 Mall Road
Cincinnati, Ohio 45249
Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

CUSTOMER NO.	34099	ADVISE	ANGEL COGOZZO	00601	TAG NO.	353	INVOICE DATE	02/04/04	INVOICE NO.	CVCS96004	
		LABOR RATE		LICENSE NO.		MILEAGE	5,968	COLOR	GALAXY SILV	STOCK #	40251
		YEAR MAKE / MODEL	04/CHEVROLET/MALIBU/4DR SDN LT				DELIVER DATE	09/22/03	DELIVERY MILES	51	
		VEHICLE I.D. NO.	1G1ZU54824F				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.			R.D. DATE	02/02/04			
RE		COMMENTS									

LABOR & PARTS
JOB # 1 06CVZ

CUSTOMER STATES CLUNKING NOISE IN STEERING COLUMN
FOUND CLUNKING NOISE IN STEERING COLUMN DUE TO INTERMEDIATE
SHAFT GEAR
REPLACED INTERMEDIATE SHAFT FROM STEERING GEAR TO COLUMN
E7700

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22687711	SHAFT		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

JOB # 2 9007015
CUSTOMER REQUEST A RENTAL VEHICLE
SUPPLIED CUSTOMER WITH A RENTAL VEHICLE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	12				
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

SUBLET	ROW	YEND INVT	INV DATE	DESCRIPTION	TOTAL	SUBLET	WARRANTY
JOB # 2	60824		02/06/04	INV 910912			0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF

COMMENTS
DROP 459-7395 OR 582-3472

LIMITED WARRANTY:

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COMPLETELY SATISFIED



IF YOU ARE UNABLE TO MARK COMPLETELY SATISFIED, PLEASE CONTACT YOUR SERVICE ADVISOR IMMEDIATELY.



Goodwrench





CVCS9600



CVCS96004

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 Mall Road
Cincinnati, Ohio 45249
Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

CUSTOMER NO.	34099	ADVISOR	ANGEL COGOZZO	00601	TAG NO.	353	INVOICE DATE	02/04/04	INVOICE NO.	CVCS96004		
[REDACTED]		LABOR RATE	LICENSE NO.		MILEAGE		5,968	COLOR	GALAXY SILV	STOCK NO.	40231	
MASON, OH [REDACTED]		YEAR / MAKE / MODEL					04/CHEVROLET/MALIBU/4DR SDN LT		DELIVERY DATE	09/22/03	DELIVERY MILES	51
		VEHICLE I.D. NO.					1G1ZU54824F [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE		
		F.T.E. NO.					P.O. NO.		02/02/04			
RES.	[REDACTED]	COMMENTS										

TOTALS

* NEXT RECOMMENDED SERVICE

* 02/02/2004 / 5968 MI DICU205-6K

AK/SCHEDULE 3000

PAYMENT METHOD

[] CASH [] CHECK # [] CHARGE
[] M/C [] VISA [] AMEX [] DISCOVER
[] DIMENSION WARRANTY

THANK YOU FOR CHOOSING TERRY LEE CHEVROLET
WE HOPE THAT YOU ARE COMPLETELY SATISFIED WITH YOUR VISIT
IF THERE IS ANYTHING THAT HAS NOT BEEN RESOLVED PLEASE CALL
ME AT (513) 683-4852

SINCERELY,
CHARLES BARK SERVICE DIRECTOR

CUSTOMER SIGNATURE

DUPLICATE INVOICE

SALES TAX 0.00
TOTAL PAID 0.00
TOTAL SUBT 0.00
TOTAL B.O.B. 0.00
TOTAL MISC. CHG 0.00
TOTAL MISC. DED 0.00
TOTAL TAX 0.00
TOTAL INVOICE \$ 0.00

LIMITED WARRANTY:

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NOTICE

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QUESTIONNAIRE/FOLLOW UP
REGARDING THIS SERVICE VISIT

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COMPLETELY SATISFIED

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BASED ON COMPLETELY SATISFIED
RESPONSES

COMPLETELY SATISFIED



IF YOU ARE UNABLE TO MARK
COMPLETELY SATISFIED, PLEASE
CONTACT YOUR SERVICE ADVISOR
IMMEDIATELY

Goodwrench





TERRY LEE CHEVROLET

CVCS95455



CVCS95455

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 Mall Road
Cincinnati, Ohio 45249
Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

CUSTOMER NO.	34099	ADVISOR	ANGEL COGOZZO	00601	TAG NO.	874	INVOICE DATE	01/31/04	INVOICE NO.	CVCS95455	
		LABOR RATE		LICENSE NO.		MILEAGE	5,968	COLOR	GALAXY SILV	STOCK NO.	40251
		YEAR / MAKE / MODEL	04/CHEVROLET/MALIBU/4DR SDN LT				DELIVERY DATE	09/22/03	DELIVERY MILES	51	
		VEHICLE I.D. NO.	1G1ZU54824F				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.				01/16/04			
		COMMENTS									

LABOR & PARTS

J# 1 06CVZ

CUSTOMER STATES POWER STEERING WHEEL OUT
RAN DIAGNOSIS CODE C0550-39 CALL T.A.N.S. WAS INSTRUCTED
TO REPLACE STEERING COLUMN FOR T.A.N.S. CLEARED CODES
CALIBRATED STEERING SENSORS & ROAD TEST. CLICKING NOISE
IN WHEEL R&R STEERING WHEEL TO FIND STEERING CLIPPING
WHEN ROTATING. REPLACED MULTIFUNCTION SWITCH & COM
ASSY ROAD TEST

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22687709	COLUM I.D. NO. 1999413		
JOB # 1	1	1999413	SWITCH 2-SP-2005		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 90CVZ00

CUSTOMER REQUESTS A RENTAL VEHICLE
SUPPLIED CUSTOMER WITH A RENTAL VEHICLE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

J# 3 06CVZ00

CUSTOMER STATES STEERING COLUMN HAS A LOT OF PLAY IN
STEERING SEE HISTORY
CUSTOMER STATES ALSO A ROLL TO THE LEFT
RELATED TO NOISE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

J# 4 06CVZ00

CUSTOMER STATES IN PASSENGER SIDE FRONT SEAT THERE IS
RATTLING WHEN DRIVING. HEAD REST FEELS LOOSE
UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	

J# 5+15CVZ

CUSTOMER STATES ENGINE SOUNDS LIKE A DIESEL ENGINE WHEN
OF THE TIME WHEN IN DRIVE
UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5 TOTAL PARTS				0.00	

LIMITED WARRANTY:

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COMPLETELY SATISFIED



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Goodwrench





TERRY LEE CHEVROLET

CVCS95455



CVCS95455

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 Mall Road
Cincinnati, Ohio 45249

Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

CUSTOMER NO.	34099	ADVISOR	ANGEL COGOZZO	00601	TAG NO.	874	INVOICE DATE	01/31/04	INVOICE NO.	CVCS95455	
		LABOR RATE		LICENSE NO.		MILEAGE	5,968	COLOR	GALAXY SILV	STOCK NO.	40251
		YEAR / MAKE / MODEL	04/CHEVROLET/MALIBU/4DR SDN LT				DELIVERY DATE	09/22/03	DELIVERY MILES	51	
		VEHICLE I.D. NO.	1G1ZU54824F				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.			R.O. DATE	01/16/04			
RE		COMMENTS									

JOB # 5 RURAL LABOR & PARTS 0.00
SUBLET---PO#---VEND INVA INV DATE DESCRIPTION
JOB # 2 60233 01/30/04 RENTAL WARRANTY 0.00
MISC---CODE---DESCRIPTION---CONTROL NO---WARRANTY
JOB # 1 FREIGHT WARRANTY FREIGHT TOTAL MISC 0.00
ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 0.00 TAX
COMMENTS
DROP 582-3472
TOTALS

* NEXT RECOMMENDED SERVICE
* 01/12/2004 7 5968 76.00 CUSTOMER ON SCHEDULE 1 SERV

PAYMENT METHOD
[] CASH [] CHECK # [] CHARGE
[] M/C [] VISA [] AMEX [] DISCOVER
[] DIMENSION WARRANTY
TOTAL LABOR 0.00
TOTAL PARTS 0.00
TOTAL SUBLET 0.00
TOTAL 0.00
TOTAL MISC CHG 0.00
TOTAL MISC 0.00
TOTAL TAX 0.00
TOTAL INVOICE \$ 0.00

THANK YOU FOR CHOOSING TERRY LEE CHEVROLET.
WE HOPE THAT YOU ARE COMPLETELY SATISFIED WITH OUR SERVICE.
IF THERE IS ANYTHING THAT HAS NOT BEEN RESOLVED, PLEASE CALL
US AT (513) 683-4852.

CHARLES BACK, SERVICE DIRECTOR

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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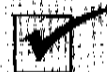
NOTICE

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Goodwrench





CVCS94315



CVCS94315

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 Mall Road
Cincinnati, Ohio 45249
Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

CUSTOMER NO.	34099	ADVISEE	STEW FISHER	00606	TAG NO.	820	INVOICE DATE	12/18/03	INVOICE NO.	CVCS94315	
		LABOR RATE		LICENSE NO.		MILEAGE	4,811	COLOR	GALAXY SILV	STOCK NO.	40251
		YEAR / MAKE / MODEL	04 / CHEVROLET / MALIBU / 4DR SDN LT				DELIVERY DATE	09/22/03	DELIVERY MILES	51	
		VEHICLE I.D. NO.	1G1ZU54824F				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.			R.T. DATE	12/17/03			
RE		COMMENTS									

LABOR & PARTS

J# 1 06CVZ

CUSTOMER STATES REPLACE STEERING COLUMN SUP
REPLACED STEERING COLUMN PER T.A.M.S. RECOMMENDED M
STEERING SENSORS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22687790	COLUMB KT 6-518-320		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 02CVZ

CUSTOMER STATES DARK FOR BEST LIGHT ON
SCAN SYSTEM
CLEARED CODES

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

J# 3 02CVZ

CUSTOMER STATES THE TRIP ODOMETER WAS ON THE SCREEN AND THE
MILES PER GALLON WAS RESET CHECK GAUGES
UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

J# 4 02CVZ

ENGINE NOISE TECH(S)-63
CUSTOMER STATES CHECK FOR A LOOSE BOLT IN THE ENGINE AREA
ON ACCELERATOR FOR HIGH SPEED
UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	

J# 5 00CVZ

CUSTOMER REQUEST A RENTAL VEHICLE
SUPPLIED CUSTOMER WITH A RENTAL VEHICLE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5 TOTAL PARTS				0.00	
JOB # 5 TOTAL LABOR & PARTS				0.00	

SUBLET	PO#	VEND	INVT	INVT DATE	DESCRIPTION	TOTAL	SUBLET	WARRANTY
JOB # 5	59705			12/17/03	4023921			0.00

LIMITED WARRANTY

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COMPLETELY SATISFIED



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Goodwrench





TERRY LEE CHEVROLET

CVCS94315



CVCS94315

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 Mall Road
Cincinnati, Ohio 45249
Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

CUSTOMER NO.	34099		ADVISOR	STEW FISHER	00606	TAG NO.	820	INVOICE DATE	12/18/03	INVOICE NO.	CVCS94315
[REDACTED] MASON, OH [REDACTED]			LABOR RATE	LICENSE NO.		MILEAGE	4,811	COLOR	GALAXY SILV	STOCK NO.	40251
			YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LT						DELIVERY DATE	09/22/03	DELIVERY MILES
			VEHICLE I.D. NO. 1G1ZU54824F [REDACTED]				SELLING DEALER NO.		PRODUCTION DATE		
			P.T.E. NO.		P.O. NO.		R.O. DATE		12/17/03		
RE [REDACTED]			COMMENTS								

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (TAX)

TOTALS

* NEXT RECOMMENDED SERVICE

* 01/05/2004 / 5973 MI 01C705-GK

OR SCHEDULE 1 SERV

PAYMENT METHOD

[] CASH [] CHECK # [] CHARGE
[] M/C [] VISA [] AMEX [] DISCOVER
[] DIMENSION WARRANTY

TOTAL LABOR 0.00
TOTAL PARTS 0.00
TOTAL SUBJECT 0.00
TOTAL G.O.C. 0.00
TOTAL MISC. CHG 0.00
TOTAL MISC. DISE 0.00
TOTAL TAX 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR CHOOSING TERRY LEE CHEVROLET
WE HOPE THAT YOU ARE COMPLETELY SATISFIED WITH YOUR VISIT
IF THERE IS ANYTHING THAT HAS NOT BEEN RESOLVED PLEASE CALL
ME AT (513) 683-4852

SINCERELY
CHARLES BACK, SERVICE DIRECTOR

LIMITED WARRANTY:

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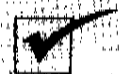
NOTICE

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COMPLETELY SATISFIED



* IF YOU ARE UNABLE TO MARK COMPLETELY SATISFIED, PLEASE CONTACT YOUR SERVICE ADVISOR IMMEDIATELY



Goodwrench





TERRY LEE CHEVROLET

CVCS93287



CVCS93287

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 Mall Road

Cincinnati, Ohio 45249

Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

CUSTOMER NO.	34099	ADVISOR	STEW FISHER	TAG NO.	00606 685	INVOICE DATE	11/24/03	INVOICE NO.	CVCS93287	
		LABOR RATE		LICENSE NO.		MI LEAGE	3,708	COLOR	GALAXY SILV	
		YEAR / MAKE / MODEL	04 / CHEVROLET / MALIBU / 4DR SDN LT				DELIVERY DATE	09/22/03	DELIVERY MILES	51
		VEHICLE I.D. NO.	1 G 1 Z U 5 4 8 2 4 F				ILLING DEALER NO.		PRODUCTION DATE	
		P.T.E. NO.		P.O. NO.		R.P. DATE	11/24/03			

RE		COMMENTS	
----	--	----------	--

LABOR & PARTS
J# 1 01CV203-24P1
CUSTOMER REQUEST TO HAVE THE ENGINE OIL AND FILTER CHANGED
LUBRICATION AND SERVICE INSPECTION
MAINTENANCE
PERFORMED ENGINE OIL AND FILTER CHANGE / LUBRICATE AND
INSPECT VEHICLE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL PARTS	INTERNAL
JOB # 1	1	Q5339A	OIL FILTER		0.00	
					JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 000ATZ
CLUNK IN STEERING WHEN TURNING TO RIGHT. OVERHAUL AREA
CAN HEAR IT IN STEERING WHEEL AREA
UNDER STEERING COLUMN

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL PARTS	INTERNAL
					JOB # 2 TOTAL PARTS	0.00
					JOB # 2 TOTAL LABOR & PARTS	0.00

G.O.G. SUPPLIES
JOB # 1 15:0 1 QT 10W30 MOTOR OIL
G.O.G. SUPPLIES
TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$140.00
COMMENTS
CALL 485-7395

COMPLETELY SATISFIED

IF YOU ARE UNABLE TO MARK
COMPLETELY SATISFIED, PLEASE
CONTACT YOUR SERVICE ADVISOR IMMEDIATELY.

Goodwrench

4SE

PAGE 1 OF 2

SERVICE FILE COPY CONTINUED ON NEXT PAGE 09:30am



TERRY LEE CHEVROLET

CVCS932



CVCS93287

MONDAY 7:30 AM - 9:00 PM
TUESDAY - FRIDAY 7:30 AM - 8:00 PM
SATURDAY 10:00 AM - 2:00 PM

9673 Kings Auto Mall Road
Cincinnati, Ohio 45249
Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

CUSTOMER NO.	34099	ADVISOR	STEW FISHER	00606	TAG NO.	685	INVOICE DATE	11/24/03	INVOICE NO.	CVCS93287	
		LABOR RATE		LICENSE NO.		MILEAGE	3,708	COLOR	GALAXY SILV	STOCK NO.	40251
		YEAR / MAKE / MODEL	04/CHEVROLET/MALIBU/4DR SDN LT				DELIVERY DATE	09/22/03	DELIVERY MILES	51	
		VEHICLE I.D. NO.	1G1ZU54824F				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.			R.P. DATE	11/24/03			
RE		COMMENTS									

TOTALS

PAYMENT METHOD

☐ CASH ☐ CHECK # ☐ CHARGE
☐ NYC ☐ VISA ☐ AMEX ☐ DISCOVER
☐ DIMENSION WARRANTY

THANK YOU FOR CHOOSING TERRY LEE CHEVROLET
WE HOPE THAT YOU ARE COMPLETELY SATISFIED WITH YOUR VISIT
IF THERE IS ANYTHING THAT HAS NOT BEEN RESOLVED PLEASE CALL
ME AT (513) 683-4852

SINCERELY,
CHARLES BROWN, SERVICE DIRECTOR

CUSTOMER SIGNATURE

DUPLICATE INVOICE

TOTAL LABOR 0.00
TOTAL PARTS 0.00
TOTAL SUBJECT 0.00
TOTAL S.O.C. 0.00
TOTAL MISC CHG 0.00
TOTAL MISC DISC 0.00
TOTAL TAX 0.00

TOTAL INVOICE \$ 0.00

LIMITED WARRANTY:

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

NOTICE

YOU MAY RECEIVE A SERVICE QUESTIONNAIRE/FOLLOW UP REGARDING THIS SERVICE VISIT.

OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED.

OUR SERVICE TEAM IS EVALUATED BASED ON COMPLETELY SATISFIED RESPONSES.

COMPLETELY SATISFIED



IF YOU ARE UNABLE TO MARK COMPLETELY SATISFIED, PLEASE CONTACT YOUR SERVICE ADVISOR IMMEDIATELY.



Goodwrench





CVCP902



CVCP90265

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 Mall Road
Cincinnati, Ohio 45249
Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

CUSTOMER NO. 999	ADVISOR TONY L BLANKENSHIP 00552	TAG NO. 642	INVOICE DATE 09/23/03	INVOICE NO. CVCP90265
CINCINNATI, OHIO	LABOR RATE	LICENSE NO.	MILEAGE 7	COLOR GALAXY SILV
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 09/22/03		STOCK NO. 40251
	VEHICLE I.D. NO. 1G1ZU54824F	DELIVERY MILES 51		DELIVERY DATE
RESIDENCE PHONE	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS		09/18/03	

LABOR & PARTS
J# 1.600W-1

PERFORM PRE-DELIVERY INSPECTION
PERFORM COMPLETE NEW VEHICLE PRE-DELIVERY INSPECTION

J# 1 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$80.00 (TAX)

TOTALS

PAYMENT METHOD

☐ CASH ☐ CHECK # ☐ CHARGE
☐ M/C ☐ VISA ☐ AMEX ☐ DISCOVER
☐ DIMENSION WARRANTY

TOTAL LABOR 0.00
TOTAL PARTS 0.00
TOTAL SUBLET 0.00
TOTAL G.O.B. 0.00
TOTAL MISC. DISC 0.00
TOTAL TAX 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR CHOOSING TERRY LEE CHEVROLET
WE HOPE THAT YOU ARE COMPLETELY SATISFIED WITH YOUR VISIT.
IF THERE IS ANYTHING THAT HAS NOT BEEN RESOLVED PLEASE CALL
ME AT (513) 683-4852.

SINCERELY,
CHARLES BACK, SERVICE DIRECTOR

CUSTOMER SIGNATURE

DUPLICATE INVOICE

LIMITED WARRANTY:

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

NOTICE

• YOU MAY RECEIVE A SERVICE QUESTIONNAIRE/FOLLOW UP REGARDING THIS SERVICE VISIT.

• OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED.

• OUR SERVICE TEAM IS EVALUATED BASED ON COMPLETELY SATISFIED RESPONSES.

COMPLETELY SATISFIED



• IF YOU ARE UNABLE TO MARK COMPLETELY SATISFIED, PLEASE CONTACT YOUR SERVICE ADVISOR IMMEDIATELY.



Goodwrench





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: [REDACTED]

VIN: 1G1ZU54824F [REDACTED]

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

General Motors Division

5701 E. Hillsborough Ave. Suite 2300 Tampa, Florida 33610

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION

(page 1 of 3)

Division: Chevrolet	SR Number: 1-242403655	VIN: 1G1ZU54864F
Claimant's Name (LAST, First)		

Inspected By: TOM BAUER - CALIFORNIA Organization: MULTI CHEV / CITY AUTO BODY
 Phone: 908-686-2300 Inspection Date: 8/6/04 Mileage at Inspection: 5,598

I: INSPECTION SUMMARY

Following the inspection, summarize the facts and observations:

FRONT END DAMAGE VISIBLE AT THIS TIME.
LIST OF PARTS NEEDED AT THIS TIME NEEDED TO BE REPLACED:

- | | |
|-----------------|--|
| ① HOOD | } PLEASE SEE ESTIMATE FOR FURTHER DAMAGES. |
| ② BUMPER COVER | |
| ③ ENDPIPE | |
| ④ CONDENSOR | |
| ⑤ UPPER TIE BAR | |
| ⑥ HEADLIGHTS | UPON DRIVING / STEERING
LOCKS UP FROM LEFT TO RIGHT |

II: INTERVIEW - VEHICLE HISTORY

Note to the inspector: In questions 3-5 below, document only the information that relates to the incident/allegation.

1. Name, address & phone number of person being interviewed: _____

2. Prior collision damage? (date, description, etc.) NONE

Repaired by: _____

3. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine miss, etc.):

EXCELLENT

4. Repairs outside of warranty (what, when, by whom?): NONE

5. Other vehicle history information (from person being interviewed or GM Warranty History)?

REPAIR ORDER HISTORY - RO 903 OIL LUBE AND FILTER / RO 4445 RECALL #
04027 SEAT BELT RECALL

6. Last brake maintenance (date, description, by whom?): NOT NEEDED DO TO

LOW MILEAGE

Fax

To: Thelmo or Tom Bower	From: Michael Riddick
Fax: (908) 686-3942	Pages:
Phone: (908) 686-2800	Date: 08/09/04
Re: Z1242 Repair Guidelines	CC:

☒ **Urgent** ☒ **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

Attached is a copy of the **Z1242 Repair Guidelines**. If you have any additional questions concerning the instructions or the report, contact me directly at 1-800-231-1841 Ext. 58756, between the hours of 8:00 AM and 4:45 PM EST.

PLEASE DOCUMENT YOUR FINDINGS ON THE INSPECTION REPORT "SECTION I". ONLY COMPLETE THE FIELDS PERTINENT TO THE CUSTOMER'S CONCERN.

*****PLEASE DO NOT PROVIDE A COPY OF THE INSPECTION REPORT TO THE CUSTOMER.*****

Customer's Name: [REDACTED]
SR Number: 1-242403655
VIN: 1G1ZU54864F [REDACTED]
Vehicle: 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

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 **MUST** SHOW A DOLLAR AMOUNT AT WARRANTY RATE. **CANNOT 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, **MUST** BE ON THE RO. IF IT IS NOT, WE **CANNOT** SUBMIT FOR PAYMENT.
8. **DO NOT** SUBMIT FOR PAYMENT, **IT WILL REJECT IF YOU DO**. 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 **MUST** BE APPROVED BY GENERAL MOTORS.

MULTI CHEVROLET, INC.
2675 ROUTE 22 WEST
UNION, NJ 07083
DEALER CODE: 02-245

FACSIMILE TRANSMITTAL SHEET

TO: Michael Riddick FROM: Tom Baver
FAX NUMBER: 908-686-3942 DATE: 8/6/04
COMPANY: Multi Chevrolet TOTAL NO. OF PAGES INCLUDING COVER: - 9 -
PHONE NUMBER: 908-686-2800
RE: Case - 1-242 403655

☒ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☒ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

as per phone ~~con~~ spoke
with you when you get
this call Tom Baver at
908-686-2800 x 145

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION**

(page 1 of 3)

Division: Chevrolet	SR Number: 1-242403655	VIN: 1G1ZU54864F
Claimant's Name (LAST, First)		

Inspected By: TOM BAVER - CARLOS FRANKO Organization: MULTI CHEVROLET / City Auto Body
Phone: 908-686-2800 Inspection Date: 8/6/04 Mileage at Inspection: 3,578

I: INSPECTION SUMMARY

Following the inspection, summarize the facts and observations:

FRONT END DAMAGE VISIBLE AT THIS TIME.
LIST OF PARTS NEEDED AT THIS TIME NEEDING TO BE REPLACED:

- (1) HOOD
 - (2) BUMPER COVER
 - (3) FENDERS
 - (4) CONDENSOR
 - (5) UPPER TIE ROD
 - (6) HEADLIGHT
- PLEASE SEE ESTIMATE FOR FURTHER DAMAGES.

II: INTERVIEW - VEHICLE HISTORY

Note to the Inspector: In questions 3-5 below, document only the information that relates to the incident/allegation.

1. Name, address & phone number of person being interviewed: _____

2. Prior collision damage? (date, description, etc.) NONE

Repaired by: _____

3. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine miss, etc.):

EXCELLENT4. Repairs outside of warranty (what, when, by whom?): NONE

5. Other vehicle history information (from person being interviewed or GM Warranty History)?

REPAIR ORDER HISTORY - RO 303 OIL LUBE AND FILTER / RO 4445 RECALL
04027 SEAT BELT RECALL

6. Last brake maintenance (date, description, by whom?): NOT NEEDED DO TOLOW MILEAGE.

(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: PHOTOGRAPHS HAVE BEEN E-MAILED
TO MR. MICHAEL RIDDICK.

B. Brakes:

Front assemblies
Rear assemblies with drums removed

Comments: FRONT AND REAR BRAKES ARE OPERATIONAL
AND IN EXCELLENT WORKING ORDER.

C. Interior:

Instrument panel & odometer

List all driver electrical controls which are in the "On" position: ODOMETER SHOWING
5598 AND NO CONTROLS SHOWING ON AT THIS
TIME.

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 OTHER COMPONENTS ARE IN EXCELLENT
WORKING 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: NONEAnything on vehicle which is a modification: NONEOther relevant information: NONE

Other Comments:

Date: 8/ 6/2004 10:35 AM
 Estimate ID: 2895
 Estimate Version: 0
 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: [REDACTED]
 Address: Claim Number 1-242403656

Mitchell Service: 810161

Description: 2004 Chevrolet Malibu LT
 Body Style: 4D Sed
 VIN: 1G1ZU54864F [REDACTED]
 OEM/ALT: Q
 Options: ALUM/ALLOY WHEELS, AIR CONDITIONING, POWER STEERING, POWER WINDOWS

Drive Train: 3.5L Inj 6 Cyl 4A FWD

Search Code: None

Options: POWER DOOR LOCKS, TILT STEERING WHEEL, CRUISE CONTROL, ELECTRIC DEFOGGER,
 AUTOMATIC TRANSMISSION, AM-FM STEREO/CDPLAYER(SINGLE)

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	AUTO	BDY	OVERHAUL	FRT COVER ASSY			2.7 #
2	000011	BDY	REMOVE/REPLACE	FRT BUMPER COVER	12335943 GM PART	275.00	INC #
3	AUTO	REF	REFINISH	FRT BUMPER COVER			C 2.3
4	000018	BDY	REMOVE/REPLACE	FRT CTR BUMPER COVER SUPPORT	22728872 GM PART	33.98	INC
5	000020	BDY	REMOVE/REPLACE	FRT BUMPER IMPACT ABSORBER	22624986 GM PART	69.93	INC
6	000021	BDY	REPAIR	FRT BUMPER IMPACT BAR	Existing		2.0 #
7	000211	BDY	REMOVE/REPLACE	FRT CTR BUMPER SPLASH SHIELD	22634048 GM PART	16.49	INC
8	000022	BDY	REMOVE/REPLACE	UPR GRILLE	22735737 GM PART	116.03	INC #
9	000023	BDY	REMOVE/REPLACE	GRILLE RETAINER	10134407 GM PART	0.63	
10	000023	BDY	REMOVE/REPLACE	GRILLE RETAINER	10134407 GM PART	0.63	
11	000023	BDY	REMOVE/REPLACE	GRILLE RETAINER	10134407 GM PART	0.63	
12	000023	BDY	REMOVE/REPLACE	GRILLE RETAINER	10134407 GM PART	0.63	
13	000024	BDY	REMOVE/REPLACE	GRILLE MOULDING	22686449 GM PART	108.00	INC #
14	000027	BDY	REMOVE/REPLACE	LWR GRILLE	22674800 GM PART	71.83	INC #
15	001546	BDY	CHECK/ADJUST	HEADLAMPS			0.4
16	000028	BDY	REMOVE/REPLACE	R FRONT COMBINATION LAMP ASSEMBLY	ORDER FROM DEALER	210.00	INC
17	000029	BDY	REMOVE/REPLACE	L FRONT COMBINATION LAMP ASSEMBLY	ORDER FROM DEALER	210.00	INC
18	001560	BDY	REMOVE/INSTALL	R FOG LAMP			INC #
19	001551	BDY	REMOVE/INSTALL	L FOG LAMP			INC #
20	000042	BDY	REMOVE/REPLACE	HOOD PANEL	22730864 GM PART	380.00	0.8
21	AUTO	REF	REFINISH	HOOD OUTSIDE			C 2.6
22	AUTO	REF	REFINISH	HOOD UNDERSIDE			C 1.3
23	000043	BDY	REMOVE/REPLACE	HOOD INSULATOR	22628073 GM PART	50.85	INC
24	000051	BDY	REMOVE/REPLACE	R HOOD HINGE	22729166 GM PART	13.07	0.3 #
25	AUTO	REF	REFINISH	R HINGE			0.2
26	000052	BDY	REMOVE/REPLACE	L HOOD HINGE	22729166 GM PART	13.07	0.3 #
27	AUTO	REF	REFINISH	L HINGE			0.2

ESTIMATE RECALL NUMBER: 8/ 6/2004 09:43:28 2895

Mitchell Data Version: JUN_04_A
 UltraMate Version: 5.0.023

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Page 1 of 3

Date: 8/ 6/2004 10:35 AM
 Estimate ID: 2896
 Estimate Version: 0
 Preliminary
 Profile ID: State Farm

28	000063	BDY	REMOVE/REPLACE	HOOD LATCH		22687904	GM PART	48.63	INC
29	000095	BDY	REMOVE/REPLACE	COOLING RADIATOR		52494386	GM PART	293.86	INC #
30	000100	BDY	REMOVE/REPLACE	UPR COOLING RADIATOR SEAL		22731300	GM PART	8.88	
31	000101	BDY	REMOVE/REPLACE	COOLING RADIATOR BAFFLE		22691394	GM PART	23.00	
32	001524	MCH	REMOVE/REPLACE	EVACUATE & RECHARGE A/C	-M				1.4
33	900500	BDY *	REMOVE/REPLACE	INSPECTION/ESTIMATE		New			2.0*
34	900500	BDY *	ADD'L LABOR OP	DETAIL FOR DELIVERY		Existing			0.5*
35	900500	BDY *	ADD'L LABOR OP	CAR COVER		**Qual Repl Part		5.00 *	0.2*
36	900500	REF *	REMOVE/REPLACE	FLEX ADDITIVE		New		12.00 *	0.3*
37	900500	REF *	ADD'L LABOR OP	COLOR SAND AND BUFF VEHICLE		Existing			1.5*
38	938003		ADD'L COST	COOLANT				20.00 *	
39	000127	MCH	REMOVE/REPLACE	AIR COND CONDENSER	-M	22704208	GM PART	272.74	INC
40	001880	REF	BLEND	R FENDER OUTSIDE					C 0.7
41	001881	REF	BLEND	L FENDER OUTSIDE					C 0.7
42	000159	BDY	REMOVE/REPLACE	UPR FRONT BODY TIE BAR	-S	22724353	GM PART	115.25	5.9 #
43	AUTO	REF	REFINISH	UPPER TIE BAR					1.0
44	AUTO	REF	ADD'L OPR	CLEAR COAT					2.1
45	AUTO		ADD'L COST	PAINT/MATERIALS				270.90 *	
46	AUTO		ADD'L COST	HAZARDOUS WASTE DISPOSAL				3.50 *	

* - Judgement Item

- Labor Note Applies

C - Included in Clear Coat Calc

I. Labor Subtotals						II. Part Replacement Summary			
	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals				Amount
Body	15.1	40.00	0.00	0.00	604.00 T	Taxable Parts			2,330.23
Refinish	12.9	40.00	0.00	0.00	516.00 T	Sales Tax	@ 6.000%		139.81
Mechanical	1.4	40.00	0.00	0.00	56.00 T	Total Replacement Parts Amount			2,470.04
Taxable Labor					1,176.00				
Labor Tax					70.56				
Labor Summary	29.4				1,246.56				
III. Additional Costs					Amount	IV. Adjustments			
Taxable Costs					294.40	Customer Responsibility			
Sales Tax					17.86				
Total Additional Costs					312.06				
						I. Total Labor:			1,246.56
						II. Total Replacement Parts:			2,470.04
						III. Total Additional Costs:			312.06
						Gross Total:			4,028.66
						IV. Total Adjustments:			0.00
						Net Total:			4,028.66

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 2896

Mitchell Data Version: JUN_04_A
 UltraMate Version: 5.0.023

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Page 2 of 3

Date: 8/6/2004 10:35 AM
Estimate ID: 2895
Estimate Version: 0
Preliminary
Profile ID: State Farm

Insurance Co: GMAC

*****PARTS PRICES ARE SUBJECT TO INVOICE*****

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 ACKNOWLEDGED 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.

AUTHORIZED SIGNATURE _____

DATE _____

ESTIMATE RECALL NUMBER: 8/6/2004 09:43:28 2895

Mitchell Data Version:
UltraMate Version:

JUN_04_A
5.0.023

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MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CVCS503

CVCS503

CUSTOMER NO. 28360	ADVISOR DAVID	TAG NO. 006 483	INVOICE DATE 04/03/04	INVOICE NO. CVCS503
CRANFORD, NJ	LABOR RATE 88.56	LICENSE NO.	MILEAGE 3,112	COLOR GOLD/
	YEAR / MAKE / MODEL 04/CHEVROLET/4 DOOR SEDAN			DELIVERY DATE 11/04/03
	VEHICLE I.D. NO. 1 G 1 Z U 5 4 8 6 4 F			DELIVERY MILES 92
	F.T.E. NO.			SELLING DEALER NO.
		P.O. NO.	R.O. DATE 04/03/04	PRODUCTION DATE
COMMENTS E# 3.5L V6				
MO: 3113				

[STK#] STK# C2403 [SALESMAN] TRAMUTOLA, FRED
JOB# 1 CHARGES-----
LABOR-----
J# 1 00CVZLOF LUBE,OIL FILTER TECH(S):148 INTERNAL
CUSTOMER REQUEST LUBE, OIL AND FILTER CHANGE.
CHECK ALL FLUID LEVELS.
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
1 12345621 OIL10W30B 8.800 INTERNAL
1 OIL 5W30 1234 INTERNAL
1 25010792 OIL FLTR 1.836 INTERNAL
TOTAL - PARTS 0.00
JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00
COMMENTS-----
WAIT
TOTALS-----

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CVCS4445

CVCS4445

CUSTOMER NO. 28360	ADVISOR ANTHONY	TAG NO. 007 307	INVOICE DATE 07/19/04	INVOICE NO. CVCS4445
[REDACTED] CRANFORD, NJ	LABOR RATE 88.56	LICENSE NO.	MILEAGE 5,376	COLOR GOLD/
	YEAR / MAKE / MODEL 04/CHEVROLET/4 DOOR SEDAN			DELIVERY DATE 11/04/03
	VEHICLE I.D. NO. 1 G 1 Z U 5 4 8 6 4 F			DELIVERY MILES 92
	P.T.E. NO.			SELLING DEALER NO.
BUSINESS PHONE			P.O. NO.	
COMMENTS E# 3.5L V6			R.O. DATE 07/19/04	
			MO: 5376	

[STK#]	STK# C2403	[SALESMAN]	TRAMUTOLA, FRED
JOB# 1 CHARGES			
LABOR			
J# 1 02CVZ	RECALL	TECH(S):039	WARRANTY
04027 PERFORM ABS RECALL			
RECALL PERFORMED			
JOB# 1 TOTALS			
		JOB# 1 JOURNAL PREFIX CVCS	JOB# 1 TOTAL 0.00
JOB# 2 CHARGES			
LABOR			
J# 2 02CVZ	RECALL	TECH(S):039	WARRANTY
PERFORM SEAT BELT RECALL			
RECALL PERFORMED			
PARTS	QTY	FP-NUMBER	DESCRIPTION
	2	10388869	RETAINER 14.875
		TOTAL - PARTS	WARRANTY 0.00
JOB# 2 TOTALS			
		JOB# 2 JOURNAL PREFIX CVCS	JOB# 2 TOTAL 0.00
ESTIMATE			
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING			
ORIGINAL ESTIMATE OF \$0.00 (+TAX)			
TOTALS			

		TOTAL LABOR	0.00
		TOTAL PARTS	0.00
		TOTAL SUBLET	0.00
		TOTAL G.O.G.	0.00
		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX	0.00
		TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE
 ***** DUPLICATE INVOICE *****

Aug 11 04 09:33a

P.2

S. Tipples

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 16 2004
RECEIVED

AUG 11 2004

J. M. DEVINE

Via fax 517-272-3709

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In closing please know that I appreciate your time and eagerly await any help you gentlemen may be able to offer. Have a nice day!

Monroe, LA

(home)
(fax)
(cell)

File Number 1243997980
VIN 1G1ZT54864F
Delivery of vehicle 09/03/03

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On 08/06/04 I went to Ward to discuss the problem and to see what could be done since the vehicle had not malfunctioned with the service tech or manager at the wheel. I was advised by Toby Liner to contact General Motors customer service at 800-222-1020. After talking to Juanita Villa (866-942-4368 x48553) and Tamara Herrington for over an hour I made the following request from General Motors:

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During this conversation of over an hour I was told that if the car failed while I was out of town, that I would have to get to a dealership or contact Ward to have it towed and then see if General Motors would authorize a rental car. I informed Toby Liner and the representative that this was not acceptable as I have appointments at 9a and 1p each day and there is no time for dealing with a vehicle that is not reliable. With the history of this vehicle I do not feel it provides a reliable method of transportation.

I was told that Juanita would call me back with an answer on these requests between 2-4p on August 10. I was unable to accommodate this time and called her back to arrange for 9-11a on the 10th. Juanita did return my call to confirm the time was fine with her and told me she would contact me between those hours on the 10th.

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.

Aug 11 04 09:34a

p. 4

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Monroe, LA

(office)
(cell)
(fax)

Fax

To: G. Richard Wagoner, Jr.

From: [REDACTED]

John M. Devine

Robert A. Lutz

Gary L. Cowger

Fax: 517-272-3709

Pages: 4 including this cover

Phone: 313-556-5000

Date: August 11, 2004

Re: 2004 Malibu

CC:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle**• Comments:**

Please forward this fax to each of the gentlemen above.

My thanks,

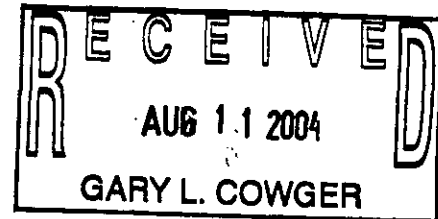
[REDACTED]

Monroe, LA

S. Tiddle
C. Gene S.

AUG 13 2004

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[Redacted Signature]

August 11, 2004

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VIN 1G1ZT54864F
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Monroe, LA

AUG 16 2004

Fax

To: G. Richard Wagoner, Jr.

From: [REDACTED]

John M. Devine

Robert A. Lutz

Gary L. Cowger

Fax: 517-272-3709

Pages: 4 including this cover

Phone: 313-556-5000

Date: August 11, 2004

Re: 2004 Malibu

CC:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments:

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[REDACTED]

August 11, 2004

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Monroe, LA

AUG 16 2004

Fax

To: G. Richard Wagoner, Jr.

From:

John M. Devine

Robert A. Lutz

Gary L. Cowger

Fax: 517-272-3709

Pages: 4 including this cover

Phone: 313-556-5000

Date: August 11, 2004

Re: 2004 Malibu

CC:

☐ Urgent☐ For Review☐ Please Comment☐ Please Reply☐ Please Recycle

● Comments:

Please forward this fax to each of the gentlemen above.

My thanks,

Sherr T. Kline

August 11, 2004

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John M. Devine, GM Vice Chairman and Chief Financial Officer
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AUG 16 2004

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AUG 11 2004

G.R. WAGONER, JR.

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Good day to each of you gentlemen. Geez where is the lady in the group? I am writing to let you know of my dissatisfaction with my most recent General Motors purchase. I am a longtime General Motors customer; however this latest vehicle is just about to sever that relationship.

I am currently driving a 2004 Malibu that I so looked forward to purchasing and ordered as soon as it was available. My highly anticipated vehicle has turned into one of my biggest headaches. The first trip I took in it resulted in a power steering failure on a Saturday morning on the way to the Ole Miss vs. LSU football game. I did make it to a dealership and was told then that they could not get it diagnosed or parts for several days. It had less than 6,000 miles on it at that time. I was told to drive it and take it to the dealership when I got back home. As you can see from the service records, the dealership had my highly anticipated vehicle for over 3 weeks. LSU did win the game!

My latest problem is completely detailed for you on the attached. I own my own business and simply must have a reliable method of transportation. In the coming weeks I will make a 5 hour trip to New Orleans, a couple of 4 hour trips to Baton Rouge and several trips to Bossier City, LA by car. I drive a new vehicle because I need one that is dependable. There is no room in my schedule to have a car towed and see if the General Motors representative will authorize a rental car. I asked your customer service representation if she in fact was telling me to drive the vehicle with this concern and she told me that was a decision I had to make. So, either I drive it or what stay home and not work? I know any vehicle can break down at any time but this vehicle has a history of problems.

In closing please know that I appreciate your time and eagerly await any help you gentlemen may be able to offer. Have a nice day!

Monroe, LA

File Number 1243997980
VIN 1G1ZT54864F
Delivery of vehicle 09/03/03

On trip the power steering failed and it was put in the shop at Ward on 11/24/03 and did not get it out until 12/12/03.

On 08/04/04 the power steering failed again this time with absolutely no power steering. It happened twice within 5 minutes. The first time I turned off the ignition then restarted the vehicle and it was okay for about a half mile. When I stopped at a red light it went out again. This time I turned onto Louisville and into the Burney's parking lot and called Ward Chevrolet. They sent a wrecker and the vehicle acted fine for them.

On 08/06/04 I went to Ward to discuss the problem and to see what could be done since the vehicle had not malfunctioned with the service tech or manager at the wheel. I was advised by Toby Liner to contact General Motors customer service at 800-222-1020. After talking to Juanita Villa (866-942-4368 x48553) and Tamara Herrington for over an hour I made the following request from General Motors:

1. a rental car for a period of 2 weeks to a month in order for the tech to drive my car and since I had 3 out of town trips to make
2. a request for a buy back from General Motors

During this conversation of over an hour I was told that if the car failed while I was out of town, that I would have to get to a dealership or contact Ward to have it towed and then see if General Motors would authorize a rental car. I informed Toby Liner and the representative that this was not acceptable as I have appointments at 9a and 1p each day and there is no time for dealing with a vehicle that is not reliable. With the history of this vehicle I do not feel it provides a reliable method of transportation.

I was told that Juanita would call me back with an answer on these requests between 2-4p on August 10. I was unable to accommodate this time and called her back to arrange for 9-11a on the 10th. Juanita did return my call to confirm the time was fine with her and told me she would contact me between those hours on the 10th.

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.

Monroe, LA

Fax

To: G. Richard Wagoner, Jr.

From:

John M. Devine

Robert A. Lutz

Gary L. Cowger

Fax: 517-272-3709

Pages: 4 including this cover

Phone: 313-656-6000

Date: August 11, 2004

Re: 2004 Malibu

CC:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments:

Please forward this fax to each of the gentlemen above.

My thanks,



Zellwood F

Home telephone: [REDACTED]

Change to: ()


Please provide us with your preferred Email address:

Dear [REDACTED]

Our records indicate that you had your **2004 Malibu serviced at Vann Gannaway Chevrolet on June 18, 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 Vann Gannaway 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 JUNE 18, 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? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | Yes
<input checked="" type="checkbox"/> | No
<input type="checkbox"/> | Does Not Apply/Not Required
<input type="checkbox"/> | Don't Know
<input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

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

Please complete other side

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? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☒ Somewhat Satisfied ☐ Not At All Satisfied

SEE Below

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
 - The ease of getting your vehicle? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
 - The condition in which it was returned? ☒ Completely Satisfied ☐ 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 available
☐ I declined repair
☐ Other (please specify) _____
☐ Don't know

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

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

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Vann Gannaway Chevrolet?..... ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

17. Would you recommend this dealership for service? ☒ Definitely Would ☐ Probably Would ☐ Might/Might Not ☐ Probably Not ☐ 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 ☐ Female

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

21. May we include your name when providing this survey information to your dealership? ☒ Yes ☐ No

22. Do you have any other comments/recommendations about Vann Gannaway Chevrolet?

MCI WAS ADVISED THE VEHICLE WAS SAFE TO DRIVE FOR A WHILE WHILE AWAITING PARTS. DURING THIS TIME I EXPERIENCED 7 OR 8 POWER STEERING FAILURES AND TWICE A COMPLETE ENGINE SHUT DOWN

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 You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to: **DAN PERODS**
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054

WHILE MAKING IN TRAFFIC. I BELIEVE I RECEIVED BAD ADVICE, AND

September 10, 2004

[REDACTED]
[REDACTED]
Laguna Hills, CA [REDACTED]

Service Request: 1-245190182
Customer Relationship Manager: Tara Allen

Dear Mr. [REDACTED]:

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



Service Satisfaction Survey

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

Laguna Hills CA

Home telephone:

Change to: ()

Please provide us with your preferred Email address:

Dear

Our records indicate that you had your **2004 Malibu serviced at Power Chevrolet on July 2, 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 Power Chevrolet.

Sincerely,

Charles F. Ugolino
Charles F. Ugolino
Director of Operations

AUG 09 2004

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 JULY 2, 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? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

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

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Please complete other side

About Your Service Consultant/Advisor - Continued

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

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|---|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | | | |
| 12. Were ALL of your service concerns corrected on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| IF NO, why not? (check all that apply) | | | | | |
| <input type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available | | | | |
| <input type="checkbox"/> Work performed did not correct the problem | <input type="checkbox"/> I declined repair | | | | |
| <input type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) _____ | | | | |
| <input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Don't know | | | | |

See Attached NOTE

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

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--|-------------------------------------|----------------------------------|----------------------------------|---|
| 16. Based on this service visit, overall, how satisfied are you with Power Chevrolet? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Definitely Would | Probably Would | Might/ Might Not | Probably Not | Definitely Not |
| 17. Would you recommend this dealership for service? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 18. Overall, how satisfied are you with your 2004 Malibu? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. Are you ... | <input checked="" type="checkbox"/> Male | <input type="checkbox"/> Female | | | |
| 20. Your age ... | <input type="checkbox"/> Under 25 | <input type="checkbox"/> 25 - 34 | <input type="checkbox"/> 35 - 44 | <input type="checkbox"/> 45 - 54 | <input checked="" type="checkbox"/> 55 - 64 |
| | | | | | <input type="checkbox"/> 65 or older |
| 21. May we include your name when providing this survey information to your dealership? | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| | Yes | No | | | |
| 22. Do you have any other comments/recommendations about Power Chevrolet? | | | | | |

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 You!!

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

July 30, 2005

119532

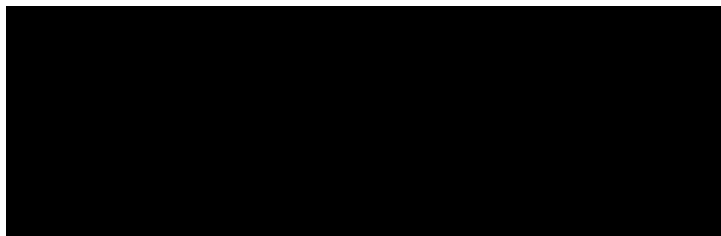
To: [REDACTED]

1. Power Steering went out @ 11,000 miles.
When Brought in for repair - Service could not find event recorded on the computer.
All visual and audible alarms informed us at time of incident.
Vehicle was returned to us with NO work or repairs completed.

HAD to take back to dealer a second time for final repairs.

2. Dealer provided me with an Enterprise Rental Car. While in my possession, someone hit (and run) me while I was parked causing \$836⁰⁰ - ...
I was liable and had to pay my \$500 - DEDUCTIBLE

Not a very good experience @ all -



September 10, 2004

[REDACTED]
Coeur D Alene, ID [REDACTED]

Service Request: 1-245465449

Customer Relationship Manager: Kurjural Newell

Dear Mr [REDACTED]:

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